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Healthwatch Harrow

Annual Report 2016/17



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Message from the Chair of EWL



As the corporate entity and accountable for the Healthwatch Harrow service, which is a core function of Enterprise Wellness Ltd - EWL, (formerly Harrow in Business), and on behalf of my Board and colleagues on our Advisory Board, I am pleased to present this report to the local community, stakeholders and partners.

The national and local health and social care scene remains complex and complicated, and continues to face budgetary pressures, and an ever-increasing demand for many services. Last year was no different, and inevitably, this has meant that we too have continually had to shift priorities and manage the many and varied expectations placed on us.

Last year we set ourselves challenging targets and plans for addressing sustainability matters. However, a combination of factors, created uncertainty and instability, and led to unforeseen challenges, resulting in some activities being deferred, including a reorganisation of earlier governance arrangements that were no longer fit for purpose. These factors include:

- Reappointment action to replace the previous Healthwatch Harrow Manager, who moved to advance his career;
- Commissioners detailed review of various aspects of our service and found no areas of concern, but identified a few areas for improvement;
- Harrow Council's mapping and review of Information, Advice and Advocacy services across the Borough (including Healthwatch Harrow), with a view to new commissioning arrangements from April 2017;

With guidance from Healthwatch England and my Board, and a core group of Healthwatch Harrow Board Members and commissioners, we made necessary and important changes to governance arrangements, and realigned delivery priorities from autumn 2016 onwards.

“We also appointed Mina Kakaiya, our new manager in September 2017, to begin the process of co-ordinating, delivering and managing various day to day aspects of the new arrangements. This meant that Mina and the team, were able to undertake a range of outreach activity via social media, focus groups, especially on GP Access, and engagement at partner community events.”

As highlighted in this report, we reached out to many groups and disseminated national, regional and local news, especially via our regular e-newsletters.

As we explain in the plans for the next year section, the £50,000 reduction in the two-year budget, will mean that apart from working towards a revised mission, we will:

- Only be accessible to the public from Monday to Wednesday;
- Have a team of part-time staff;
- Introduce a Healthwatch Harrow Forum, as opposed to an Advisory Group;

Our priorities will be:

- Engagement;
- Signposting;
- Monitoring and scrutiny of health and social care services;

We are hopeful that there will be no further major changes, as this will give the very hard working team a reasonable chance to deliver what is an ambitious two-year Delivery Plan up to March 2019. Whilst, as in previous years, the Enterprise Wellness Board will continue to try and plug any shortfall in the budget, this will now be more difficult than ever before.

We are grateful to the core group of partners and volunteers and will seek to create new strategic alliances and structures, so that we can continue to meet our statutory obligations as best as possible in a period of continued uncertainty and challenges.

Ash Verma

Chair

Enterprise Wellness



Message from our Manager

I joined the Healthwatch Harrow team September 2016. My first six months have been very enjoyable and busy, with a hive of activity getting to know our volunteers and board members, networking and consolidating stronger partnership working across the local and wider health and social care, local voluntary and community organisations, as well as continuing to raise the profile of Healthwatch Harrow.

We have continued to put the voice of Harrow residents at the heart of Health and Social Care by gathering their views and experiences in a variety of ways. These include: our website, social media, surveys, focus groups and attending key stakeholder meetings and community events.

“This year we engaged in 14 public engagement events across health and social care and we received a total of 74 enquiries through our CRISPI service (Concerns, Request Information, Signposting and Intelligence).”

One of the key areas of concern raised by residents this year has been around getting an appointment to see their GP. An in-depth research project on GP Access was introduced and looked at some key areas around: general satisfaction making appointments; opening hours; out of hours information; provision on how to register; and interpreters/translation services. We also looked at availability of the texting reminder service, how to make a complaint, quality of GP websites, and reviewed the Harrow GP practices CQC inspections over



the last year. The research is due to be completed around April 2017, and a report will be finalised by early summer 2017 and disseminated to stakeholders and partners and the local community.

I would like to thank the Advisory Board and our team of committed and passionate volunteers, especially in collecting patient feedback, participating in enter and view and PLACE visits and on user groups and representing us at key stakeholder meetings. We hope to enhance our pool of volunteers in the future with our key cross sector partners.

Finally, I am grateful to the Enterprise Wellness Board, Jenny Boxall, Antonetta Fernandes for their support, enthusiasm, commitment, and hard work.

I very much look forward to working with the Health and Wellbeing Board, Harrow CCG and other stakeholders and partners, who are equally passionate about championing people’s views on local health and social care matters.

Mina Kakaiya
Manager



Highlights from our year

This year we have had:

*77,144 website hits
1268 Twitter followers
16 e-newsletters/bulletins
circulated*



Our volunteers help us with everything from research to attending PLACE Assessments



We've visited 4 local services - through PLACE Assessment, Mock Inspection and Enter & View activities



We have attended 267 meetings



We've engaged with 236 people on GP Accessibility.



We've met hundreds of local people through over 20 community events





Who we are

Our purpose is enshrined in the Health and Social Care Act 2012, which sets out the following statutory functions for the Healthwatch network:

- i. *Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local care services*
- ii. *Enable 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*
- iii. *Obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known*
- iv. *Make reports and recommendations about how local care services could or ought to be improved to commissioners and providers of care services, and people responsible for managing or scrutinising local care services and shared with Commissioners, Regulators, Healthwatch England etc.*
- v. *Provide advice and information about access to local care services so choices can be made about local care services*
- vi. *Formulate views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing views with stakeholders and partners and statutory bodies using a variety of techniques, including Enter and View visits*
- vii. *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*
- viii. *Provide Healthwatch England, the local CCG, Health and Wellbeing Board and others, with the intelligence and insight it needs to enable it to perform effectively*
- xi. *Produce an Annual Report*

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our Mission:

Our mission is guided by our overall objectives and aspirations for Healthwatch Harrow which:

- Is accessible to all people
- Has a real impact on health and social care
- Genuinely meets public priorities and needs
- Hears the voices of everyone, knows what people think and understands their health and social care priorities
- Is transparent and accountable to the people it serves
- Has a working relationship with statutory providers
- Influences a changing health and social care agenda.

“To be an independent voice and champion for local people and influence noticeable change in health and social care through effective engagement and evidence gathered across the diverse Harrow community, including businesses and employees”.

Our priorities

Our priorities below have been shaped around the HWBB Strategy's mission and themes (*Start Well, Live Well, Work Well and Age Well*), Sustainability Transformation Plan (STP) and our collective intelligence, as well as supporting prevention rather than cure activities by others such as the Harrow CCG Board, Public Health, Harrow Safeguarding Board, or other emerging initiatives from our own outreach work and other initiatives from Healthwatch England and Care Quality Commission.

An internally focused detailed Delivery Plan will guide our day to day activities and will be shared with the HiB and HWH Boards as part of overall stewardship, performance and resource management arrangements. The key strategic priorities from October 2016 to March 2017 are as follows:

Raising visibility, engagement & gathering intelligence

We will place considerable emphasis on hard to reach' and seldom heard groups through bespoke surveys, focus groups, public engagement forums, representation in key forums/meetings, intelligence from CRISPI Database and a programme of Enter & View/Place visits; (Start Well, Live Well, Age Well).

We will focus on and deliver the following:

- Sustainability Transformation Plan (STP) focusing on 3 of the 9 key priorities: Enabling and supporting self-care, Help improve mental health and Reduce social isolation. Future scoping in partnership and funding opportunities to deliver on the STP priorities currently taking place with Harrow CCG.

- Access to Primary Care (working in partners, HPPN and Harrow CCG). Final report to be presented to Scrutiny Committee in June 2017
- Wheelchair Service (working in partnership with Healthwatch Hillingdon), ongoing, completion March 2017
- Dental charges (variations of cost) Commence project March 2017
- A&E performance at Northwick Park Hospital - project delivery dates to be confirmed once discussed and finalised.

Once the priority plans have been agreed a detailed project plan will be developed for each priority.

Volunteer Recruitment

We currently have 9 volunteers working for Healthwatch Harrow and we have reviewed and completed our volunteer strategy developing the following areas:

- Governance,
- Recruitment
- Selection
- Management




Workplace wellbeing initiatives (Work Well)

- Yoga for Businesses workshop, in partnership with Isha Foundation (June)
- Preparation of a wellbeing questionnaire for small and medium size enterprises (SMEs)
- Listening and engaging with businesses at Harrow Means Business

- Attended a Health & Wellbeing at Work Conference

Tell us about your...





*What you told us
about what you
think of services*

Listening to local people's views

Our role is to help to shape, improve and influence decisions and processes that are designed to make health and social care better for all communities. We did this through talking and listening to people in a variety of ways and by contributing to discussions and decisions about local services based on what people tell us.

The following is a summary of various public engagement activities to gather views and gain an understanding and experiences of carers and service users.

- Harrow College 19th April 2016, 24 questionnaires collected during class presentation
- Northwick Park Hospital (LNWHCT) public engagement stand, 27th April 2016, collected 15 questionnaires
- Harrow College “Young People’s Health & Wellbeing Exhibition, 17th May 2016, 59 questionnaires collected
- Healthwatch Harrow Public Meeting - Guest speakers from CQC, Harrow CCG and Harrow Council
- Yoga Workshop for Businesses, 23rd June 2016, collected 9 questionnaires
- LNWHCT open day at Northwick Park Hospital Open day 9th July 2016, collected 23 questionnaires
- Stanmore College Fresher’s Fair, 28th September 2016, collected 13 questionnaires
- Harrow Means Business Event (18 questionnaires received around health and wellbeing in the

workplace and 19 comments received on our wellbeing tree

- Harrow Health & Care - our plans for the future, stall (October)
- Belmont Walk in Centre - Opening
- Healthy Harrow Event - World Aids Day, 1st December 2016, 12 questionnaires received and 6 comments received on GP Accessibility
- Focus Groups held with Harrow Mencap Carers, HAD’s, Age UK Harrow, Mind HUG, DAWN and Carramea on GP Accessibility,
- GP Accessibility research project, interim report presented, presently 143 questionnaires in total collected, closing 31st March 2017
- Survey: Third Sector impact assessment, (4 responses)

Key Findings

The following examples capture and highlight the various methods we have used to hear people’s views about their needs.

Harrow College

Healthwatch Harrow delivered a presentation to all the health & social care students on Tuesday 19th April 2016. Following the presentation, 24 health questionnaires were completed by the students in the class. The results of this questionnaire, from an age group of 16-20, showed the following:

- 76% said they visit a dentist regularly
- 48% said they felt they didn’t have a healthy diet
- 32% said they worry about obesity or anorexia
- 56% said do not eat breakfast every day
- 44% said they do not have regular eye tests

- 56% said if they have a confidential health issue they would not know where to go for help and advice
- 21.7% wanted more information on sexually transmitted infections (STI), contraception and pregnancy options
- 45.8% felt that social media did have an impact on their health

Comments regarding social media include:

“They portray certain unhealthy views and images as normal”

“Social media sort of controls our day to day life, people might not eat so they become a type of body shape to impress contacts”

The top 3 concerns were:

1. STD's/Sexual health
2. Mental Health
3. Teenage pregnancies

As part of this collaborative work, Healthwatch Harrow was invited to attend Harrow College's "Young People's Health & Wellbeing Exhibition on Tuesday 17th May 2016 where we collected 59 responses.

The results showed, from an age group of 17 to over 25 (majority under 25), the following:

- 67.6% have used A&E instead of their doctor
- 79.7% would use the internet to look for information about a health issue
- 43.1% think they do not have a healthy diet

- 45.8% worry about obesity or anorexia
- 64.4% feel that social media does have an impact on their health
- 17.2% of those surveyed are Carers

The top 3 concerns were:

1. Mental health, including stress, anxiety, depression
2. Drugs Misuse
3. Sexual health

London North West Health Care Trust

Healthwatch Harrow was invited to take part in London North West Health Care Trust's open day at Northwick Park Hospital on Saturday 9th July 2016 and was able to collect 23 questionnaires to find out about access to primary care and their health concerns.

- 28.9% said they never visited their local pharmacy for minor conditions such as flu or coughs
- 35.5% were able to book a doctor's appointment within a couple of days at their surgery
- 29% said it took a week to get a doctor's appointment
- 29% said it took over 2 weeks to get a doctor's appointment
- 56.3% were able to see the same doctor during their last 2 or 3 visits
- 85.3% said their health issue/symptom was treated effectively by their GP
- 40.6% said they would definitely use their GP services over the weekend

The top 3 concerns are:

1. Diabetes
2. Arthritis
3. Cancer & heart conditions

The following improvements in health and social care were captured within this questionnaire:

“Enough time with the GP as a patient”

“Surgery should be open 6 or 7 days. Very, very difficult to get an appointment you have to phone first thing at 8am but phone line can never get through”

“Have more GP’s and health centre”

“Reduce waiting times at GP’s”

“More care for mental illness.

“More care for elderly. More care for teenagers”



Completing Surveys as Northwick Park Hospital

Wellbeing in the Workplace

Healthwatch Harrow in partnership with Enterprise Wellness (formerly HiB), and Isha Foundation facilitated a “Yoga for Businesses Workshop”. We asked the attendees to complete a questionnaire focussed on health and wellbeing concerns for both employee and employer. Concerns included:

- Diet/weight control/exercise
- Flexibility
- Blood pressure
- Cancer



Yoga for Businesses workshop with Isha Foundation

They felt their employee concerns would be *stress/weight/diet/fitness/aches & pains.*

The help and support that SME’s identified to improve employee efficiency and productivity in the workplace were stress management increased exercise, positive attitude, health and fitness.

Harrow Means Business

We attended the Harrow Means Business event where we collected questionnaires and asked attendees to add their comments around Wellbeing in the Workplace to our tree.



*Comments around
“What Wellbeing
in the Workplace
means to you”:*

*“Flexible
working/work life
balance”*

*“Stress-free
environment”*

Our Wellbeing Tree

What we’ve learnt from visiting services

Enter & View - the Healthwatch Harrow team carried out an Enter & View visit at Bradbury Court Harrow HA1. The decision to visit Bradbury Court was determined by the Chair of Healthwatch Harrow. Click [here](#) for report

Place Assessment - Patient-Led Assessment of the Care Environment (PLACE) programme
The PLACE programme puts patient views at the centre of the assessment process and uses information received directly from patient assessors to report how well a

healthcare facility is performing across a number of areas. It focuses entirely on the care environment and does not cover clinical care provision or staff performance. Most importantly, patients and their representatives will make up at least 50 per cent of the assessment team, which will give them the opportunity to drive developments in the health services they receive locally. Assessments for Central and Northwest London (CNWL) NHS Foundation Trust, Healthwatch Harrow took part in the following Place assessments:

- Northwick Park Mental Health Unit (PA) (June)
- Rosedale Court (PA) (May)
- Roxbourne Complex - (May)

The Royal National Orthopaedic Hospital Healthwatch Harrow was invited to a Mock Inspection of Orthotics and Prosthetic Department Initiated by the hospital as part of ongoing monitoring and improvement of services.



*Helping you
navigate local
services*

How we have helped the community access the care they need

Focus Groups give an opportunity for the Healthwatch Team to discuss the services that are in Harrow and available to them, as part of our GP Accessibility work we were able to raise awareness of the following:

- Walk-in Centres
- 111 Service
- PPG (Patient Participation Group)
- Urgent Care Centre
- When to use A&E

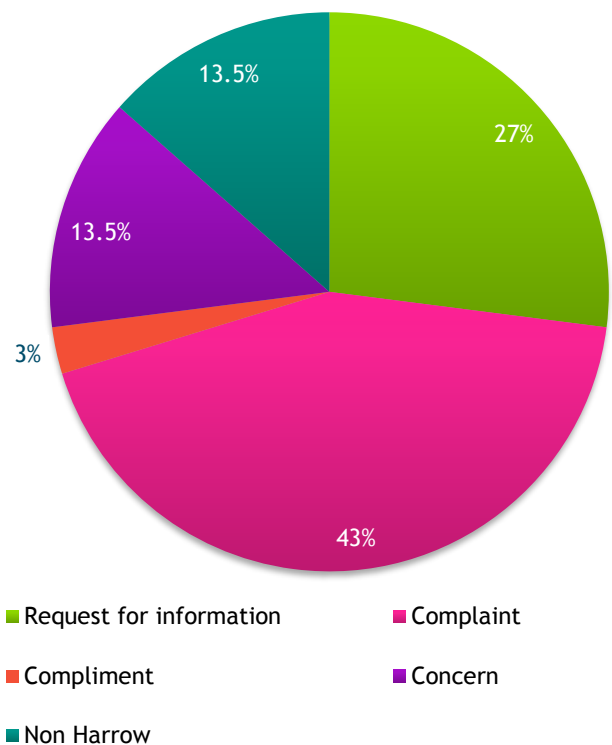
Giving people advice and information

We encourage local people to use a variety of methods to contact us - visit the office, telephone, email, via our partners, social media, local publications, and participation at events, signposting and our regular e-bulletins and e-newsletters.

The activities and enquiries that we receive through our public engagement activities we categorized as: Request for information & signposting, complaint, concern and compliment. These enquiries are signposted to relevant organisations.

From April 2016 to March 2017 Healthwatch Harrow received 74 enquiries and a breakdown of our CRISPI (Concerns, Request for Information, Signposting & Intelligence) database is shown in a pie chart:

CRISPI - Nature of Enquiry



Focus Group at HAD's



*How we have
made a
difference*

Have you
visited
Care Home
Rel
What was it like?

How your experiences are helping influence change

Healthwatch Harrow has contributed to and attended the following meetings:

- 2 CQC investigations initiated following concerns reported from public
- Development of CQC and Healthwatch Good practice guide in partnership with CQC
- Harrow Parental Forum- Key issues identified: lack of Creche facilities, dental charges for children, Domestic abuse in the Jewish community, difficulties accessing IAPT services.
- Health and Wellbeing Board- Healthwatch put forward recommendations to ensure commissioning of social prescribing services embedded within STP intentions framework, Mental Health Awareness training for Police, better integration of CCG Health and Council Youth Apps.
- Sharing of CCG draft Diabetes Strategy and the Council Child Poverty Strategy to wider key stakeholder's groups for feedback
- CCG- Health Help Now app- recommendations on improvements on accessibility to BAMER and disability groups, to increase awareness of APP with local public and to add Healthwatch information into the App
- CCG - Review of Orthotics services - Healthwatch Harrow in partnership with Healthwatch England compiled a short survey on Harrow commissioning of Orthotics services with a focus on the use of patient experience data.

- Feedback with recommendations on Harrow CCG Annual Equalities Report:
- Recommendations to ensure partnership working with Healthwatch Harrow in delivery of their Equality and Diversity engagement policy and engagement and communications strategy within a clear mandate outlined in the Health and Social Care Act 2012 to have an independent voice to ensure the views and experiences of local Harrow residents and patients groups are heard and gathered to inform, improve and influence health and social care service commissioning.
- The self-assessment grading of Equality Delivery System to be independently reviewed
- Embedding and aligning the Equalities and Diversity objectives with the STP commissioning intentions framework
- CRISPI - by handling enquiries and signposting to the relevant organisations and becoming involved in individual cases such:

- a) *GP Registration - checking that the GP's admission policy on catchment area did fit the individual.*
- b) *Wheelchair Service - ensuring that an individual got an appointment and heard back from the organisations.*
- c) *Asking Mental Health Commissioner to look into an individual case.*
- d) *Informing the CQC of issues and concerns relating to a care home.*

- Providing health and social care information through regular newsletters and website.

Working with other organisations

We have regular meetings with CQC and also have also shared individual cases with them for their review and comment. We also share CQC reports on places that have been inspected within our monthly newsletter.

We promote and raise awareness of items that are of local/national interest within our monthly newsletter.

We work in partnership with our board members on particular projects - such as our work around GP Accessibility.

We work in partnership with other local Healthwatch's and share best practice.

Provision of formal evaluative statements on quality accounts of CNWL, LNWHCT and RNOH and St. Luke's Hospice. We also provided a Statutory Obligation (Participation Duties) Report for Harrow CCG.

How we've worked with our community

We work with other partners in the community to gain intelligence around the services that people receive:

We do this by the following:

- Attend partner/key stakeholder meetings
- Attend public engagement events
- Arranging a public meeting with guest speakers
- Produce monthly newsletter
- Meet the community through Focus Groups
- Survey: Third Sector impact assessment
- Attended Harrow Mencap and Age UK Harrow AGM

Our volunteers attend meetings and feedback to Healthwatch they and help out at events and have undertaken research projects.



World Aids Event



London North West Health Care Trust - Open day at Northwick Park Hospital

A woman with dark hair, wearing an orange blazer and a pink lanyard, is shown in profile, looking to the left and speaking. The image features two large, semi-transparent circular overlays. A blue circle on the left contains the text 'Making people's voices heard' in white. A green circle on the right contains a logo for 'healthwatch' with the website 'healthwatch.co.uk' written vertically. The woman's hands are visible at the bottom, holding a document.

*Making people's
voices heard*

healthwatch
healthwatch.co.uk

In focus

Following on from several signposting comments from our CRISPI database and queries regarding GP practices in the borough, Healthwatch Harrow embarked upon a research project specifically focussing on GP Accessibility and the patient experience.

We gathered information through:

- A standardised online questionnaire with intelligence from our CRISPI database
- Carried out desk based research
- Conducted a mystery shopping exercise
- Facilitated a number of focus groups from seldom heard groups



This report details information regarding booking systems in local GP practices and a snapshot of local people's experiences and concerns. Examining the following areas of access around general satisfaction making appointments, opening hours, out of hour's information, provision of how to register, and interpreters/translation services, availability of the texting reminder service, how to make a complaint, quality of GP websites and review of Harrow GP practices of CQC inspections over the last year.

We have produced a report which can be found [here](#)

“It is very difficult to get an appointment with my chosen doctor and even if I can't the next appointment offered can be in a weeks time. I normally have to wait an hour to be seen as the doctor is always running late”

.....
“Really happy with the care provided by all the staff”

.....
“My Surgery is very good - but there are too many patients so not always easy to make appointments. Always very busy.”

.....
In June, we organised a public event where we invited the CQC to give an overview of their work and answer questions from the audience. This was followed by guest speakers from Harrow CCG and also Harrow Council to give an overview of the STP (Sustainability Transformation Plan).

Please click [here](#) for the CQC Presentation

Please click [here](#) for the STP Presentation

Our plans for next year



What next?

This high-level Delivery Plan is based on the following principles, and revised mission, priorities and objectives, agreed between Enterprise Wellness (EW), the accountable body for the Healthwatch Harrow service, and commissioners at Harrow Council, and in consultation with Healthwatch England.

Our Mission

“To champion concerns about health and social care provision based on focused engagement, signposting and monitoring and scrutiny activities gathered from the diverse Harrow resident, working and business community within available resources”



Priorities

- Engagement
- Signposting
- Monitoring and Scrutiny

Objectives

- *To organise bespoke online surveys, focus groups, events and workshops and disseminate findings via e-bulletins and press releases.*
- *To provide a signposting service to local people via e-bulletins using CRISPI and other information sources.*
- *To monitor and scrutinise specific aspects of HWBB, CCG and STP priorities.*

The current HWH Advisory Board will become the **HWH Forum, led by EW** and will include existing and additional volunteers. The HWH Manager will aim, subject to availability of resources, to co-ordinate the Forum's input on a quarterly basis based on the following functions for the Forum:

- Champion HWH activities;
- Provide advice and guidance on key issues;
- Represent HWH at specified meetings;
- Support bespoke engagement activities, including major events;
- Participate in ad-hoc task and finish groups;

A close-up portrait of a middle-aged Black man with a friendly smile. He is wearing a black suit jacket over a black button-down shirt. A teal stethoscope is draped around his neck. The image is overlaid with two large, semi-transparent circles: a red one on the left and a green one in the lower center. The text 'Our people' is written in white, italicized font within the red circle.

Our people

Healthwatch Harrow Board Members

Healthwatch Harrow is led by Enterprise Wellness (formerly HiB, Harrow in Business) with a consortium of partner organisations from local voluntary sector that provide excellent links with health and social care providers, commissioners and the local authority.

Our partner organisations play a vital role in the Healthwatch Harrow mission, below are details of advisory board members:

Ash Verma - Chairman of EWL (formerly HiB)



Ash is a social entrepreneur, businessman and former senior British Civil Servant. He was included in the first ever publication of the

Asian Power 100 in September 2005 and again in September 2007 as one of a select number of key influencers on Asian affairs in the UK for his overall contribution to regeneration, entrepreneurship, economic development and international trade.

Julian Maw, Interim Chair & Vice Chair & Lay Member, (also Chair of Shaping a Healthier Future, PPRG for NW London)



Julian Maw is a Harrow resident and was Chair of Patient and Public Involvement in Health from 2003 - 2008, Chair of Harrow LINKs from 2008 to 2013 and is currently the Chair of the Shaping a Healthier Future PPRG for North West London.

Avani Modasia, Chief Executive, Age UK Harrow (Partner & Vice Chair) Avani has been in the third sector



Avani has been in the third sector for over 25 years and has also worked in the statutory sector. She has held many positions as a Trustee and Director of other organisations and comes with a vast level of experience in running projects such as this. PPI which was the first initiative after the Community Health Councils were disbanded was run by Age UK Harrow which Avani was involved in not only in Harrow but also in Hertfordshire. Although a resident in another borough, through her work as the CEO of Age UK Harrow, Avani is well aware of the health and social care needs in Harrow. “Age UK Harrow is pleased to be a partner in Healthwatch as it sees it being the voice for the many older people in Harrow in shaping the health and social care services provided by all in a changing, challenging and uncertain environment that we find ourselves.”

Deven Pillay, Chief Executive, Harrow Mencap (Partner)



“Harrow Mencap is excited to be involved in this unique partnership, which includes the local voluntary, community, education and business sectors to ensure that the citizens of Harrow are at the heart of the development of their health and social care services. This partnership with its range of networks and years of experience of responding to Harrow residents’ needs is well placed to enable Healthwatch Harrow to be an effective consumer champion.”

Nigel Long, Director, Harrow Association of Disabled People (Partner)



“Harrow Association of Disabled People (HAD) is delighted to be part of a local consortium of partners who are committed to representing the needs of people they work with in delivering Healthwatch for Harrow. “Some disabled people have specific access needs to healthcare which are very often not addressed well enough, and our participation will allow the voice of local disabled people to be better heard.” The Harrow Health Advocacy and Children and Young people’s Advocacy Services, is provided by HAD, Age UK Harrow and Harrow Mencap, working in partnership

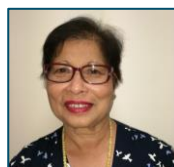
Tony O’Hara, Chief Executive, Carramea (Partner)



Tony O’Hara lives in central Harrow, has lived in Harrow for just under 50 years. Representing an

organisation which currently has over thirty diverse registered user groups, many of which have been involved in health issues for several decades and which currently provide a range of well-being, health and social care services to different communities within Harrow

Marie-Claire Sekely - Lay Member



Marie-Claire has worked for the NHS for 45 Years as a Nurse, Midwife, Midwifery Manager and Clinical Audit and Research and Development Lead. She was an Executive Member of Harrow LINks and also a member of the Board of Trustees of Crossroad Care Harrow. She has now retired from the NHS. Marie-Claire is currently a Lay member of Healthwatch Harrow Board.

Staff Members

Mina Kakaiya, Manager



I am really excited to work for Healthwatch Harrow and looking forward to engaging and working in partnership with our local communities and statutory and voluntary sector partners to ensure that our experiences and views are heard to influence and improve our local health and social care services that are responsive to the needs our community! I am also looking forward to your support in helping us delivering our operational plan by harnessing your skills and talents to strengthening our volunteer base and reach out to our community groups who are seldom heard and hard to reach.

Antonetta Fernandes, Information & Communication Officer



Antonetta Fernandes is the Information & Communications Officer and is responsible for producing regular newsletters, community engagement and outreach activities, including stakeholder and consumer feedback. Antonetta has extensive experience and knowledge of modern IT and social media application gained over 30 years of experience across the private, public, voluntary and community sectors. Antonetta worked previously for LINK's Harrow before coming to work for Healthwatch. She has been a Harrow resident for many years and is an author, carer to family members and has recently been recruited by an on-line global organisation for her community cultural skills.

Jenny Boxall, Information & Communication Officer



Jenny Boxall is the Information & Communication Officer and has been with Enterprise Wellness (formerly Harrow in Business) for over 14 years. Jenny is an experienced events and workshop organiser and co-ordinator and supports the various local health and social care events, conferences and activities led by Healthwatch Harrow, including customer feedback



Our finances

www.healthwatch
Healthwatch

Our Finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	100,000
Additional income	1,819
Total income	101,819
Expenditure	
Operational costs	31,270
Staffing costs	59,666
Office costs	10,883
Total expenditure	101,819
Balance brought forward	

Glossary

A&E	Accident & Emergency
CCG	Clinical Commissioning Group
CLAHRC	Collaborative for leadership in Applied Health Research and Care
CNWL	Central & North West London NHS Foundation Trust
CQC	Care Quality Commission
GLA	Greater London Authority
GOVT	Government
HPPN	Harrow Patient Participation Group
HSAB	Harrow Safeguarding Adults Board
HW Brent	Healthwatch Brent
HWH	Healthwatch Harrow
HW Hillingdon	Healthwatch Hillingdon
HWBB	Health & Wellbeing Board
HWE	Healthwatch England
HiB	Harrow in Business
LNWHCT	London North West Health Care Trust
NHS	National Health Service
NWLHW	North West London Healthwatch
PALS	Patient Advice and Liaison Service
PPRG	Patient & Public Reference Group
RNOH	Royal National Orthopaedic Hospital
SaHF	Shaping a Healthier Future
SME's	Small and Medium-sized Enterprises
STP	Sustainability Transformation Plan
VAC	Voluntary Action Harrow
VCS	Voluntary Community Sector

References

Age UK Harrow website

<http://www.ageuk.org.uk/harrow/>

Care Quality Commission website

<http://www.cqc.org.uk/>

Carramea website

<http://www.harrowadvice.org.uk/Advocacy-Services/Advocacy-Services/Carramea>

Central and North West London NHS Foundation Trust website

<http://www.cnwl.nhs.uk/>

Diabetes and Ethnicity, Diabetes

<http://www.diabetes.co.uk/diabetes-and-ethnicity.html>

Enterprise Wellness website

<http://www.enterprisewellness.uk/>

Harrow College

<http://www.harrow.ac.uk/>

Harrow Council website

<http://www.harrow.gov.uk/>

Harrow CCG

<http://www.harrowccg.nhs.uk/#>

Harrow Health & Wellbeing Board

http://www.harrow.gov.uk/info/100010/health_and_social_care/499/health_and_wellbeing_board

Harrow Mencap

<http://www.harrowmencap.org.uk/>

Harrow Association for Disabled people

<http://www.had.org.uk/>

Healthwatch Harrow website

<http://www.healthwatchharrow.co.uk/>

Health and Social Care Act 2012

<http://www.legislation.gov.uk/ukpga/2012/7/contents/enacted>

London North West Healthcare Trust

<http://www.lnwh.nhs.uk/>

NHS England

<https://www.england.nhs.uk/>

Royal National Orthopaedic Hospital Trust

<https://www.rnoh.nhs.uk/>

Stanmore College

<https://www.stanmore.ac.uk/>

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Managed by Enterprise Wellness (formerly Harrow in Business)



Bringing Business and Communities Together

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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