



# Influencing better services through patient voice

Annual Report 2018-19



# About us

## Healthwatch Croydon is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what they think 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. Our sole purpose is to help make health and social care better for people.

### Our Purpose

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



### 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 in 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:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

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.

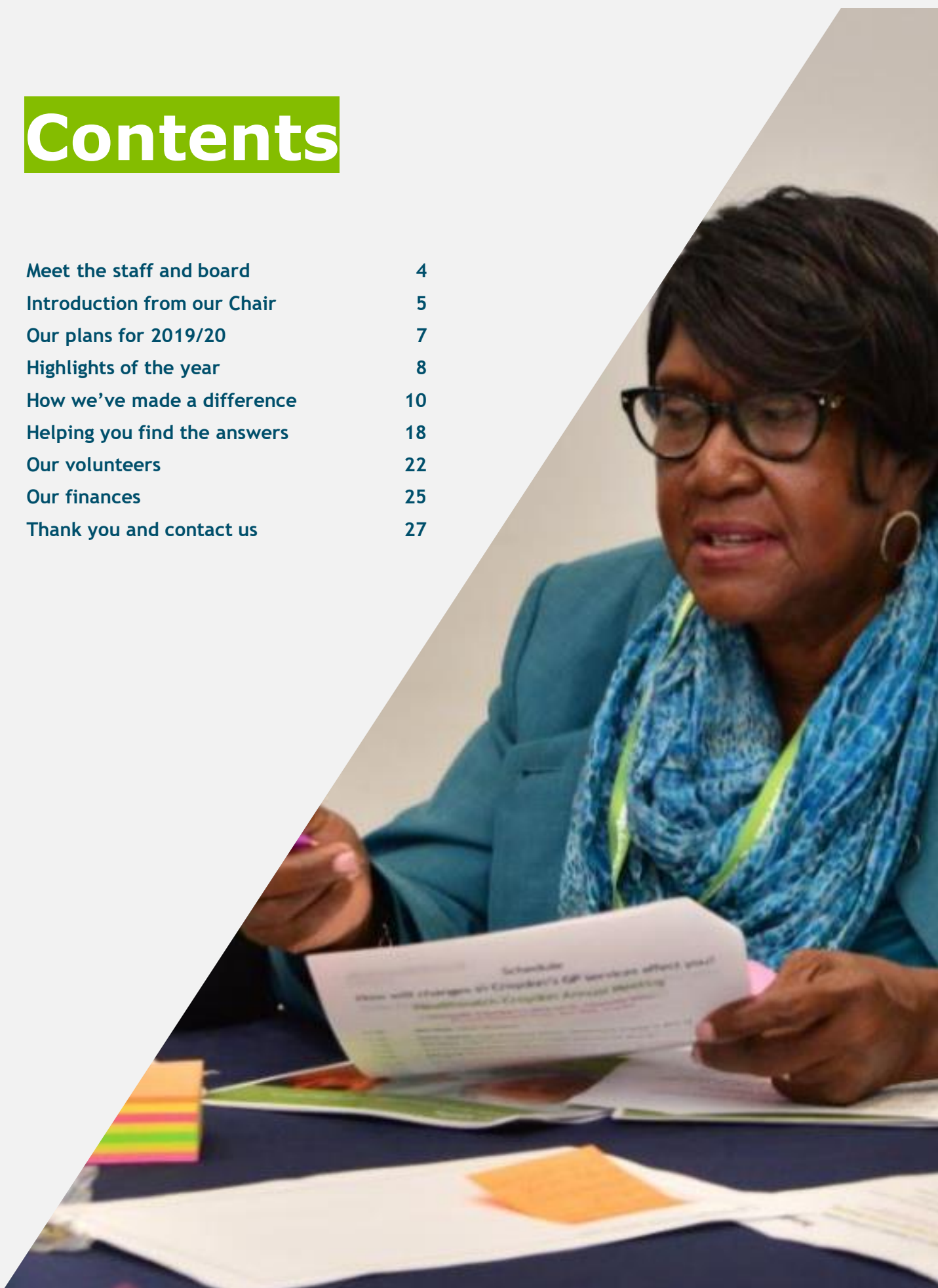
### Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



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# Meet our staff and board

Healthwatch Croydon has been delivered by four members of staff and supported by a local leadership board of Croydon residents.



## Our team

Jeet Sandhu, Communications Lead

Gordon Kay, Healthwatch Croydon Manager

Robyn Bone, Volunteer and Partnerships Lead

Yinka Alowooja, Engagement Lead

## Our board

Emma Leatherbarrow

Anantha Ramaswamy

Edwina Morris (Chair)

Tariq Salim

Martin Faiers

Pat Knight

Brian Matthews

Gordon Kay



**healthwatch**  
Croydon

## Healthwatch Croydon and Help & Care

**help & care**

Help & Care hold the contract for Healthwatch service for Croydon, which is commissioned by Croydon Council. Local leadership board members have been selected through an open recruitment process and are all Croydon residents, reflecting a range of experience and knowledge of health services and of Croydon.

Emma Leatherbarrow, Director of Partnerships at Help & Care is also a member of the board and is able to provide technical expertise on Local Healthwatch services. Gordon Kay attends the board in his role of operational manager.

# Introduction

## from our Chair

Welcome to our annual report, which aims to give you a better understanding of the work that Healthwatch Croydon has been doing during the past year, the impact that we have had, what we plan to do in the following year and how you can get involved.

At the beginning of the year in April 2018, Help & Care were awarded a contract to provide the Healthwatch service in Croydon, which led to a number of changes to the organisation. I would like to thank the original Board members, who set up Healthwatch Croydon in 2014, and Jai Jayaraman, the previous CEO who left when the new administration took over the contract.

As a result of the change, Gordon Kay became our Manager, Robyn Bone as Volunteer and Partnerships Lead and Yinka Alowooja as Engagement Lead. In July 2018, Jeet Sandhu joined us as our Communications Lead. I would like to congratulate the whole team for their continuing hard work and commitment to Croydon residents and to what Healthwatch stands for.

These four staff members have completed several projects during the year supported by Help & Care and by our 40 volunteers who have helped us in a number of ways, including by seeking the views of people in Croydon about local health and social care services.

You can read about the impact that this work is having on local services later in this report, and about some specific projects that we undertook during 2018/19.

This included two projects looking at how accessible GP practices are for people who are street homeless and for those who have recently moved into the area, the results and recommendations of which have been welcomed by Croydon Clinical Commissioning Group and GPs.

Throughout this time Healthwatch volunteers visited Croydon University Hospital regularly to ask patients about their experiences using services (outreach), with this information being analysed, and the anonymised feedback to be provided to hospital managers. Once the new A&E department had opened the volunteers also visited the A&E waiting area to find out what patients thought of the new service. In this way, Healthwatch has been able to feedback people's experiences of local hospital services to those people who are in a position to act on our findings.



Local people have also told us that it is hard to understand how health and care services are organised and how they can influence service changes and developments. At Healthwatch, we have been able to help individual residents to access the services that they are seeking. As explained in the partnership working section of this report we have also attended a number of meetings of local health organisations and council committees and have contributed to debates by raising concerns and asking questions on behalf of Croydon residents.

The continuing commitment of local health organisations and Croydon Council to working together through the One Croydon Alliance and the national publication of the NHS Long Term Plan

both mean that there will be further changes to the way in which health and care services are delivered in Croydon. At Healthwatch, we are committed to finding ways of ensuring that local people's views on this are shared with those people with the power to make change happen.

It will certainly be an interesting and busy year. If you would like to get involved, please contact us on 0300 012 0235 or via one of the ways set out at the end of this report.

*E. Morris*

Edwina Morris  
Healthwatch Croydon Chair

## Changes you want to see

Last year we heard from over 1800 Croydon residents who told us about their experiences of a number of different areas of health and social care. Here are some examples of the changes that they want to see.



- + Clearer pathways and better information for carers of those with dementia (see page 13)



- + Better registration processes and support for homeless people (see page 11).



- + Personal Independence Coordinators have made a difference to people but more research needs to be done to learn more about their effectiveness (see page 14).



- + Improve ways of early intervention to adult mental health services by the BME community and more specialised support for autistic adults. (see page 15).

# Our plans for 2019/20

## from the Manager

We have made a difference for residents and for the health and social care system this year, but we can do much more.

This year has seen us make an impact to Croydon. We produced four reports within a range of themes from assessing the ease of GP registration and experience of the new Personal Independence Coordinators, to raising the profile of the experience of carers of those with dementia and the street homeless. (see pages 11-15).

That said, producing reports has no impact unless they inform change to help improve services. Our relationship building with all the key providers and commissioners has been a positive and important development, reflected with further representation on key boards and committees (see page 16).

We also have increased our profile in the community through our Listening Tours across the borough, weekly outreach at Croydon University Hospital and managing the Grassroots engagement on behalf of the NHS which enabled us to access many hard-to-reach groups and build new links.

Volunteer opportunities have been enhanced, from being actively involved in data analysis to working directly on compiling our reports. I am proud to say that of our new local leadership board, five of the six are current volunteers with us.

Our priorities for 2019/20 are to build on what we achieved by producing reports where we know we can make a difference. Residents said at our Adult Mental Health event in July 2018 that early access to services for BME communities and adult autism services were issues. Working with the BME Forum and Croydon's Autism Champion, our new reports will inform new strategies. We will continue our

outreach and Listening Tours to collect resident experience and feedback to providers. We will also contribute to national programmes of activity having assessed services around Perinatal Mental Health for Healthwatch England.

The NHS Long Term Plan and Croydon's own Health and Care Plan, redraws the landscape creating of primary care and integrated community networks, delivering care at neighbourhood scale. We are already working closely with the One Croydon Alliance to gain resident insight into how these networks can be enhanced for better engagement, coproduction and ultimately accountability. As we say - this is your health and social care service - we will make sure your voice and ideas are heard.

As you can see, we are a staff team of four motivated people, but there is no way we could achieve what we do without our volunteers who between them have given us over 800 hours this year. I thank them for their commitment and drive to support us in our work. I also thank our NHS and social care stakeholders for being open to our challenges and for seriously considering our recommendations.

But the biggest thanks goes to the people of Croydon. At this this time, it is ever important that the patient voice is heard. Your voice can improve services - so keep telling us what you think and together with providers we can deliver this for all.



**Gordon Kay**  
Healthwatch Croydon  
Manager





# Highlights from

# our year



Find out about our resources and the way we have engaged and supported more people in 2018-19.



Over 1800 people shared their health and social care story with us.



We have had 40 volunteers helping to carry out our work including 18 regulars. In total, they gave us over 800 hours or over 114 full working days.



Our information and advice service has been enhanced by our new gateway service (average call length 27 minutes). Our new website and improved social media presence have increased contacts.



We gained views from people in Croydon on 82 occasions including regular visits to Croydon University Hospital, as well as GP surgeries and community venues as part of Listening Tours and Grassroots.



Each of our published reports has been recognised by commissioners and providers as relevant with recommendations being considered.



We've met with stakeholders in Croydon, South West London, regionally and nationally building, and showing the value of, partnership on over 160 occasions.



**How we've made  
a difference**

## Changes made to your community

Find out how sharing your views with Healthwatch Croydon has led to positive changes to health and social care services in the borough. We show when people speak up about what's important, and services listen, care is improved for all. These are the key reports we published this year and show the impact that these have. You can download all the reports at [www.healthwatchcroydon.co.uk/learn-more/our-reports/](http://www.healthwatchcroydon.co.uk/learn-more/our-reports/)

### Improving access to services for homeless people

Croydon has a significant number of homeless people in the borough. In this report we focused on those who are street homeless.

NHS guidelines say that GP services cannot refuse to register someone because they don't have proof of address. Working closely with the Croydon the branch of Crisis, the nationwide homelessness charity, we spoke to 36 of their service users about how they accessed healthcare and the treatment they received. This represented 50% of their membership within the borough of Croydon.

#### We heard:

**First place for support:** Nearly half (47%) would go to GPs as the first place for support.

**Registration:** Nearly one in five (19%) had not registered with a GP, even though they have the right to do so.

**Experience of services:** Nearly half (47%) had a negative experience of using GP services.

**Knowledge of referral:** Very few found it difficult to be referred, but 33% had no experience of referral.

**Mental health support services:** Over one in four (28%) did not receive the mental health services they felt they needed.

### Recommendations:

**Increase training with working with homeless in GP surgeries:** All GP surgeries based near where homeless people live could benefit from working with local homeless organisations to better understand needs and train staff accordingly, including registration. They could also access free e-learning training modules from the Healthy London Partnership.

**Better information for GPs on services available:** All hostels, GP surgeries, hubs and hospitals should have adequate information about rights of registration with the staff able to signpost to relevant services at point of use. The Healthy London Partnership also have tailored advice for homeless people.

### Impact:

- NHS Croydon Clinical Commissioning Group (CCG) sent a letter to all 57 GPs reminding them of their responsibility to register.
- Discussions were initiated with the CCG concerning supporting patients with peer-to-peer support. A decision is pending.
- Raised the profile of a seldom-heard group and their challenges in accessing services.
- Our research was referenced in the recruiting process for a new Health Education England researcher working with Croydon Health Services NHS Trust and Croydon's Public Health Team on this issue.

## Improving GP registration for all Croydon residents

GP registration is crucial to ensuring that patients can get access to health services. In Croydon, there seem to be barriers to registration by surgeries. This means people cannot gain access to services they need and may use Accident and Emergency services instead. Registration numbers also help define the amount of money Croydon health and social care services receive, so it is important to be an accurate figure.

We conducted a mystery shop calling every one of the 57 GP practices, three times over a three-week period and measured their helpfulness, friendliness, and most importantly accuracy.

### We learnt:

**Accuracy:** Just 15% of GP practices gave accurate registration information where no ID or address is requested.

**Consistency:** 58% of GP practices gave consistent registration information between phone and website.

**Information:** 18% of GP practices did not have information on registration on their website or did not have a website.

### Recommendations:

**No ID needed:** GPs should register people without ID or address in line with Primary Care contract.

**Use NHS standard information:** GPs could use registration information from the NHS website.

**Adopt the GMS1 form as standard:** This ensures all relevant data is received from patient at the start.

**Offer practice address to register:** GP practices should use their practice address for those with temporary or no fixed address.

**Dedicated staff and phone lines:** This will improve patient experience and also support staff to do their best.

**Focus on the 'service' aspect:** GP practices could apply customer service training to improve patient experience.

### Impact:

- Good practice has been shared: The report has been circulated to each GP practice to consider. Each GP practice will also receive an individual report about how they fared.
- It has been discussed at Primary Care Quality Review Group and will be tabled at a future Primary Care Commissioning Board meeting once proposals have been defined
- Highlighted at a recent NHS Croydon CCG GP open meeting.
- Will contribute to discussions on the development of Primary Care Networks.

*"We feel as a practice that we don't want to put barriers up for patients, we want to make things as easy as possible for patients. So, we say to staff, get them registered. National Guidelines say we can register patients from anywhere. We have signed up to be a 'Safe Surgery', where anyone can walk in and register without forms of ID. We don't put any barriers up at all. This helps our homeless and traveller community."*

**AT Medics, New Addington, Croydon**



## Raising the profile of dementia carers' needs

Dementia is a key issue for Croydon with 2,339 registered as having confirmed diagnoses by Croydon GPs in 2017/18. There is the expectation of an increase in people diagnosed in the years to come, due to an increasingly ageing population. This research was interested in collecting the experiences of carers for those with dementia, from diagnosis to information and support as well as the impact of becoming a carer. We received comments from 70 of these carers.

### We learnt:

**Role of GPs:** They are crucial to carer experience.

**Experience of NHS:** Quite positive but inconsistency between providers.

**Support:** There is a need for right support at the right time.

**Pathways:** Clearly defined pathways for support are very important.

**Social care advice:** This seems to focus on finances first before care options.

**Clearer approach:** There is a need for a clearer consistent approach across services.

### Recommendations:

Ensure GPs are well trained and compliant with latest national guidelines.

Present clear pathway information for support and consistent signposting.

Each NHS service to review and look at best practice for dementia patients and carers.

*“Listening to the views of carers and people living with dementia is something that the Croydon Dementia Action Alliance (CDAA) takes very seriously. We would like to thank Healthwatch for this report and we appreciate the contributions from the carers and family members who have shared their views.”*

**Rachel Carse, Croydon Dementia Action Alliance**

Look at the customer journey as a whole with an integrated approach.

Review social service information and support to focus on care options before considering finances.

Continued dementia carer experience monitoring through One Croydon Alliance.

### Impact:

- Raised the profile of the seldom-heard Dementia Carers with all commissioners and providers, which led to public confirmation on the work they are undertaking and plan to do, which had not been fully communicated before.
- Croydon Council confirmed that from March 2019, there is greater provision of information, advice and guidance and earlier intervention, with a multi-agency, multi-disciplinary approach.
- The CCG will review the possibility of introducing IT carer assessment alerts to ensure comprehensive cover and onward referral to local voluntary bodies and reconfirmed the use of carer's registers as well as information in all GP surgeries.
- Our report findings and recommendations informed the agenda of the CCG facilitated Dementia Pathway workshop in February 2019 with local stakeholders including the South London and Maudsley NHS Foundation Trust, GPs and voluntary bodies.
- In May 2019, Croydon Dementia Action Alliance delivered a service user-led workshop on understanding pathways, based on NICE guidelines.



## Measuring impact of new services - PICS

Providers, commissioners, Croydon Council and local voluntary organisations formed an alliance named One Croydon to initially focus on over 65s who were regularly readmitted to hospital. Within this they created Personal Independence Coordinators (PICs). The PICs are a member of the core integrated care network team and are independent of health and social care services; they work intensively with people with long term conditions.

One Croydon asked Healthwatch Croydon to carry out an independent survey of the PICS service users to obtain their view on their engagement and the benefits they had experienced as a result. We spoke to 84 out of 237 possible service users.

### We learnt:

**Service is well received:** Service users were broadly satisfied or very satisfied with its working.

**Give enough time and listened to:** Service users seeing PICs two or more times were more likely to feel this way. Over 80% said they felt listened to by PICs.

**Wishes considered:** This increased with service users who saw their PIC more than once, perhaps illustrating the value of continuity.

**Quality of life:** In total, 36% of service user's quality of life improved significantly as a result of their interaction with the PICs and 50% improved a little. The most beneficial results were achieved by the group who saw their PIC more than five times on the programme.

**More independent living:** Interacting with PICs lead to more independent living, increased benefits were linked to the number of times they saw their PIC.

**Not reducing hospital readmissions:** There appears to be no substantive difference in hospital admissions for clients who saw their PICs up to 4 times.

### Recommendations:

**Frequency of use:** Satisfaction increased as PIC contact frequency increased. It is important that service users are encouraged to continue to use the service even if it does not start as well as is expected.

**Hospital usage:** It is not possible to infer that hospital usage is reduced. This being a significant objective for the One Croydon Alliance, other research is required to determine the impact of PICs.

**Continued monitoring:** Further surveys at annual intervals will enable the impact of PICs over time to be evaluated, including whether changes to the quality of life of service users are sustained.

### Impact:

As this report was commissioned by One Croydon, it took on the recommendations. The PIC service has continued to grow across all surgeries and has been one of the cornerstones for the development of huddles of GPs, allied health professionals and voluntary sector representatives, with integrated care networks/ primary care networks planned to be rolled out in 2019/20. Further research of GP and admissions data by One Croydon has shown significant reductions in hospital readmissions.

*“One Croydon is actively working with Healthwatch Croydon to capture people's experience of both the LIFE and ICN transformation programmes.”*

*Rachel Soni, Health and Social Care Scrutiny Papers, 21 November 2017*



## Patient involvement - Meet the Changemakers Adult Mental Health

In July 2018, NHS Croydon CCG was in the process of defining plans for new adult mental health services. We organised a 'Meet the Changemakers' event which created a forum for the CCG to explain their new plans and for these to be discussed by patients and residents with the commissioners in a neutral space as well as representatives from South London and Maudsley NHS Foundation Trust (SLAM). We had over 60 attendees who took part in three, twenty-minute discussions on the themes of Self-care, GP and community services and acute hospital services. All discussions were recorded and analysed for themes.

### We learnt:

**Self-care:** There needs to be better knowledge of services out there, and therefore better communication of these services, particularly talking therapies. There is not enough home help. There also needs to be strong support to use these services, overcoming cultural barriers, particularly from the BME communities. There should be a better focus on transition into adult services. Not enough support for those with special needs who might also have mental health issues, such as those with autism.

**GP and community services:** GPs and community services need better understanding on how to support patients with mental health needs. Better training of staff in surgeries. Reduction in time it takes to make a referral and see someone. No dedicated services for people with autism, in contrast to other boroughs. Need to consider talking therapies for those with long-term conditions not just early intervention. A dedicated service maybe for those dealing with trauma.

**Acute services:** Need for better care programme approach for home visits. Inconsistency in environment between Bethlem and the Maudsley. Lack of consistency and awareness by GPs in terms of referrals. Bethlem is far to go for some service users, could these not be provided within the borough? Some of SLAM's services are divided by borough how could this be overcome? Better information sharing between hospital, GP and patient would improve patient experience.

### Recommendations:

**That feedback influences service change:** The object of the event was for commissioners and providers to gain further insights which would help shape new models of care. All feedback we gained was jointly published with CCG and shared with providers

**Further areas to research:** It was clear that some areas of needed more focused research - BME Mental Health access; and experience of those with Autism in using health services. In response to what was discussed, Healthwatch Croydon committed to undertake further research in 2019-20, which now has been undertaken.

### Impact:

- NHS Croydon CCG recognised the feedback and reflected it in the redesign of their adult mental health service model, particularly around promoting talking therapies and making more services based in the community so people do not need to travel.
- This also raised the profile of some aspects not considered such as the mental health of autistic people which is now being researched.

*"Agnelo Fernandes said he had attended a recent Health Engagement event describing it to be very interactive and additionally helpful to have SLAM Governors there ahead of meeting together with Councillor Avis later in the month. The meeting had generated ideas and indicated the issues that can be prevented by improved joint working. Gordon Kay was thanked on behalf of Healthwatch for organising this."*

**NHS CCG Governing Body, Septemeber 2018**





*Jeet Sandhu and Gordon Kay with Healthwatch England's Chair, Sir Robert Francis QC in the UK Parliament.*

## Partnership working

This year, we have increased significantly our partnership working, as a advisor and critical friend to those who are commissioning and providing services.

We have used our non-voting official attendee status on the NHS Croydon CCG Governing Body and Primary Care Commissioning Board to ask questions about plans and decisions to ensure patient voice and engagement is represented. Healthwatch Croydon also became formal observers at the quarterly Croydon Health Services NHS Trust Board Meetings providing a similar role.

This year has also seen us co-opted as a non-voting member of Croydon's Health and Social Care Scrutiny Committee, where we present reports and support the work of the members, all of whom are Croydon councillors.

We also represent Croydon along with other local NHS quality managers at the South London Quality Surveillance Group meeting which is hosted by NHS England which has representatives across the South London network of quality managers, NHS England, Care Quality Commission and other health partners.

We regularly attend Healthwatch England's London Network and their national Intelligence and Informatics Reference Group, sharing knowledge and learning new insights to bring back to Croydon.



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

[www.healthwatchcroydon.co.uk](http://www.healthwatchcroydon.co.uk)

t: 0300 012 0235

e: [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk)



## Views from our stakeholders

See what the key stakeholders in Croydon have said about working with Healthwatch Croydon in the past year.

*“Our relationship with Healthwatch Croydon grows from strength to strength - this year we have welcomed their detailed reports on patient experience and have shared these with GPs across the borough and used them as a basis for our Clinical Quality Review Groups to focus on improving quality and patient experience. We welcome Healthwatch’s continued contributions at our Governing Body meetings and work to support the development of the Croydon Health and Care Plan at our November event and helping bring the patient voice to the first south west London clinical conference. We look forward to working closely with them over the coming year and for their support to helping develop engagement processes for the borough’s new primary care networks.”*

*Dr Angelo Fernandes, Chair NHS Croydon Clinical Commissioning Group*

*“Healthwatch Croydon have helped to provide the Health and Social Care Sub-Committee with an invaluable insight on the patient experience and we are grateful for having a close working relationship, with manager, Gordon Kay an active co-optee on the Sub-Committee. We look forward to continuing to work together to improve health services for the residents of Croydon.”*

*Cllr Sean Fitzsimmons, Chair, Croydon Health and Social Care Scrutiny Board*

*“Healthwatch are an active member of Croydon’s Health and Wellbeing Board. Their regular contributions help bring the voice of the residents to the board; recently feeding back residents’ thoughts on the development of Croydon’s new Integrated Community Networks, and supporting the development of Croydon’s new Health and Wellbeing Strategy.”*

*Cllr Louisa Woodley, Chair, Croydon Health & Wellbeing Board*

*NHS England & NHS Improvement are pleased to take the opportunity to thank Healthwatch Croydon for their sustained participation and contribution to the South London Quality Surveillance Group. This has enabled the voice of patients and carers to be firmly grounded in our discussions and has been influential in ensuring that patient and carers needs are embedded in our decision making. We commend Healthwatch’s commitment to sharing the learning from their patient engagement work and their collaborative approach to raising and addressing quality concerns. We very much support Healthwatch’s continued voice and focus across our Quality Surveillance system meetings.”*

*Gwen Kennedy Director of Nursing Leadership & Quality, Regional Lead for Safeguarding (London), NHS England & NHS Improvement, London*

*“Listening to our local community is the only way to further improve the quality of our care, and this year I was pleased to welcome Healthwatch Croydon to be formal observers of the Trust Board. Seeing our services from a patients’ point of view is so important and to have Healthwatch there to help hold the mirror up means that public involvement is first in our mind when it comes to the workings of the Trust and the community we care for.”*

*Mike Bell, Chair, Croydon Health Services NHS Trust*



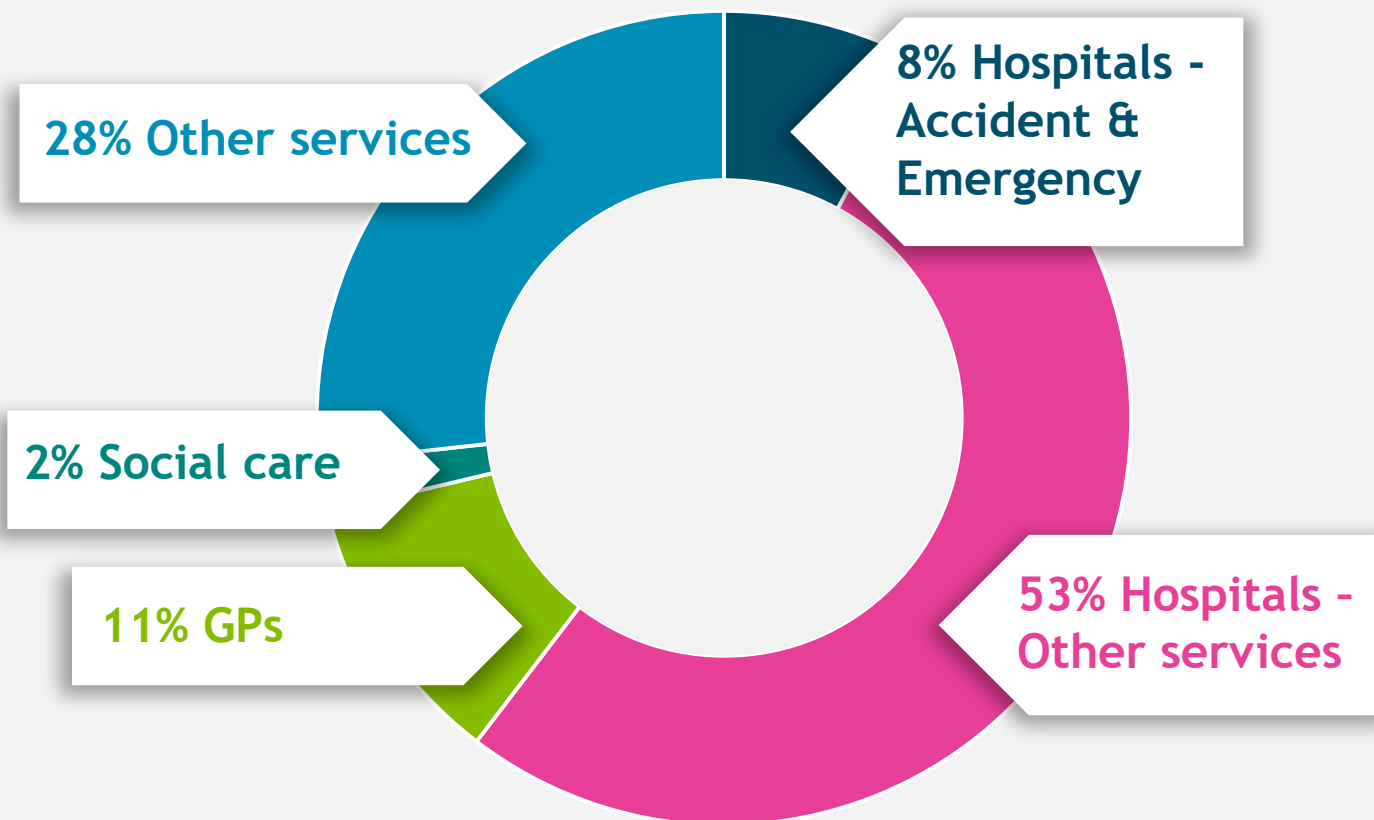
**Helping you find**

**the answers**

## What do people want to know?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us about:



## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped over 700 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Calling our gateway number: 0300 012 0235 or filling in a contact us form or emailing [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk).
- + Specific advice and information blogs online at [www.healthwatchcroydon.co.uk](http://www.healthwatchcroydon.co.uk)
- + At community events and outreach.
- + Promoting helpful services across our social media channels.



## Finding the right GP

A mother-of-two contacted us to say she could not get registered by her GP, having been refused since she did not live in the catchment area. This had been her regular surgery, but she had to move location as she was staying in a safe house as her family were escaping domestic abuse. We helped her find a suitable GP nearer to her new address, even calling the surgery to check they were registering and getting information about the process. They did register her and so she could get her treatment for her children which had been delayed by trying to find a new GP.

## Helping better discharge

Caller's father was in Croydon University Hospital, diagnosed with Parkinson's disease and reliant on others for all essential daily living tasks. The hospital said that they needed the bed and the social worker was looking to discharge him home with a package of care. Caller and occupational therapy did not believe this would meet his needs and that he should be in residential care. An NHS Continuing Healthcare Checklist (CHC) had not been done. Helpdesk suggested that caller speak again with ward staff and social worker to request checklist be done again and a new assessment of his care needs. Advised if caller not happy with the outcome to speak again to the social worker and, if necessary, make a complaint to the council. Also provided details of Beacon, a team of specialist caseworkers help who navigate the maze of funding.

**your voice counts**

**healthwatch Croydon**

**This is your NHS and social care service**

**Give us your views**  
We work to make Croydon's health and social care services better, based on what we hear from you. We listen, we analyse and we influence.

**Get the information you need**  
Do you have a problem getting the information you need?  
Call our dedicated hotline for support in finding the right service.

**Call 0300 012 0235**  
**Email** [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk)  
**Visit** [healthwatchcroydon.co.uk](http://healthwatchcroydon.co.uk)



*Healthwatch Croydon is there to support all residents in being signposted to services.*

## Our gateway service continued to advise a mental health patient urgently needing GP support

Voicemail left asking, 'How long should it take to see a doctor?' Caller reported she had several health issues and had called her surgery to book an appointment. She stated that, when she got through to reception, they suggested she call back in three days. She stated that she needed to speak to someone and then said, 'I'm suicidal, I'm going to end it' and ended the voice message.

On picking up the message, helpdesk called back immediately to give numbers for support. Left a message with Samaritans number and suggested she speak to her crisis team or call her surgery

back and explain she needs to have an emergency appointment with her GP.

Helpdesk contacted the caller again and she answered. Caller advised she had been feeling extremely low due to side effects of medication. She advised she was experiencing an itchy sensation in her ear and throat that was causing her a lot of distress. She had several health conditions including COPD. She confirmed she had counselling booked at Maudsley hospital.

Helpdesk suggested she spoke to her surgery again to give more details about her situation and how she is feeling. She was reluctant to do so. Helpdesk explained that it was important to share her situation with her GP and suggested that if she was worried about an urgent medical concern she could call 111 and speak to a fully trained adviser.



## Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

[www.healthwatchcroydon.co.uk](http://www.healthwatchcroydon.co.uk)

t: 0300 012 0235

e: [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk)



# Our volunteers



## How do our volunteers help us?

At Healthwatch Croydon, we couldn't make the difference we do without the support of our 40 volunteers that work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



*Pat Knight and Tariq Salim, volunteer report writers who progressed to local leadership board members.*

## Working in insight reports helped volunteers become leadership board members

Regular volunteers Tariq Salim and Pat Knight worked together in developing our report on Personal Independence Coordinators. This experience supported their successful bid for board membership.

At Healthwatch Croydon, we aim to give our volunteers all the opportunities we can to match their knowledge and experience.

Regular volunteers, Tariq Salim and Pat Knight applied their previous knowledge and experience in report writing in compiling the early drafts of our insight report into the experience of Personal Independence Coordinators (see page 14). They analysed the data of responses and defined conclusions which were presented to the One Croydon Alliance, and helped to develop further a key new initiative in the development of integrated health and social care in Croydon. Both successfully became board members and are actively involved in supporting staff in delivering current projects.

*"I was very pleased to be asked to do a report on service user satisfaction with the PICs which was the basis for future analysis of this service."*

**Pat Knight**

*"As with my previous Healthwatch Croydon activities, this experience was rewarding in itself and taught me a great deal about a subject I did not know much about."*

**Tariq Salim**

## Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.

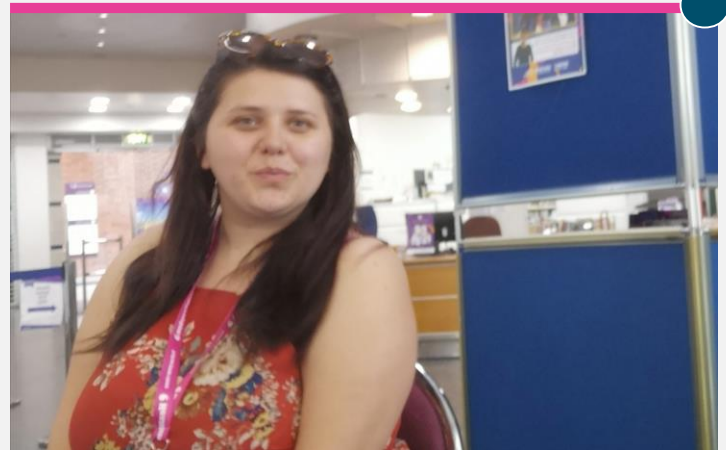


### Ruth

*“I am from Croydon and it was very important for me to do my placement with Healthwatch Croydon. My experience here has been the ‘icing on the cake’ to my education at Anglia Ruskin University. I was able to relate what was taught in university to what I experienced in the field. It has built my confidence, through interaction with different people from all walks of life. It is a fulfilling activity because of an amazing supervisor staff who trained me well.”*

### Megan

*“I am a University Centre Croydon student and volunteer at Healthwatch Croydon through a work placement. While here, I have had the opportunity to put into practice skills I am learning on my course such as communication during outreaches and researching policy. I have also been given the opportunity to learn new skills such as data entry and coding during the research into dementia services in Croydon.”*



### David

*“Being a Croydon resident and having a health and social care background, I find volunteering at Healthwatch Croydon is a good fit. As the independent voice for local people and champions primary care service users’ voices, this enables us to go out into the community and really hear what is happening. Since 2013, I have benefitted from training on focus groups and safeguarding, database training and helped support the team in any way I can.”*







# Our finances

## How we use our money

To help us carry out our work, we are funded by the London Borough of Croydon who gave us £185,184.

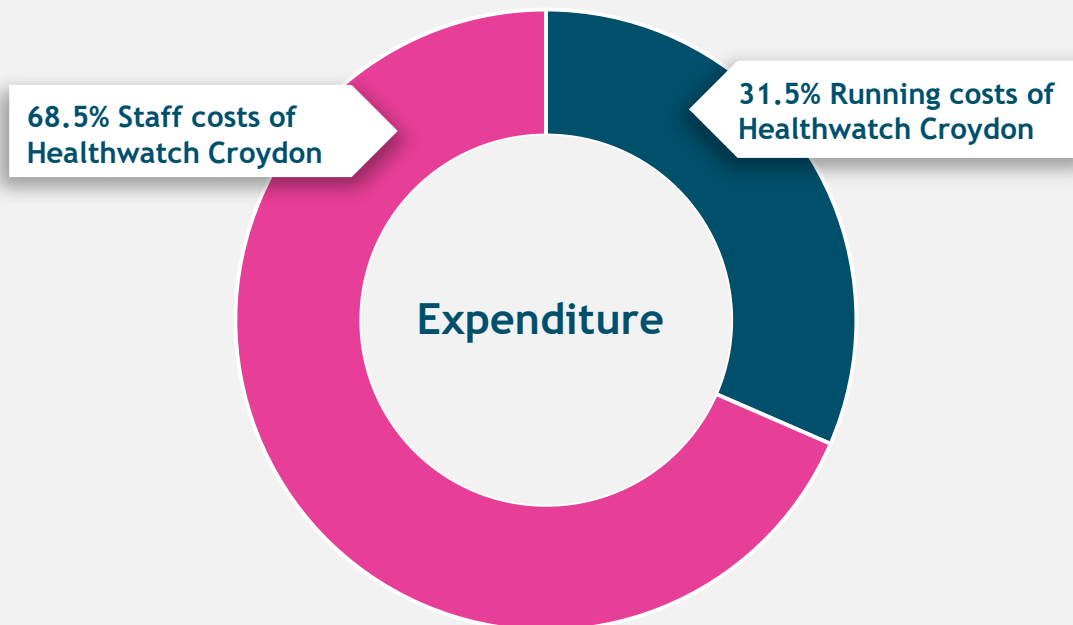
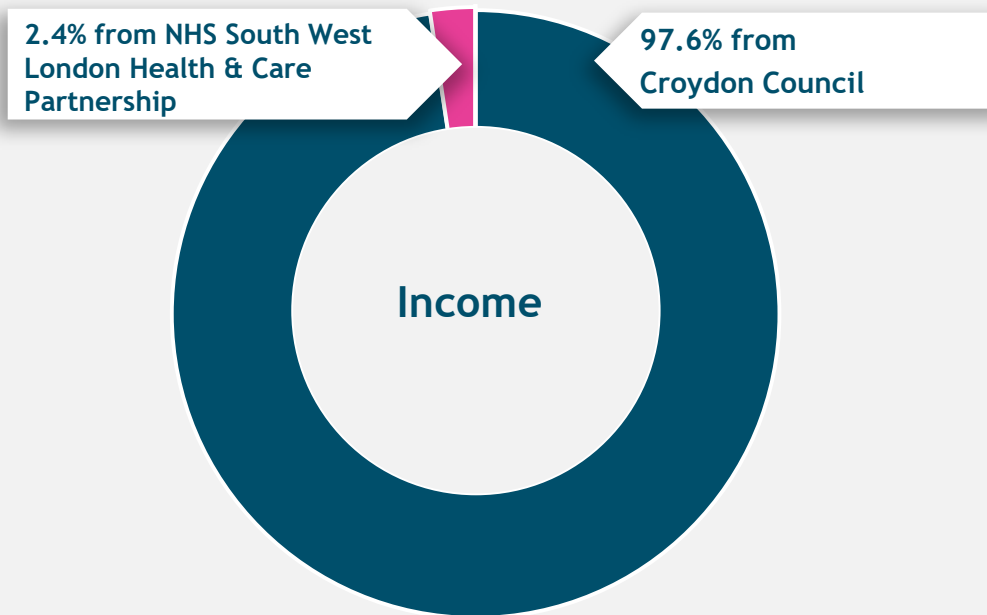
We also received £4,503 of additional income from the NHS South West London Health and Care Partnership.

### Income:

- + £185,184 from Croydon Council
- + £4,503 from South West London Health and Care Partnership
- + Total income: £189,687

### Expenditure

- + £55,984 - operational running costs
- + £121,574 - staff costs
- + Total expenditure: £177,558



# Thank you and contact us

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + **NHS Croydon Clinical Commissioning Group**
- + **Croydon Health Services NHS Trust**
- + **Croydon Council**
- + **South London & Maudsley NHS Foundation Trust**
- + **One Croydon Alliance**
- + **Health and Social Care Scrutiny Committee**
- + **Health and Wellbeing Board**
- + **South London Quality Surveillance Group**
- + **BME Forum**
- + **Asian Resource Centre of Croydon**
- + **Crisis**
- + **Croydon Dementia Action Alliance**
- + **Inaspectrum**
- + **BME Forum**
- + **Association for Pastoral Care in Mental Health**
- + **AYDA Centre**
- + **Home Start Croydon**
- + **Island Stars**
- + **Ministry of Empowerment**
- + **OPAM**

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- + [info@healthwatchcroydon.co.uk](mailto:info@healthwatchcroydon.co.uk)
- + **Social media**
- + [www.healthwatchcroydon.co.uk](http://www.healthwatchcroydon.co.uk)

Contract holder as of 31 March 2019:

Help & Care, The Pokesdown Centre,  
896 Christchurch Road, Bournemouth, BH7 6DL

- + 0300 111 3303
- + [www.helpandcare.org.uk/contact/](http://www.helpandcare.org.uk/contact/)

## Help & Care

Registered Company No. 3187574  
Registered Charity No. 1055056

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If you need this in an alternative format, please contact us.



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