

WORK REPORT

Name: David Curtis

Position: Healthwatch Manager

Period Covered: July 2014 – 10th Sept 2014

Main work areas during period:

Monitoring and Reporting:

- Report as required to the Health and Wellbeing Board.
- Report as required to Board of Trustees
- Annual Report completed and shared
- GP and Hospital project reports - see workstreams update

Publicity:

Website: Still in process of developing young person's section

Ongoing – Volunteer opportunities posted - Local signposting - News stories - Events updated – website and social media kept relevant and up to date - regular tweets

Newsletters: Three electronic newsletters produced and disseminate

Events, Meetings and Public Engagement opportunities attended and present at:

Have attended these events / forums / Meetings:

Kingston Hospital Healthwatch network; SWLSTG Foundation Trust Steering Committee Meeting; St Georges Stakeholder Steering Group; South west London Patient and Public Engagement Steering Group; BHCH programme Board; Adult Safeguarding Board; Healthwatch forum; The Merton Model Group; Mental Health services changes session;

Partnership work:

- Integration project team – health and social care (MCCG and Merton Council)
- 'Joining Up Health and Social Care' public event – planned, held and delivered event on behalf of the integration project
- Mental Health Strategy workshop event (public health), HWM chaired and supported
- First South West London Local Healthwatch Forum Meeting
- Mitcham Project board
- BCF resubmission process workshop
- Prevention of admission workshop

Work Stream Updates/ current work

GP's Research Project:

- **Seven community outreach visits to organisations active within Merton.** These were selected to ensure a broad spread of demographics and to ensure the targeted inclusion of people with a range of experiences and health needs. These included a youth organisation, parent and toddler group, lunch club, charity working with carers, older people's group, an organisation run by and for people with disabilities and a user led BME mental health service users group.
- **Two GP workshops to which the general population was invited.** These

workshops allowed us to reach wider than the community groups identified above, and allowed residents not linked with any of the community groups above the opportunity to have their voice heard.

- **Questionnaire survey.** We devised a questionnaire survey which was used to gather input more widely. This was used in several ways, at various outreach events including the Mitcham Carnival and Wimbledon Carnival, posted to 258 local organisations by Healthwatch staff, Publicised through the MVSC and Healthwatch Merton web sites for completion online.

Draft GP research report has been produced and is in final stages of proofing. This will be shared with MCCG in first instance to support the *improvement of GP services, as in their business plan and will be shared more widely as required plus available on our website.

Hospital Research project:

The first phase of the work we held three workshops in the first week of July of to narrow down the areas within this work to enable us to have a focus.

Second phase we developed a survey and session plan based on the survey and held the following outreach to gather evidence for the Hospital Project. At each session an overview of Healthwatch Merton's role and the background to the Hospital Project was also given.

- 15th August – Commonsides Lunch Club, New Horizon Centre, Mitcham
- 18th August – Asian Elderly Group, Merton Vision, Colliers Wood
- 21st August – St Raphaels Hospice, North Cheam
- 2nd September – Commonsides Lunch Club, New Horizon Centre, Mitcham
- 2nd September – Merton Park Ward Residents Association
- 4th September – Focus-4-1, Vestry Hall, Mitcham
- 5th September – Mencap Saturday Group, Wimbledon Guild, Wimbledon
- 11th September – Merton CIL, Merton Residents and Tenants Association, Mitcham
- 17th September – Coffee Morning, Lewes Court, Mitcham
- 18th September – Kids First, Chaucer Centre, Morden

We are currently in the process of writing the report based on what we have gathered.

Children and Young people:

In process of developing HWM young advisors internally and drafting engagement and participation strategy. Will be seeking to do outreach to identify Young people areas of focus (workstreams) for 2015/16 in addition to General adult influenced workstreams.

Volunteers:

Recruiting volunteers for: Engagement and Outreach

Currently have:

x1 Website Admin Volunteer

Continuous review of the Healthwatch Merton website. The review includes reading through each page to check: spelling and grammar, information was understandable and easy to read, ensure continuity of presentation and to check all links to other webpages are active.

x1 Research and Policy Volunteer

Provides document summaries condensing long or complex documents into an easily readable, digestible format. The general public can read these to keep up to date with the Health and Social care sector, without having to read technical and confusing documents.