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This report is currently still being drafted, edited and developed. It is only to be viewed in its current state for the purpose to highlight work to scrutiny.
Final version will be officially launched in May 2018

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Influence & Impact Healthwatch Merton 2013 - 2018

HEALTHWATCH MERTON INFLUENCE & IMPACT 2013-2018

About Healthwatch Merton

Healthwatch Merton is an independent organisation that exists to ensure local people of all ages, including children, young people, adults and older people, get the most out of their health and social care services whether they use them now or might need to in the future.

The work of Healthwatch Merton covers physical and mental health, social care and every kind of care service including hospitals, dentists, opticians, pharmacies, care homes, GPs, community health services and more.

Healthwatch Merton promotes and supports active involvement and participation of local people/service users in the borough of Merton in health and (social) care services. It does this by giving local people the opportunity to share and provide feedback about their views, concerns and experiences of their local health and social care services and the way in which they are designed and delivered, and uses the evidence gathered from them to make known to those involved in the commissioning, monitoring, provision and scrutiny of health and social care services. This is so that they can influence the way in which local services are designed and delivered and help to shape and improve services for the future to better meet their needs but also to encourage everyone to work together.

Healthwatch Merton has additional responsibilities which include:

- Providing information and advice to the public about health and social care services that they can access and choice in relation to aspects of those services; and also signposting to local health and wellbeing services which Merton residents and their carers can use.
- Making the views and experiences of local people known to Healthwatch England to help the national Healthwatch organisation to carry out its role, and also make recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern.
- Writing reports based on areas of health and social care using evidence gained from local people and makes recommendations about how these services could or should be improved.
- Representing the voice of local communities at the Merton Health and Wellbeing Board.

Since its launch on 17th July 2013, Healthwatch Merton has worked hard to position itself to best influence changes to local services for the benefit of local people. The impact of Healthwatch Merton is increasing and the benefits of listening to people who use local health and social care services is better understood.

This report showcases the influence and impact of Healthwatch Merton from/based on key activities undertaken from 2013 to present (2018) to support, promote and encourage local people to have a stronger voice in the policy, planning, commissioning and delivery of health and social care in Merton.

WORK PLAN

Every year Healthwatch Merton puts in an agreed work plan that sets out what we are going to do/focus on through research and feedback gathered from local people and others in the borough to ensure our work is clear, targeted and focused. Their workplan is based upon:


- Statutory activities we are required to undertake according to the Health and Social Care Act 2012. Local Healthwatch organisations; Activities relating to local care services; (Section 182).
- Feedback and patient stories received from residents of Merton alongside data and insight received through the external delivery of Independent Health Complaints Advocacy service.
- Local priorities which are set by the population of Wolverhampton to inform research projects. Healthwatch Merton conducts an annual priority setting engagement day and conducts a priorities survey to inform the decision on what areas to focus our projects on.
- Research into current priorities and strategies across Merton, including the Health & Wellbeing Board Strategy, Public Health Merton, Merton Clinical Commissioning Group and the Joint Strategic Needs Assessment.
- National strategies and priorities established by Healthwatch England, the Care Quality Commission and other local Healthwatch organisations.

Healthwatch Merton makes every effort to ensure that workplan priorities are set according to the needs of local residents of the borough of Merton.

GOVERNANCE & GOVERNANCE STRUCTURE

A significant/important part of the success of Healthwatch Merton to date is down to its good governance structure and operational arrangements.

Healthwatch Merton Operational Committee



Healthwatch Merton is governed by the Healthwatch Merton Operational Committee (HWMOC) which is a sub-committee in the Merton Voluntary Service Council (MVSC) arrangements. It involves a team of volunteer representatives from Merton's voluntary, community and faith organisations and representatives of Merton, and the MVSC CEO who sits on the committee without voting rights, which lead the strategic development of Healthwatch Merton and oversee its operations, taking delegated responsibility on behalf of the MVSC Board of Trustees for ensuring effective strategic development and operating under an evidence-based decision-making approach to promote good governance, focusing on, and overseeing performance and continuous improvement to drive excellence and impact.

Since its inception, the HWMOC has had a significant role in the influence and impact of Healthwatch Merton by:

- Enabling Healthwatch Merton to involve more local people in the running of the organisation and make their proceeding more transparent and accountable.
- Overseeing and influencing the development and establishment of Healthwatch Merton to ensure that local people have a voice in shaping and improving health and social care services, and encouraging members of the public, patients, carers and service users alike to work in partnership with Healthwatch to achieve the best quality of care and more choice in the borough.
- Acting as champions for Healthwatch Merton, liaising with key stakeholders where appropriate and representing Healthwatch Merton where appropriate and within their capacity to do so.
- Considering and making recommendations on all matters relating to Healthwatch Merton and concerning the function of Healthwatch Merton in relation to influence, engagement, volunteering and information.

Healthwatch Merton Chair

The HWMOC is independently chaired by the Chair of Healthwatch Merton who leads and works with the operational committee and Healthwatch Merton staff in setting the strategic plan and direction of Healthwatch Merton in line with the local authority, Department of Health and Healthwatch England requirements and agreed objectives. The Chair brings extensive skills and experience of public and voluntary sector finance and management and specific experience of Healthwatch and makes an impact through good governance and effective strategic development and planning.

Healthwatch Merton Staff Team

Within the governance structure is the Healthwatch Merton staff team. The small but thriving team comprises of highly skilled professionals including the Healthwatch Merton Manager, Healthwatch Merton Project Officer and Marketing and Communications Officer. The team work hard collaboratively, supporting each other and using their specialisms to grow and

develop the capacity and effectiveness of Healthwatch Merton (as a voice for service users, working with its voluntary sector partners), from its early years to become an even more influential force locally five years on which ensures that the views and experiences of local people are communicated to the major health and social care providers and are taken into account in the shaping of current and future service provision. Within clearly defined roles, they have individually contributed to the influence and impact of Healthwatch Merton.

Healthwatch Merton Manager

Healthwatch Merton's Manager oversees the development and establishment of Healthwatch Merton to ensure and encourage members of the public, patients, carers and service users alike are involved in/participate in shaping and improving health and social care services, and encourage them to work in partnership with Healthwatch Merton to achieve the best quality of care and services, and more choice in the borough.

Healthwatch Merton Project Officer

The Healthwatch Merton Manager is supported by the Healthwatch Merton Project Officer who takes independent responsibility for developing and leading on a number of Healthwatch projects and uses the intelligence gathered from work with the public and patients, partner organisations and other stakeholders through research, feedback and community engagement to draft written and verbal reports and briefings to bring the voice and influence of local people to influence health and social care services and impact on changes and improvements to care and services.

Information and Outreach Officer

Healthwatch Merton's Information and Outreach Officer is very active in the local community and does great work to develop, coordinate and develop successful outreach and engagement with local groups and people including voluntary organisations, patients, service users and the public, through organising a number of outreach activities and participation at community events throughout Merton to promote Healthwatch Merton and gather local people's views and experiences of health and social care services in the borough. The feedback gathered from this work is communicated to service providers and commissioners which has helped them to develop health and social care services that meet the needs of the people. Additional responsibilities include working with, and supporting Healthwatch volunteers as well as contributing to the wider operational team.

Marketing and Communications Officer

Our Marketing and Communications Officer delivers a range of communications and marketing support to the team to facilitate and promote the work of the organisation and ensure effective and wide distribution /dissemination and support of Healthwatch Merton's public events. This includes creating content for the Healthwatch Merton website, producing printed and electronic communications (including via social media), writing copy for articles, direct mailings and networking. This work has greatly raised awareness of Healthwatch Merton within the local voluntary, public and private sectors and the wider community.

Volunteers



Aside from/in addition to volunteer Trustees and Operational Committee members, incorporated within the governance structure are a small team of volunteers who are line managed by Healthwatch Merton staff (but mostly by our Information and Outreach Officer). They are involved in Healthwatch Merton's operational functions within defined roles and have played a vital role in influencing and impacting the organisation's

work by developing and adding value to Healthwatch Merton, making the organisation known in local communities, building connections and ensuring the organisation's (continued) success.

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Aug 2013 – March 2017

3509 people have spoken to us on a variety of Health and Social Care issues



We have carried out **112** outreach visits with various community forums, groups and voluntary organisations.

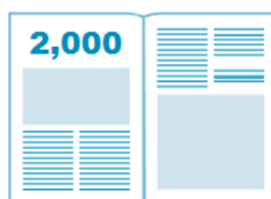


 **1,167**

 **85**

We have attracted **1,167** Twitter and **85** Facebook followers.

We have just over **2000** people signed up to receive our quarterly e-newsletter and it has been shared over **28,000** times



Our volunteers help us with everything from research to Enter & View visits.



Our reports have tackled issues ranging from high street licensing to changes in Adult Social Care and the attached demonstrates all our impact and influence



CONSULTATIONS

Healthwatch Merton participates in local regulatory processes such as local authority public consultations where the public's input on matters affecting them is sought prior to deciding a planning application, to involve local people in the policy making process. The two main consultations in Merton where Healthwatch Merton has had significant influence and impact are the Healthy High Streets Consultation and the Adult Social Care Consultation.

Healthy High Streets Consultation

In 2015, Healthwatch Merton worked in partnership with Public Health Merton, London Borough of Merton as part of a public health consultation which ran from ? to ? to help shape the Council's licensing policy statement in the east of Merton about how it can use its powers to shape the provision of alcohol, entertainment and late night refreshments in the Mitcham area. Healthwatch Merton visited high streets in Mitcham Town Centre to find out what the public (local people and passers-by) thought about their local high street and their thoughts on how they think the local area could be improved. The influence and impact of their participation and of involvement local people in the consultation process/this work can be found on page?

Adult Social Care (ASC) Consultation on Cuts to Services 2016-17

In 2015, Healthwatch Merton was greatly involvement in Merton Council's Adults Social Care (ASC) Consultation, which ran from 23rd October 2015 until 7th December 2015, about how, and from where, they aim to achieve proposed savings of £5.06 million for the period 2016/2017) in adult social care (and services). Cuts to services included meals-on-wheels, the South Thames Crossroads Service, which provides support and respite to carers and the Imagine Independence charity which works with vulnerable adults suffering mental health difficulties. Local stakeholders including Healthwatch Merton, MVSC and Merton Centre for Independent Living (MCIL) were invited to respond in full to the consultation process. To engage in the consultation, Healthwatch Merton ran X focus groups, supported by MCIL around the borough, including hosting a group at MCIL Regular Thursday Members Group, to engage with adult social care service users from 6 adult social care user groups (learning disabilities, mental health service users, physical disabilities, sensory impairments, family carers and older people) who will be affected, about the potential impact of proposed cuts to services on their lives. Healthwatch Merton prepared a written report titled '*The Voice of Those Affected*' which details/about the concerns of adult social care users, using evidence gained from 72 people who participated in the forums, which influenced some positive changes to the proposed cuts. More detailed information about the influence and impact of Healthwatch Merton in this consultation (process) can be found on page ?

Partnership working with Public Health Merton, Merton Borough Council to improve a local town centre in the east of Merton

2015

MERTON HEALTHY HIGH STREETS CONSULTATION

MITCHAM, EAST MERTON

What was the priority?

In July 2015, Merton Borough Council carried out a wider consultation with residents and local business owners to invite/encourage them to have their say on a revised draft statement of licencing policy that could lead to shops and other businesses seeking licenses to sell alcohol in Mitcham, having their applications rejected. The proposed licensing policy includes a Cumulative Impact Zone (CIZ) for/in Mitcham which would apply to 10 roads covering Mitcham Town Centre and the main roads leading in and out of Mitcham. As Merton currently has two CIZ in Merton for Wimbledon Town Centre and Wimbledon Village, the council wanted to find out from residents if they think that a CIZ in the Mitcham area would be of benefit.

The Council want to find out from residents and businesses if they think a CIZ covering Mitcham Town Centre and main roads leading in and out of Mitcham would be of benefit. The borough currently has two CIZs in Merton for Wimbledon Town Centre and Wimbledon Village.

What did Healthwatch Merton do?

In September 2015, Healthwatch Merton worked in partnership with Public Health Merton, Merton Borough Council to conduct engagement with local people to gather their views about the Mitcham high street and town centre area to support the consultation; help shape the Council's licensing statement in Mitcham about how it can use its powers to determine the provision and manage the availability of alcohol, entertainment and late night refreshments and set standards for the responsible management of premises and also to inform the decision both on the implementation and a new CIZ in Mitcham Town Centre and the area of the zone.

Healthwatch Merton used two main methods to gather people's views on the area of the proposed CIZ in Mitcham:

- 1) An online survey using questions provided by Public Health Merton - The survey was circulated to hundreds (number?) of organisations through the MVSC website, promoted on the Healthwatch Merton website and social media and sent to targeted audiences including local GP practices, local councillors and the Mitcham Town Centre police team.
- 2) Hosting two 'pop up' cafes over two days in Mitcham Town Centre - The Healthwatch Merton outreach team and Event Volunteers took to the streets of Merton to engage with local residents and visitors to the area to gather their views about the local area such as possible restrictions to fast food, alcohol and betting shops in the town centre and to have broader discussions about what people want from the Mitcham Town Centre and the kind of high street/town centre they would like to have in their community. Participants also had the opportunity to design their own healthy high street by (elaborate), choosing from a variety of pictures and also added ideas of their own by writing on a blank picture.

Healthwatch Merton spent time at Cricket Green Medical Practice on one day in September 2015 to speak with patients and staff of various ages, ethnicities and backgrounds to ensure that a fair snapshot of people's views were captured, using the survey created by Public Health Merton as prompts for discussion/conversation.

What did Healthwatch Merton identify?

Healthwatch Merton identified a number of key themes from their research. They include: 1) the number of betting shops (65% of people reported that there are too many); 2) number of fast food outlets (40% reported that there are too many); 3) number of places to buy alcohol (33% reported that there are too many and the same amount said that this is what they do like about Mitcham); 4) general high street/town centre environment and variety of shops (with more negative than positive comments about the town centre environment); 5) public toilets (most people reported insufficient/not enough access to toilets); 6) number of barber shops (10% of participants said that there are too many barber shops in the area and suggested an increase in the number of barber shops and crime); 7) lack of amenities and activities for children and young people reported by parents/caregivers, and the children and young people who participated (of ages ranging from 7-25 years of age); 8) lack of engagement by the local authority with residents and visitors to the area about the Rediscover Mitcham Regeneration Project to offer and share their views for improving the area along with uncertainty about the projects progress and outcomes and not well informed about the ongoing regeneration in the area that they live and work in.

What has been the influence and impact?

Healthwatch Merton prepared a written report which included a summary of research, analyses of findings and comments made by participants divided into the 8 key areas identified. The report can be found here:

http://www.healthwatchmerton.co.uk/sites/default/files/uploads/Healthy_High_Streets_Consultation_final_version.pdf. The report was shared with the public health team at Merton Borough Council to inform the end result of the healthy high streets consultation process.

The report was included as an attachment to the Draft Statement of Licensing Policy Consultation Response (which is the Public Health Response to the Statement of Licensing Policy Consultation), prepared by Public Health Merton on behalf of the Director of Public Health. The public health response states that the information gathered from Healthwatch Merton (in addition to an audit of 165 shops and premises in the proposed Mitcham CIZ conducted by a team of Youth Inspectors (YI) in August 2015), further supports acceptance of the proposal for the CIZ in Mitcham Town Centre as the evidence gathered shows a clear influence of alcohol on the negative perceptions of the local area and a concern for many residents.

In October 2015, the healthy high streets project and report was mentioned at the Morden Community Forum (a free forum for anyone with an interest in the local area to attend where meetings are taken up by the responsible organisation to follow-up and report back on how problems are resolved).

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Influencing Merton Borough Council's consultation on adult social care services to reconsider their proposed decision to cut services that will affect the most vulnerable people in Merton

2015

ADULT SOCIAL CARE (ASC) CONSULTATION ON CUTS TO SERVICES 2016-17

'THE VOICE OF THOSE AFFECTED'

What was the priority?

Merton Borough Council ran a consultation exercise between October 2015 and December 2015 about how, and from where they can achieve proposed savings of £5.06 million by cutting many adult social care services in Merton. This is/was to be implemented for 2016-17 only, within the context of an 8 year programme of efficiencies and cuts to services. Merton Council wanted to hear local people's views about the proposed savings by inviting them to give their feedback by emailing their views to the ASC consultation address, completing a paper or online survey of views and attending public meetings at Vestry Hall, meeting with voluntary organisations, attending staff consultation meetings and small customer/carer meetings or "focus groups" run by Healthwatch and hosted by voluntary sector partners.

What did Healthwatch Merton do?

As part of the programme of consultation, Healthwatch Merton ran 6 focus groups to a) get an in-depth picture of the potential impact of proposed cuts to services from the perspective of service users; b) gain an understanding of how the impact of cuts could potentially be reduced; c) complement and add depth to the findings from other consultation methods; d) support service users to get their voice heard and e) support decision makers to make decisions by understanding the full potential impact they could have. Each focus group represented a section of the community that would be most affected by any cuts to services. They include people with learning disabilities, physical disabilities and sensory impairments, mental health service users, family carers and older people. Seventy-two people who fall under the above groups attended the focus groups. Healthwatch Merton engaged with all participants to gather their views about the proposed cuts to services.

Healthwatch Merton produced a report titled 'The Voice of Those Affected', commissioned by Merton Borough Council, about the opinions of the 72 Merton residents (service users and carers) who attended the focus groups.

What did Healthwatch Merton identify?

Very powerful feelings were voiced about the cuts. People told Healthwatch Merton that the cuts would affect every of their lives, impacting on their wellbeing negatively, worsening their physical health, putting families under immense strain, severing social connections, making disabled and older people more vulnerable with the ultimate consequence for some being that life is not work living. They also told Healthwatch Merton that they felt they could not influence the decision-making process and that existing services were seen as important but already of reduced quality. A number of alternatives were suggested by participants including raising council tax.

What did Healthwatch Merton recommend?

Healthwatch Merton made recommendations for the Council to 1) urgently review and reduce the scale of cuts proposed for adult social care; 2) commission a more detailed independent evaluation into understanding the impacts of the cuts to services on people who are disabled and older people and 3) suggested that those making decisions on the cuts spend time with those who will be affected by them to better understand their concerns and to facilitate connections between decision-makers and affected residents.

What has been the influence and impact?

Healthwatch Merton's report which can be found on the Healthwatch Merton website http://www.healthwatchmerton.co.uk/sites/default/files/hwm_asc_focus_groups_write_up_report.pdf fed into the consultation process and had very positive (media) coverage which influenced some positive changes to the proposed cuts.

At the Voluntary Sector (VS) Mental Health Forum in November 2015, the Healthwatch Merton Manager circulated consultation questionnaires and presented information on the consultation process regarding the proposed cuts to the local authority adult social care budget and services.

It was released just before a committee meeting that was held during week of 14th January 2017 where Councillors discussed the proposed cuts. During the committee meeting, six speakers including the Chief Executive of Merton Centre for Independent Living (MCIL), and two people with a disability who were affected by the proposals, spoke to the Council's healthier communities and older people's scrutiny panel about the report and the likely impact of the cuts. The speeches brought to life what was in the report, what had been happening to them and what was going to happen to them. Following on from the speeches and other presentations and discussions that took place during the meeting, the panel rejected three proposed cuts to 1) care and support packages; 2) staffing and 3) respite services. They also agreed to return the proposals(?) back to the Council Cabinet for "review and consideration".

The report was widely used by voluntary sector organisations and concerned individuals to reconsider the proposals, and to press for a public consultation after heavy lobbying by campaigners. A consultation was secured in time for the following year's 2017/18? budget. At that time, Healthwatch promoted the report again to make it visible and available to (who?) help people make an informed choice about the proposed

decisions regarding the cuts. The result was 86%? voted in favour of raising council tax to help fund adult social care. In face of this support, the Council changed its position and the budget was increased. The report also led to continued funding for Help for Carers (formerly Crossroads) which are home care specialists operating in South London and Surrey that provide personal care and companionship to a full range of ages from young children through to the elderly.

Healthwatch Merton also wrote two letters to the Council regarding adult social care savings 2016-17 and the 2% Social Care Precept. The first - dated 22nd January 2016 and the second dated 10th February 2016.

Letter from Healthwatch Merton in January 2016:

http://www.healthwatchmerton.co.uk/sites/default/files/adult_social_care_savings_2016-17_and_the_2_social_care_precept_22nd_jan.pdf

Letter from Healthwatch Merton in February 2016:

http://www.healthwatchmerton.co.uk/sites/default/files/adult_social_care_savings_2016-17_and_the_2_social_care_precept.pdf

In addition to the above, the report had very positive media coverage too. Details of the report was publicised in the Wimbledon Guardian on 12th January 2016 and was featured in a news service called Disability News Service (a service when has been reporting on disability issues for more than 20 years and focuses on addressing the issues that affect the lives of disabled people such as discrimination equality, independent living, benefits, poverty and human rights) on 14th January 2017.

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RESEARCH PROJECTS

Healthwatch Merton looks for different ways of finding out about people's experiences of health and social care in Merton. This includes maximising the impact of undertaking influential research projects, looking at specific areas based on key areas identified by local people requiring improvement, to improve people's experiences of health and social care. Healthwatch Merton have engaged the public in their research to gain an understanding of the issues they are experiencing using a combination of workshops, engagement events and activities, surveys, focus groups and visits to local health and social care premises.

In total, Healthwatch Merton through their research have sought the views of more than X people and have visited in excess of X places and other premises such as ...to ask people about their experiences. By bringing the information through their research together, they have been able to provide a snapshot of the issues raised to date and a strong articulation of the insight that Healthwatch Merton captures.

Healthwatch Merton has made commendable impact on the design and delivery of health and social care services through their research into integrated health and social care services conducted in 2014 and General Practice (GPs) services also conducted in 2014?

The Integrated Services Project was a partnership project with Merton Clinical Commissioning Group (Merton CCG), London Borough of Merton/Merton Borough Council, Trusts (which) and the voluntary sector to take the integration agenda forward, working towards delivering integrated care services between health and care across three localities to reflect primary care divisions and Sutton and Merton community services.

The GP services research project was conducted to champion the local population's primary care needs and bring together key issues the public have raised with Healthwatch Merton regarding GP services through the research. The purpose was to identify areas of improvement, ideas and solutions for GP services that patients want to see across Merton.

These research projects have highlighted and brought together the key issues that they public have raised with Healthwatch Merton, that matter to them. The consequent reports produced by Healthwatch Merton in which the opinions shared with them by local people are summarised, relevant data is gathered and recommendations made to improve local health and social care services have influenced positive changes and decision-making in health and social care services from clinical commissioning to council services and used as evidence to impact/influence better delivery of services. They also show that Healthwatch Merton work hard to present the views of local people to commissioners and providers of health and care services and how Healthwatch Merton are making a difference to local people and the health and care services they use.

The influence and impact of the Integrated Services and GP Services research projects on decision makers in health and social care across Merton using the evidence obtained from local people can be found on pages...

All of Healthwatch Merton's reports and official recommendations are taken to...for approval. Healthwatch Merton publishes reports of all of their research on the ...page of the Healthwatch website. This is constantly updated at they publish more work. They also promote their research reports through a variety of communication channels including the Healthwatch Merton website...

Partnership project with MCCG, London Borough of Merton, trusts and the voluntary sector - developing integrated care between health and social care

2013

INTEGRATION (SERVICES) PROJECT

What was the priority?

Integration was an area that was identified as requiring attention through community engagement and outreach work with local people during the year 2013/2014.

To take the integration agenda forward, the Integration Project, previously referred to as the Integration Transformation Fund and then renamed the Better Care Fund in December 2013, began in 2013. This was a partnership project with Merton CCG, London Borough of Merton, trusts (such as) and the voluntary sector. It was, and still is, the largest reform of health and social care which provided the opportunity to transfer local services so that people are provided with better integrated care and support. The aim was to develop integrated care between health and social care to improve patient and service user experience, reduce admissions to hospitals, facilitate discharge and reduce admissions to residential and nursing homes.

What did Healthwatch Merton do?

Healthwatch Merton was identified in the Integration Plan and The Better Care Fund for Merton that was submitted at the Health and Wellbeing Board and approved, to lead on several areas of public engagement. Healthwatch Merton formed an integration monitoring group to monitor the integration project and Better Care Fund plan, prepared a Watching Brief on integration and planned and lead on identified areas of patient and public engagement (within both plans). Healthwatch Merton (manager) was an active member of the project team, supporting the project to develop a meaningful and robust engagement strategy and plan throughout all the development work. They involved the Healthwatch Merton team, Integration Project Voluntary and Community Organisations, patients, service users, public and carers.

The first engagement took place in July as an initial review of pathways in localities in progressed with further activities taking place as more outputs emerge from the project. Healthwatch Merton led on patient and public engagement by hosting 'integration' project meetings, continuously holding events to engage patients and the public and communicating with them via on-going information and communication using Healthwatch Merton channels and bulletins to gather feedback from them to feed directly into 'integration' developments and progression.

Influencing through collaboration with Merton Clinical Commissioning Group to improve primary care services for local people

2014

MERTON GENERAL PRACTICE (GP) SERVICES STRATEGIES FOR IMPROVING GP SERVICES IN MERTON

What was the priority?

In 2013/2014, GP services was one of the workstreams that was identified as an area to focus on as local people, through engagement and outreach, told Healthwatch Merton what they did not like about their GP service which include problems with access, appointments, continuity of care and information and communication (be specific).

What did Healthwatch Merton do?

To champion the primary care needs of the local population and bring together key issues that they raised with Healthwatch Merton regarding GP practices, Healthwatch Merton carried out research with local patients across communities/borough to engage with them to identify what services they would like from (their) GP surgeries/services in Merton, in the future and how they feel about current services.

The research focused on five broad themes and priority areas including: 1) access to GP services; 2) information provided at GP services; 3) out of hours GP services; 4) use of technology and 5) urgent primary care support. Data was collected from: a) seven community outreach sessions with people involved in a variety of active voluntary and community groups; b) two public workshops to capture ideas for improvements in the patient experience at a GP surgery and c) a questionnaire survey administered at Mitcham Carnival and Wimbledon Carnival, 258 organisations, and online through the MVSC and Healthwatch Merton websites.

The purpose was to identify what areas of improvements, ideas and solutions they would like to see for GP services in Merton, in the future.

What did Healthwatch Merton identify?

Access to GP services - The feedback regarding access to GP services was dominated by 3 key areas including: 1) the challenges and inflexibility of getting an appointment; 2) the weaknesses in the interactions and relationships between receptionists, the GP or health professional and the patient and 3) the reduced quality of the consultations with GPs especially for vulnerable people such as those with mental ill health.

Information provided at GP services - Local residents emphasised the importance of making full use of practice information systems, signposting, and advertisements in GP surgeries, with the right information communicated in the right way at the right time and easily available at all stages of the interaction with GP services.

Out of hours GP services - The easiest way and most popular option for local residents to access a GP when a GP surgery is closed is via walk-in centres or clinics, followed by having direct contact with a health service by telephone. The preferred option for accessing out of hours GP in the community away from clinical settings is home visits.

Use of technology - Local residents felt that the overall experience of contact with GP services for patients would be improved in GPs maximised the benefits of using communications technologies such as email, websites, text messaging/SMS and videoconferencing alongside traditional systems for information and advice, appointment reminders and bookings and managing prescriptions but not for more serious matters such as diagnosis and delivering test results.

Urgent care support - Urgent care support at Accident and Emergency (A&E) in non-emergency situations is sought by local residents mainly when they are not able to get an appointment at their GP surgery and because they do not want to wait when there is concern about a child.

What did Healthwatch Merton recommend?

Healthwatch Merton made some recommendations about how to implement changes to GP services locally:

Access to GP services - Better customer care training and health awareness training for all general practice staff. A nominated GP or primary care professional of choice. An effective programme to coordinate and support proactive follow-up care. A simple and positive system that preserves patient privacy and confidentiality when giving and receiving information in GP surgeries. Expand the use of highly skilled Nurse Practitioners where a GP is unavailable to improve access to routine treatment and care, and reduced waiting times for an appointment. More phone lines available at peak times. More options to book appointments to improve efficiency and manage flow of patients. More timely access to GP surgeries with flexible opening times beyond the core contracted hours.

Information provided at GP services - Provision of greater range of user friendly information including:

- Comprehensive and up-to-date health related guides for patients.
- Information about service organisations such as the Merton Clinical Commissioning Group and Healthwatch Merton.
- Information relating to practice onsite services, access arrangements, clinical and non-clinical staff, their roles and the services that they provide.

- Signposting and useful sources of links to other reliable locations of health related information and services.
- Written information materials for patients such as fridge magnets with, for example, contact details and opening times to increase the dissemination of information.

Out of hours GP services - Clear promotion of services to reach everybody rather than part of the population so that patients know of the best options available to them for accessing health care, and to support appropriate use of all available services in the borough. Implement access to the most widely used GP services such as blood pressure checks in non-clinical settings within the community, trialled over a number of months and located in both the west and east of the borough.

Use of technology - A commitment to developing and providing patients and carers with a broad range and the right type of health care technologies to meet patient need and support patient choice to allow better access to information about health and health care and enable self-management, self-care and encourage patient engagement.

Urgent care support - Increase the number of out-of-hours GP walk-in services spread out more broadly across the borough to improve access to a GP and other primary care services, offer patients more choice and better manage demand. Introduce the co-location of out-of-hours services in A&E departments to allow patients to attend one facility and be streamed to the appropriate service following a triage assessment.

What has been the influence and impact?

Healthwatch Merton produced a report of their research, including findings and recommendations about how to implement changes to GP services locally, titled 'Strategies for Improving GP Services in Merton'. The report is available to view on the Healthwatch Merton website here: <https://www.mvsc.co.uk/sites/mertonconnected.com/files/civicrm/persist/contribute/files/HWM%20GP%20Report%20with%20summary%20Sept%202014.pdf>. To maximise potential influence and impact in the first instance, the report was circulated to the GP partnership in Merton, shared with various departments in the Merton MCCG, and other key stakeholders to directly influence and support a business plan element of theirs to improve GP services across the borough of Merton. The report also fed into the MCCG's Primary Care Transformation Project (a project in collaboration with their GP membership and practices to deliver improvements in access to GP services, commencing in April 2017).

The report was presented at the Healthier Communities and Older People Overview and Scrutiny Panel in 2014 to update the panel and provide an overview about the research project. The panel were asked to comment on the report, particularly the section about access to GP services.

At the Primary Care Commissioning Committee in March 2017, the report was featured in an update on Merton's Primary Care Strategy under 'Achievements and Work in Progress' prepared by Merton CCG. Under Section 2: *Progress against key components of Merton's Primary Care Strategy - Primary Care Access Improvement*, the report was mentioned as to be used to inform both the design of Merton CCG care pathways into their new primary care access hubs and the quality initiatives that Merton CCG are working on in 2017 to improve patient experience of access.

To put into effect many of the recommendations made in the report, Merton CCG plan to deliver improved access made up of up of 3 components: 1) an extended access local incentive scheme to be delivered from 1st April 2017 by all Merton practices; 2) the provision of two primary care centres (also called hubs) with delivery beginning from 1st April 2017 - open at least 6.30pm-8pm Monday to Friday and one in the east and one in the west of Merton, with both open 8am-8pm Saturday and one in the east open on Sunday 8am-8pm and 3) a quality improvement scheme to be delivered in 2017/18 with Merton's GP practices to focus on the quality aspect of access by improving access to general practice for all Merton residents and ensure better integration with its local GP out-of-hours and 111 service(s).

In a recent presentation in 2017 to the public by the Chair of Merton CCG, the GP services report was described as a major influence in the decision to put funding into increasing the provision of out-of-hours GP appointments. This took effect in April 2017.

In March 2017, the report was mentioned under the News & Publications tab of the Merton CCG website under the main heading '*Merton's Primary Care Strategy*' and sub-heading *Getting to See Your GP*' where it is stated that the report has been used and will continue to be used to inform both the design of the new primary care access hubs and also the quality initiatives that Merton CCG are working on in 2017 to improve patient experience of getting to see their GP.

Healthwatch Merton provided in advance, raw data to the Care Quality Commission (CQC) from/using feedback gathered from September 2013-March 2014 to inform real time inspections of GP services in Merton.

Following on from some of the recommendations made in the report, a September 2017 update from Merton CCG about GP Access Plans for 2017/18 shows that Merton CCG are in the final phase of GP access improvements in Merton. A GP Access Plans Practice Information pack, which focuses on patient experience and hard to reach groups has been launched to all practices. The pack has been sent to Merton's practices inviting them to engage in this piece of work.

REPORTS & WRITTEN DOCUMENTS

As local people in Merton champion for better health and social care, Healthwatch Merton make an impact through their reports and other written documents such as...which include evidence gathered from local people through outreach and community engagement, observations and feedback from enter and visits and the findings of wider research, to influence decision-makers in health and care, impact on changes and better design and delivery of services.

The reports that Healthwatch Merton produce help to make the findings of their work/the work that they have done accessible to people who use health and social care services, the messages more powerful and the recommendations they make are feedback to service providers, commissioners and regulators. All of Healthwatch Merton's reports and documents are made publicly available to view on the organisation's website.

To date, Healthwatch Merton have produced a total of ? reports (including ? annual reports/or ? of which are annual reports). Across these reports Healthwatch Merton have made ? recommendations. The reports and written documents that Healthwatch Merton have produced, a few of which have already been discussed in the previous sections and the rest highlighted in subsequent sections of this report include:

- Healthwatch Merton Action Plan: Jupiter Ward
http://www.healthwatchmerton.co.uk/sites/default/files/action_plan_health_watch_jupiter_ward_may_17_v2.pdf
- Enter and View Follow-Up Report
<https://www.mvsc.co.uk/sites/mertonconnected.com/files/FINAL%202017%20Enter%20and%20View%20-%20Jupiter%20Ward%20report%20v1.0.pdf>
- Jupiter Ward Outcome Action Plan
http://www.healthwatchmerton.co.uk/sites/default/files/healthwatch_action_plan_2_3.pdf
- Enter and View Report Jupiter Ward
http://www.healthwatchmerton.co.uk/sites/default/files/enter_and_view_-_jupiter_ward_report.pdf
- Adult Social Care (ASC) Consultation on Cuts to Services 2016-17
http://www.healthwatchmerton.co.uk/sites/default/files/hwm_asc_focus_groups_write_up_report.pdf
- Healthy High Streets Consultation
http://www.healthwatchmerton.co.uk/sites/default/files/uploads/Healthy_High_Streets_Consultation_final_version.pdf
- Merton Lesbian, Gay, Bi-Sexual and Transgender (LGBT) Report
http://www.healthwatchmerton.co.uk/sites/default/files/uploads/HWM_LGBT_report.pdf
- Healthwatch Merton Annual Report 2013/14
http://www.healthwatchmerton.co.uk/sites/default/files/uploads/HWM_LGBT_report.pdf
- Healthwatch Merton GP Report: Strategies for Improving GP Services in Merton
<https://www.mvsc.co.uk/sites/mertonconnected.com/files/civicrm/persist/contribute/files/HWM%20GP%20Report%20with%20summary%20Sept%202014.pdf>

One of Healthwatch Merton's regular report outputs is the annual report which provides an overview of the organisation; showcases their activities and achievements; demonstrates

the impact of their work over the past year to put patients and the public at the heart of health and social care improvements in Merton; outline their workstreams, strategic priorities and actions for the coming year, and report on their finances. Healthwatch Merton submit their annual reports to Healthwatch England and share with other Healthwatch all over England along with the Care Quality Commission (CQC) the Merton Health and Wellbeing Board, Wellbeing Health Scrutiny (check this) and the local authority.

Healthwatch Merton also prepare written guides and directories for publication. These include the Patient Participation Groups (PPG) Best Practice Guide 2016 http://www.healthwatchmerton.co.uk/sites/default/files/ppg_best_practice_guide_2016.pdf, the Mental Health Directory for Young People https://www.mvsc.co.uk/sites/mertonconnected.com/files/YP%20MH%20Directory_Final%20Feb2017.pdf. More information about these documents and the influence and impact of this work can be found on the following pages. Also, Healthwatch Merton worked in partnership with Merton CCG (integrated care department?, led by?) to co-produce, along with experts and partner organisations, a publication called 'A Practical Guide to Healthy Ageing' (need link to this). It services as a guide of local services for residents, targeted at those aged 65 years and over. The guide was tested with carer focus groups and networks. Several Clinical Commissioning Groups stakeholders included it within their September 2017 newsletters and it was also circulated to their wider circle of stakeholders for approval as well.

DRAFT

Supporting PPGs across Merton to create a national PPG guide to help GP practices and patients to set up, implement and maintain a PPG to improve services

2016

PATIENT PARTICIPATION GROUP (PPG) GUIDE 2016

What was the priority?

From 1st April 2015, a contractual requirement by NHS England was introduced for all GP practices in England to form a Patient Participation Group (PPG) during the year ahead and to make reasonable efforts for this to be representative of the practice population. The National Association of Patient Participation (NAPP) defines a PPG as:

'...groups of volunteer patients, typically based at a single general practitioner (GP) surgery. They evolve to meet particular local needs. Each one is different, free to choose how to organise itself and where to focus its activities. They typically require support from the practice to get started but, over time, they should be run by the patients themselves. It is important that good relations with the practice are retained, so that PPGs can contribute to the partnership'

Broadly, PPGs are voluntary groups of patients, carers and GP practice staff working in partnership with practice representatives. They meet to discuss practice issues and patient experience to help improve the service and make constructive contributions to practice services and facilities, benefiting patients and practice alike. The purpose of a PPG is to:

- 1) Give patients and practice staff the opportunity to meet and discuss topics of mutual interest.
- 2) Provide a means for patients to become more involved and make suggestions about the healthcare services they receive.
- 3) Explore solutions to ongoing issues highlighted by patient complaint data and patient surveys, to contribute to action plans and help monitor improvements.
- 4) Contribute feedback to the practice on National Patient Survey results and Friends and Family Test feedback.
- 5) Propose developments or change, to support health awareness and patient education.

They have a vital role to play to ensure the voice of patients are heard by their local GP practices.

What did Healthwatch Merton do?

Healthwatch Merton conducted outreach and engagement to explore the issues and challenges facing PPGs in Merton. PPGs across Merton were clearly asking for support to guide them in their work. In response to this, the contractual requirements of NHS England and given that the work of PPGs links with the aims of the Healthwatch Merton remit, Healthwatch Merton created a PPG guide/resource, part of a framework

(launched in 2015), working in partnerships with PPGs, to help support the effective delivery of new PPGs in Merton, working with practice staff, to hear the views of the broadest spectrum of patients and help to improve everyone's experience of the care they receive. The aim is to enable local PPGs to achieve the following:

- To assist GP practices and patients in setting up, implementing and maintaining a PPG to improve services for the whole of their GP practice population
- To obtain, review and respond to a variety of sources of information that describe the views and experiences of patients and carers visiting their GP Practice.
- To influence the quality of the services provided by the Practice with the aim of improving the standard of service quality experienced by patients and carers.

The framework is designed to be a useful and flexible tool for individual groups to use to meet and support their own challenges.

What has been the influence and impact?

Since the launch of the PPG framework, Healthwatch Merton have worked with PPGs to continue to ensure that they remain a high quality resource for their practice and its other patients.

DRAFT

Healthwatch Merton Youth Volunteer created a published informative mental health directory for young people with lived experience of mental health issues

2017

MENTAL HEALTH DIRECTORY FOR YOUNG PEOPLE IN MERTON

What was the priority?

Local young people have identified that mental health services provided both in the statutory and voluntary sectors are constantly changing. Where concerns have been identified, the young people and their families often struggle to navigate the complicated and fractured system of services created to a large extent by a lack of joined-up working.

Young people have told Healthwatch Merton that attempts by the parents of children and young people with mental health problems to get the right help for their children are often unsuccessful being told, for example, that services do not cater for children under the age of 18 or for young people who are not able to attend school. These problems were often exacerbated by families not having any appropriate resource such as a mental health directory to refer to know of suitable services. This is disheartening for parents and the young person in need, but also for people who are close to them such as friends, often resulting in lengthy delays spanning years, in receiving help. Although there are more services to access in Merton than local people realise, it was reported to Healthwatch Merton that information/details about this is generally communicated more via word of mouth, making it difficult for young people to know about these services.

In order to counteract the issues for young people and their families as described above, a/our Healthwatch Merton Youth Volunteer wanted to create an easy read mental health directory containing/summarising a wide range of local and national mental health information about mental health services and organisations specifically/suitably tailored for/to meet the needs of young people (living) in Merton who experience mental health issues and their carers. The purpose is to make accessing information, contact details, activities and services on mental health and other services that may be useful to young people affected by mental health and feel isolated, their families and carers, friends and service users as straightforward as possible. The purpose is also to improve the lives of vulnerable young people who have previously, or do currently have difficulties trying to access suitable services that meet their needs by knowing that they have a resource that they can use and benefit from when they want to make sure they are taking care of their mental health.

What did Healthwatch Merton do?

Healthwatch Merton supported their Youth Volunteer to create a Mental Health Directory for young people, providing funding to professionally print the document and help with formatting and distributing the resource/guide.

The directory provides information/details of just under a hundred (85) services and organisations listed/sorted into categories enabling people to find what they need easily including: 1) NHS services, 2) local services and organisations, 3) national charities and helplines, 4) Apps and digital tool, 5) activity ideas and 6) volunteering opportunities, that can support young people with mental health and related issues. The aim is for the guide to be updated with new information and invites people to share knowledge and details of any information that can be added to the directory.

What was the influence and impact?

The project was successful and the directory has been published. It is available to view on the Healthwatch Merton and MVSC websites, and also Off the Record website - a website that offers support for young people.

The directory has been published is available to view on the Healthwatch Merton and MVSC websites, and also the Off the Record' website - a website that offers support for young people.

The directory has been distributed to Merton CAMHS who were thrilled with the outcome. A representative from CAMHS commented that *'they had been needing something like this for a while'*.

The directory was sent to all secondary schools in the borough of Merton, libraries and GP surgeries.

Healthwatch Merton's Information and Outreach Officer received a few positive comments from young people who have experience of using mental health services/have experience of mental health issues.

The Mental Health Directory was praised by Rethink (Merton and Sutton Group) (which is a mental health illness charity that provides support for anyone living with a severe mental illness, their family and friends) and the Mental Health Forum in Merton. Both organisations requested for a similar directory to be produced for adults.

ENTER AND VIEW

Enter and view is one way Healthwatch Merton can gather information needed about services and collect views of service users, their carers and relatives, as well as staff. It is also one of the powers that Healthwatch Merton have to use, to enter health and social care services where publicly funded care is provided to people in Merton with a few exceptions, to observe the nature and quality of services and to see and hear for themselves how services are provided and may be improved, and how good practice can be disseminated. Generally, this applied to residential homes, nursing homes, GP practices and hospital wards.

The rights that Healthwatch have falls within the Healthwatch regulations where the Government has imposed a duty on certain commissioners and providers of health and social care services to allow 'Authorised Healthwatch Representatives' to enter premises that providers own or control. Healthwatch Merton have trained Enter and View Representatives who have entered local health and social care premises for reasons mentioned above.

Since its launch, Healthwatch Merton have conducted enter and view visits at two hospital sites - Jupiter Ward at Springfield University Hospital and Epsom and St Helier Hospitals - and made a total of X recommendations for both visits to service providers so that they can use them to improve services. They have also alerted Healthwatch England, the Care Quality Commission and/or Council Scrutiny Committees were appropriate about specific care providers or health and social care matters of concern.

DRAFT

Influencing improvements to inpatient care services at a local hospital through enter and view visits

2015

AUTHORISED ENTER AND VIEW

JUPITER WARD, SPRINGFIELD UNIVERSITY HOSPITAL

What was the priority?

In January 2015, the five South West London Clinical Commissioning Groups (CCGs) and NHS England held a public consultation between September and December 2014 about inpatient services and some specialised services provided by South West London and St George's Mental Health NHS Trust. The consultation sought views on the future use of facilities at Springfield Hospital in Tooting, Tolworth Hospital in Kingston and Queen Mary's Hospital in Roehampton. Part of this is to do with anecdotal evidence/reporting of existing mental health inpatient facilities in South West London as being old, not suitable for modernisation, not designed for today's mental health care and very expensive to maintain. It has also been reported that they do not provide a good, supportive environment for patients and carers and make it harder for frontline staff such as...to deliver high quality care. Decision-making bodies considered proposed changes to mental health inpatient services with the aim to improve the quality of clinical care and the experience of service users and carers bringing local services in line with current guidance and best practice. Due to the proposed changes taking place and anecdotal evidence from..., Healthwatch Merton decided to carry out enter and view visits to Jupiter Ward at Springfield University Hospital over two days in December 2015.

What did Healthwatch Merton do?

Three authorised Enter and View representative from Healthwatch Merton including 2 Information and Outreach Officers and 1 Healthwatch Merton Volunteer made a visits to Jupiter Ward which is the Merton ward at South West London and St George's Mental Health Trust (they run Springfield University Hospital) to spend time speaking with patients, residents, service users and staff about their experiences of services on Jupiter Ward. The representatives used 4 methods to carry out the enter and view visits including observation, interviews, informal conversations with staff members and carers and a pre-visit to Jupiter Ward to meet with staff members and have a tour of the ward. They also used a Healthwatch Merton observation tool to rate Jupiter Ward on: 1) entrance and reception; 2) information displayed; 3) odour; 4) cleanliness; 5) food; 6) bathroom facilities; 7) noise level and 8) safety. An interview tool designed by Healthwatch Merton was used to carry out interviews with 11 patients over the two day visits.

After the enter and view visits, Healthwatch Merton produced a written report based on their findings from the observations made and interviews conducted. They submitted the report to the South West London and St George's NHS Foundation Trust (?) in January 2016 requesting a response within the statutory 20 day time limit.

What did Healthwatch Merton identify?

It was felt that staff, although stretched, made an effort to really get to know their patients and support them in whatever way they could. On the whole, patients shared positive experiences with Authorised Representatives about their stay on Jupiter Ward.

What did Healthwatch Merton recommend?

Healthwatch Merton brought forward a number of suggested areas to monitor. They include some, but not all of the following:

- Review activities regularly and ask patients what they would like to see more of and take part in.
- Ask voluntary and community sector groups for example Focus-4-1, Rethink Mental Illness or Avanti Club, to run a monthly activity or attend ward community meetings to promote their service.
- Consider magazines, newspapers in a quiet area and an increase in the amount and variety of reading material available.
- Ensure that patients are well informed about their treatment and medication and that they have access to clear information on this.

What has been the influence and impact?

South West London and St George's Mental Health Trust responded accordingly to Healthwatch Merton's report with an action plan based on suggested areas to monitor that they brought forward. After 20 working days, the report and the Trust's response was published (in January 2016) and circulated to key stakeholders including the Care Quality Commission.

Within the action plan, it was agreed that Healthwatch Merton would conduct a follow-up visit to Jupiter Ward, one year on. In response to this, in January 2017, 3 Enter and View Representatives from Healthwatch Merton including 1 Information and Outreach Officer, 1 Healthwatch Merton Volunteer and 1 Healthwatch Merton Operational Committee Member made 3 further visits to the ward as a follow-up to review progress from the previous enter and view visits in December 2015 and make further recommendations where needed. They used the same methods and tools for the previous enter and view visits as described above to gather intelligence and make further recommendations where needed. They produced a follow-up report of their findings which was submitted to the South West London and St George's NHS Foundation Trust in May 2017, requesting a response within the 20 working day statutory time frame. After 20 working days, the follow-up report and the Trust's response was published and circulated to key stakeholders including Care Quality Commission and Healthwatch England.

An update on the suggestions areas to monitor brought forward in the 2015 enter and view report by Healthwatch Merton show that some of them have been put into action as follows:

- Activities continue to be regularly reviewed - the Occupational Therapist and the Activities Co-ordinator aims for **one of them** to talk to patients about activities within two days of arriving on the ward, including asking about their interests. The ward had increased the number of volunteer-led activities provided by representatives of Merton's voluntary sector.
- A volunteer from the local library comes to the ward every week to run an activity. Several shelves worth of books is now available through the book loaning service set up and managed by the Occupational Therapist. This was reported to be well used by patients.
- The medication information board in the main corridor contains a lot of helpful summaries. Information about medication has been made more readily available on the patients' computer - the last page accessed when Authorised Representatives viewed the computer room was the Trust's 'Choice and Medication' website homepage.

DRAFT

Healthwatch Merton staff and volunteers worked with Healthwatch Sutton to improve inpatient care at Hospitals in the borough of Sutton

2016/2017

INPATIENT CARE PROJECT

ENTER AND VIEW AT EPSOM HOSPITAL AND ST HELIER HOSPITAL

What was the priority?

Local people in Sutton and Merton identified inpatient care as one of their highest priority areas in relation to health and social care. Healthwatch Merton and Healthwatch Sutton have been working towards improving inpatient care at St Helier Hospital and Epsom Hospital and wanted to hear the views and experiences of local people staying on wards at the hospitals to find out what is working well and where improvements could be made.

What did Healthwatch Merton and Healthwatch Sutton do?

As St Helier is a key health care providers for the population in the south part of Merton, Healthwatch Merton partnered with Healthwatch Sutton, having been approached by them, to work with them on an Inpatient Care Project with the aim to/of improving inpatient care at St Helier Hospital and Epsom Hospital. In March 2016, they held a public 'Share Your Inpatient Experience' meeting to hear local people's views and support them to share their experiences of staying on wards at the hospitals. Healthwatch Merton used the feedback gathered from the meeting to form a survey with a list of questions to ask patients currently staying in the hospitals. Healthwatch Merton volunteers partnered with Healthwatch Sutton volunteers for the ward visits St Helier Hospital. The volunteers supported the project by carrying out a series of visits over 6 weeks to 8 different wards at both Epsom Hospital and St Helier Hospital. Merton residents helped to design the questionnaire used on the visits and the volunteers spoke to patients on the wards to gather patient experience information for the project.

What did Healthwatch Merton and Sutton identify?

The vast majority of the feedback relates to St Helier Hospital. Following completion of the analysis of the survey responses, a number of areas of commendation were identified:

- A high score for the overall experience on the wards - the average rating of the 'overall experience' of staying on the ward, across all participating wards is 8 out of 10.
- High level of trusts in nurses and in doctors - 89% of patients advised that they 'agreed' or 'strongly agreed' to trusting the nurses on the ward that they were staying on and 91% said that they 'agreed' or 'strongly agreed' that they trusted the doctors on the ward that they were staying on.
- Positive feedback was given about allied health professionals including Physiotherapists, Phlebotomists, Pharmacists, Occupational Therapists, Radiologists - Analysis of comments relating to 'other staff' show that these were overwhelmingly positive (only 8 negative from 135 comments).
- Staff and volunteers visiting wards noted an overall high level of cleanliness and this is also reflected in patients' comments.
- Many patients were bothered by noise at night on the ward with the main source of noise being other patients, but other sources include equipment, staff, bin/doors and light.

What did Healthwatch Merton and Healthwatch Sutton recommend?

Both Healthwatch made a few recommendations and made 4 potential areas for improvement from the themes that emerged from the findings:

- Healthwatch produced individual ward-based reports for each of the 8 participating wards and recommended that individual wards respond to reports with any actions they will take in response to their report.
- Investigate effective ways of alleviating both noise and light issues on wards that impact on patients' rest/sleep.

Other potential areas of action include improvements to the quality, taste, orders and choice of food and standards of English communication between nurses and teachers. Also recommended was reducing incidence of negative patients dignity potentially through awareness training, and reviewing the cost and availability of TV/entertainment including assessing ways to reduce the cost of TV for patients and providing alternative entertainment where TV is not available.

What was the influence and impact?

Healthwatch completed a written inpatient care report about the project that was formerly submitted to the Chief Executive of Epsom and St Helier University Hospitals NHS Trust in January 2017. They requested for the Trust to look at the findings and provide a response outlining an actions or further research that will be carried out by the Trust in response to the report. Healthwatch (who?) offered to provide any practical support to help the Trust to address and issues raised. They also highlighted the areas of commendation in the report to the Trust

to be shared with management and other relevant staff. Healthwatch received a positive response from the Trust who agreed/reported at the time of responding, that the following will be put into action:

- Each ward responded to their individual report. The matron of each of the wards that were visited produced a detailed action plan based on the responses that their patients provided.
- A programme has been put in place to see that staff are checking for patient understanding after delivering information.
- Hospital Caterers will now visit long-staying patients to ask how to improve the food available to them and give them canteen vouchers if needed.
- Each patient will be checked on every two hours to ask about any pain or other needs.
- In the planned orthopaedic wards, a longstanding issue with temperature is being addressed by replacing the windows.

In order to showcase their plans, the Trust invited Healthwatch Merton and Sutton volunteers, trustees and staff to come to an event held at St Helier Hospital where the nursing management for each ward gave a short presentation outlining the work that they are now undertaking to address the feedback that they received for the wards (which?). The event was very well attended and well received by all participants. Progress against the plans that have been made will be monitored through the Trust's Improvement Patient Experience Committee.

The findings of the Inpatient Care Project report was presented at the Epsom and St Helier Hospitals Trust Board meeting on 21st April at St Helier Hospital.

DRAFT

RELATIONSHIPS & PARTNERSHIP WORKING WITH KEY STAKEHOLDERS

Another of Healthwatch Merton's key functions is to make peoples' views known and influence decisions through effective relationship and partnership working and communication with other health and social care organisations and stakeholders locally and nationally, acting as a credible voice at strategic and health and social care meetings. For Healthwatch Merton, relationships and partnership working has been essential in influencing and impacting on how **we** monitor quality and progress for local care and services, and how **we** influence and communicate change. Healthwatch Merton works hard to establish strong, transparent links/relationships and partnerships with organisations and groups covering health and social care locally and with the local providers and commissioners of health and social care services such as... and works in collaboration with them to improve local services. All of the providers and commissioners that HWM work with respond to requests for information and are open to working with **us**.

Healthwatch England

Healthwatch Merton play a role nationally through Healthwatch England as part of the National Network of 152 community focused Healthwatch Since its launch, Healthwatch Merton has established a successful ongoing relationship with Healthwatch England. The strength of the relationship has enabled Healthwatch Merton to be strong ambassadors for local people and develop strong partnerships across their local communities.

Healthwatch Merton has been continuously working with Healthwatch England to ensure that views and experiences of patients, service users and carers in areas in Merton, and their concerns and opinions about health and social care services are not only represented locally, but also heard nationally through Healthwatch England. Healthwatch Merton works to shape local services nationally by forwarding the views and experiences that they have collected and analysed from their work with local people, along with any recommendations, to Healthwatch England to act on at a national level.

Healthwatch Merton also shares the evidence gained locally with Healthwatch England to support them to develop an intelligent view of trends and consumer experiences at a national level who then use the evidence where necessary to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern.

******The evidence that Healthwatch Merton have provided to Healthwatch England is part of a broader body of evidence used to highlight major issues and seek change in the policy, regulation and delivery of health and social care services. Also, where very important issues have arisen, they have been raised with the Secretary of State for Health, the NHS Commission Board, the Care Quality Commission, the NHS Commissioning Board, NHS Monitor (the sector regulator for health services in England) or local authorities in England.

We influence by sharing information with the Healthwatch England team at London Healthwatch network meetings.

South West London Healthwatch Network

Representatives from Healthwatch Merton meet and often work in collaboration with colleagues from 6 neighbouring Healthwatch organisations in South West London (Croydon, Kingston, Richmond, Sutton and Wandsworth) as part of the South West London Partnership. This allows us all develop a strong working relationship, share good practice, ideas,

resources and skill sets to support us and to be more efficient and effective in our own working practices at individual Healthwatch and also to enable SWL Healthwatch Network to act with a unified and stronger voice.

Relationship building with South West London (SWL) Healthwatch has enabled Healthwatch Merton to influence decision makers, develop their relationships with key stakeholders, promote their Healthwatch, help us to coordinate our work and to reach the community through our stakeholder networks and also to ensure that Healthwatch are well informed about anything that my impact on people in Merton.

Health and Wellbeing Board

Healthwatch Merton has a statutory seat on the Merton Health and Wellbeing Board with voting powers, and have established a strong presence, input and regular dialogue at the Health and Wellbeing Board meetings. By working together with the Board, Healthwatch Merton have a clear route to champion the needs, views and experiences of local people and ensure that they are continuously brought to the forefront of the provision, management and commissioning of local health and social care services so that they can influence decision making across health and social care within Merton. Additionally, the working protocols that have been established between Healthwatch Merton and the Health and Wellbeing Board has put Healthwatch Merton at the centre of being able to ensure that the public feed directly into shaping services and that intelligence gathered plays a key role in influencing the provision and effectiveness of services.

Patient Engagement Group

The Patient Engagement Group (PEG) in Merton is a forum which gives patients, local people and carers the opportunity to inform and influence the planning, designing and delivery of local health services and to have effective input into the work Merton CCG regarding the provision, management and commissioning of local services. Healthwatch Merton plays a pivotal role in this active PEG by sending a representative to participate in each meeting. As a result of their participation at PEG meetings, Healthwatch Merton has developed a platform to represent the views of local people and voice the patient experience of local service users in Merton; make a significant difference to patient care and experiences at local NHS health services; contribute to the improvement of services and ensure that the Merton CCG is responsive to the needs and wishes of people in Merton. Healthwatch Merton's participation at PEG has kept their networks informed and involved in...; enabled them to build networks to circulate/disseminate information widely and communicate and represent diverse interests within the Merton voluntary sector.

Public and Patient Engagement Steering Group

Healthwatch Merton, together with colleagues from Healthwatch Kingston including Kingston, Richmond, Croydon, Sutton and Wandsworth are members of the Patient and Public Engagement Steering Group (PPESG) at South West London Collaborative Commissioning. The purpose of the steering group is to ensure that there is effective lay involvement and engagement from the public and patients in the South West London collaborative commissioning programme whose purpose is to improve hospital and community health services, in line with national policy. In return for their involvement in the group, Healthwatch keeps local groups (who?), patients and the public informed of the

work the steering group is carrying out and participate in evaluating the effectiveness of local public and patient engagement through the programme. Where necessary, there are full public consultations on any major proposals for service changes that might result from discussions had at group meetings and HWM make sure that Merton's residents have the opportunity to give feedback and comments on the proposals.

Sustainability and Transformation Plan

The Sustainability and Transformation Plan (STP) is the biggest reform to health services in NHS history. Healthwatch Merton has taken on a crucial role in ensuring that Merton residents are effectively informed of changes; can contribute to discussions and engage with the issues and also make sure that their questions and views about the STP contribute to influencing eventual change. They have been doing this by actively participating in discussions at various meetings, forums and events; supporting commissioners in engaging communities such as the Grassroots Engagement Funding Initiative and...? and providing information and advice in a more informal way and support to engage local communities effectively. Healthwatch Merton has also been working with other local Healthwatch to make sure that the voice of local people is represented and included in the STP for South West London, for example as part of the South West London Healthwatch meetings. Together they are calling for consistent and high quality approach to providing local people with information about the STP and to engage with them about any changes to health and social care services. Healthwatch Merton have been influencing this by raising awareness and promoting at local meetings, groups, forums where the STP is an agenda item, and through various communication channels for early engagement with patients and the public and the need to involve them in developing appropriate solutions to address the challenges of our health and care system.

Patient and Participation Groups

Patient Participation Groups (PPGs) at GP practices are an opportunity for a representative sample of the practice population to get involved in local health issues which affect patients. They form part of one of Merton CCG's priorities for patients to be heard and listened to. As part of their work in shaping health and social care services to meet the needs of the local population, Healthwatch Merton have been instrumental in working with PPGs at GP practices within Merton to encourage members of the local community to have an active role in shaping local health and social care services and explore ways to network groups and work more closely with each other. A notable example of the influence of Healthwatch Merton on PPGs is the collaboration with NHS England, launched in 2015, to help develop a guide to help PPGs in local areas establish, implement and maintain an effective PPG and to support PPGs, working with practice staff, to hear the views of the broadest spectrum of patients and help to improve everyone's experience of the care they receive. Healthwatch Merton maintains regular contact with PPGs to continue to ensure that the PPG guide remains a high quality resource for their practice and patients.

Care Quality Commission

Healthwatch Merton has a good working relationship with the Care Quality Commission (CQC) and have meetings with them to discuss the contribution Healthwatch is making through their evidence-based reports that are submitted to the CQC such as enter and view reports, which help the CQC build a picture of the service before inspection.

DRAFT

COMMUNITY ENGAGEMENT AND OUTREACH

Engagement can empower people to have their voices heard and help to articulate the needs of local communities. Effective community engagement and outreach to gather the views of local people (including children, young people and adults) and understand their experiences of using health and social care, and also to ensure that more groups are aware of Healthwatch Merton has been one of the most important aspects of Healthwatch Merton's work.

Healthwatch Merton has, and continues to spend a considerable amount of time delivering a successful programme of outreach activities across Merton to engage voluntary organisations, patients, carers, service users and the wider community/public in the dedicated work of Healthwatch Merton in a variety of ways. These include attending public events, visits and presentations to local community groups and voluntary organisations, holding our own pop up stalls and partnership working with service providers. The primary aim is to gather and understand people's views, experiences and concerns of/about their local health and social care services and ensure that local people have the opportunity to get their voice heard by local decision makers such as...

In addition to the above, Healthwatch Merton conduct engagement and outreach to support and promote the involvement of local people in the commissioning of local services and how they are scrutinised - enabling them to both influence and challenge how services are provided in their local area(s). To achieve this, Healthwatch Merton meet regularly with local providers of health and social care services with evidence from local people through their programme of engagement and outreach and ensure that the feedback provided by them is taken into account by service providers and commissioners. Also, to influence and ensure that local communities have input in decision making processes, Healthwatch Merton continuously works with voluntary and community sector organisations to promote good quality patient engagement and make recommendations to improve patient experience.

Healthwatch Merton encourage people to engage with them through their social media outlets, 'info' email and 'contact us?' on... All of the information that we gather through our engagement activities is recorded where... and analysed regularly to identify key issues in the borough?

In addition to gathering views of the wider community, we have carried out targeted engagement activities with...such as...

To summarise Healthwatch Merton's engagement and outreach work up to 2017, the diagram/chart/table below shows the number of voices heard...

The impact of Healthwatch Merton's engagement with local people has built up a strong picture of community needs and aspirations for better health and social care through the people who use services.

Engaging and supporting a seldom heard group to have their say about health and social care services in Merton

2015

Lesbian, Gay, Bisexual and Transgender (LGBT) Community

Merton Engagement and Listening Event

What was the priority?

Healthwatch Merton wanted to champion the voice of local residents who describe themselves as lesbian, gay, bisexual or transgender who are very often, a seldom heard group in the local community.

What did Healthwatch Merton do? / What did Healthwatch Merton Research?

In 2015, Healthwatch Merton organised and hosted a confidential engagement workshop for people from the Lesbian, Gay, Bisexual and Transgender (LGBT) community to establish links with them, hear their issues and share their views about their experiences of using health and social care services and the quality of those health and social care services.

Healthwatch Merton reached out to London wide LGBT networks and organisations such as Stonewall, London Friend, LGBT Consortium, Pace Health, Lesbian and Gay Switchboard and other online platforms to invite people who are part of these groups to attend and participate in the workshop. Twelve people attended the event including representatives from the LGBT community and some from interested agencies such as Merton Council, Carers Support Merton and local NHS Trusts. Four of the participants were from agencies striving towards establishing a relationship with the LGBT community and working with them.

Healthwatch Merton facilitated group discussions at the workshop about areas relevant to the LGBT community including: 1) health and social care services; 2) patient service user experience; 3) prevention and health promotion and 4) improvements to care and services given to LGBT people in Merton. At the event, Healthwatch Merton also engaged participants in the work of Healthwatch Merton and to broaden their outreach to a range of culturally diverse communities.

Following on from the event, Healthwatch Merton collated the findings and produced a written report which captured the experiences of LGBT service users. It includes details of engagement, priority topics/areas discussed at the engagement event and a number of recommendations brought forward by Healthwatch Merton. The report was submitted to the NHS and local authority.

What did Healthwatch Merton identify?

Participants reported a diversity of NHS Hospital trusts providing services to members of the group that are outside of the traditional commissioning framework for Merton such as Charing Cross Hospital Gender Identity Clinic, Guys Hospital and Imperial College London Hospital.

Participants talked about negative experiences of using health and social care services which were linked to sexual orientation and gender identity in some cases while other experiences were similar to those experienced by the wider population.

Participants said that they see little information about health promotion and sexual health for adults. They also felt that there is a gap in investment in sexual health for adults and little visible prevention work around drugs, alcohol and mental health for the LGBT community. Campaigns to encourage early testing for HIV and HIV experts in pharmacies in Merton, as there are in some central London boroughs, would be beneficial to LGBT service users.

The group identified and agreed on some improvements to the service users experience locally including: 1) improving NHS services for people who are HIV positive with physical health problems; 2) LGBT awareness training for staff in health and social care; 3) better policies around next of kin questions in both health and social care and 4) an improved support offer for LGBT young people in Merton and how we support them.

What did Healthwatch Merton recommend?

Some of the recommendations included:

- Restarting and investing in the LGBT Forum for Merton with funding support from Merton Council to put money into re-launching the forum with the help of volunteers who were in attendance at the event.
- Engagement with the Sutton LGBT Youth Group to see how Merton's LGBT young peoples' community could be supported through cross borough provision.
- LGBT awareness training for GPs and frontline health and social care staff, commissioned by Health Education South London.
- Reviews by local NHS trusts of how they deal with next of kin questions in the presence of patients to avoid marginalising LGBT communities.

- Maximise the role of the local voluntary sector to reach out to adults with health promotion messages for adults.

What has been the influence and impact?

The findings and the experiences of LGBT service users were shared with Merton Council, Merton CCG and the NHS Trusts mentioned during the workshop to influence any improvements to services in the future for people who identify as lesbian, gay, bisexual or transgender.

The views and experiences captured were also to be used to influence the improvement of services in the future for people who identify as lesbian, gay, bisexual or transgender.

Merton Borough Council put money into relaunching the LGBT forum with the help of the volunteers who were in attendance at the event. The LGBT forum started spin-off projects for older people and young people and have provided a representative to the Healthwatch Merton Operational Committee.

DRAFT

Community engagement with young people in self-care workshops and health-related activities for Self-Care Week 2016

2016

HEALTHFEST

In partnership with Merton's Young People (aged ?), Youth Parliament and Merton Young Inspectors

What was the priority?

Self-Care Week is an annual national awareness week that focuses on embedding support for self-care across communities, families and generations. The theme for 2016 was *'engaging and empowering people'* and the strapline was *'Embracing Self-Care'*. To honour and support this cause, and having identified a gap in the work that they have done with children and young people compared to adults in 2016, Healthwatch Merton wanted to prioritise children and young people in their project work by funding their first ever HealthFest - a fantastic young people's health conference (with a health promotion focus) - for their newly-formed team of young Healthwatch volunteers to lead on.

What did Healthwatch Merton do?

Healthwatch Merton supported their young Healthwatch volunteers to work together with Merton's young people (young people living in Merton), members of Merton Youth Parliament and Merton Young Inspectors to plan, organise, host and facilitate Healthfest. The event, which took place in November 2016, involved a day of health related activities for local young people across Merton to attend during Self Care Week 2016. It was part Self-Care Week Celebration and part health services and gave Healthwatch Merton the opportunity to partner with the brand new participation team at the Local Authority.

Eighty-four young people from 6 schools across Merton including Perside, Cricket Green, Richards Lodge and Wimbledon College, took part in the event. The event was also attended by school teachers, Public Health and other colleagues from across Merton's Children's Trust. Also in attendance were a wide range of stakeholders and representatives from partner organisations including Live Well, the WISH Centre Merton, New Wimbledon Theatre, Merton School Nursing Team, MVSC Youth Volunteering, Acacia Adventure Playground, YMCA South West London and Better Leisure (Cannons Leisure Centre) who provided information, managed stalls and ran workshops on the day.

Healthwatch Merton set up a market place section that was a very popular part of the event packed with interested participants. It included health checks from Live Well, and the WISH centre Merton displayed expressive art and video pieces about self-harm and New Wimbledon also did the same about mental health. School nurses in Merton and representatives from MVSC Youth Volunteering, Acacia Adventure Playground and YMCA South West London provided information about all of their local health focused activities and staff from Canons Leisure Centre in Mitcham gave out free gym and swim passes.

Young people participated in a number of interactive, self-care workshops about healthy cooking (cooking nutrition food in a workshop by May Project Gardens); alcohol and substance misuse (a drug and alcohol awareness workshop by Catch-22); sexual health (sexual health workshop by Check-It Out); mental health (a mental health workshop planned by Merton Child and Adolescent Mental Health Services (CAMHS)) and stress management (making stress balls with Destiny7).

Also, as part of the event, Healthwatch Merton supported young people to be peer facilitators of lively discussions with their peers about what their experiences have been of health services locally, what they would expect from a service that was “getting it right” for young people/what a service for young people would look like and what they would like to see improved to better meet their needs.

What did Healthwatch Merton identify?

The feedback/data provided by Healthwatch Merton’s young volunteers about the conference showed that they relished the chance to create a platform for their peers to talk about health-related issues and expressed that more opportunities to do this ought to come up in the future.

What has been the influence and impact?

The perspectives gathered from the discussions with young people were written up in a report. The feedback also fed into a ‘Charter Mark’ project - to be used to highlight local services that are achieving a young-person friendly way of working according to criteria set by Merton’s young people) - which will see services sign up to say that they are ‘youth friendly’ according to criteria set by Merton’s young people.

The young people who attended the conference evaluated the event as ‘*excellent*’ or ‘*very good*’ and were able to identify key areas of learning. The conference was very well reviewed by professionals in attendance and described as an “*excellent way to get important messages across to young people and it should be an approach used more often*”.

Supporting Epsom and St Helier NHS University Hospitals NHS Trust to encourage local people in Merton to participate in the Trust's Epsom and St Helier 2020-2030 engagement programme to share their views about proposed plans for future changes to their hospitals

2017

EPSOM AND ST HELIER PUBLIC ENGAGEMENT EVENT

What was the priority?

In July 2017, Epsom and St Helier University Hospitals NHS Trust initiated a public engagement process on a planned proposal/proposed plans they have developed to help them address key issues within their hospitals which are a continued rise in demand from patients and a continued drop in the availability of clinical staff nationally. The purpose of this exercise is to: a) attract and quantify public support for a new facility which, if it were built, would treat the most serious 15% of emergency cases presenting at the Trust and b) increase efficiency by centralising specialist staff and facilities in one location.

What did Healthwatch Merton do?

Healthwatch Merton was approached by senior managers from Epsom and St Helier University Hospitals NHS Trust to share their proposed plans for future changes to their hospitals (including the reasons why the hospitals would like to change their estates, how this could be achieved/what changes might be necessary and what approaches the Trust is considering taking in order to secure its long-term future) and discuss the Epsom and St Helier 2020-2030 engagement programme. Healthwatch Merton was invited/asked by them to carry out some engagement with local residents/people to offer them the opportunity to feedback to Healthwatch Merton about the future of Epsom and St Helier beyond 2020.

In order to put the above into action, Healthwatch Merton organised and hosted a public engagement event in September 2017. Healthwatch Merton publicised the event through their social media, two direct mailings to their mailing list and our regular email newsletter that goes out to over 2000 people who have signed up to receive it. Healthwatch Merton also sent posters to partner organisations asking them to display the posters for the benefit of people who do not connect with Healthwatch online.

As part of preparation for the event, Healthwatch Merton put a survey on their website asking people to respond to two questions: 1) what they hoped it might mean when they heard there could be changes to local health services and 2) what they most worried it might mean, and directed people to respond to those questions in relation to St Helier in our invitations to register for the event. Healthwatch Merton

also gave people at the meeting to answer the above two questions in addition to a third question about what they value most about Epsom and St Helier.

At the event, in addition to guest speakers from Epsom and St Helier who delivered presentations about their proposal, Healthwatch Merton delivered a presentation using data and quotes from people (Merton and Sutton residents) who responded to the web survey about what hopes and concerns they have around change or development at St Helier.

Healthwatch staff facilitated group discussions on what local residents think is important as future plans are developing with particular consideration/attention to answering 4 key questions including: 1) whether they agree with the aims of providing as much care as possible from existing sites; 2) whether there is a good care for a new specialist acute facility on one site; 3) whether there are other scenarios that should be considered and 4) how they would like to be involved in discussions in the future.

There was also a question and answer session where participants could ask senior managers from the Trust for clarification on anything they wanted to know about.

Healthwatch Merton gathered feedback from the public engagement event and prepared a written report about Merton residents' views.

What did Healthwatch Merton identify?

Healthwatch Merton identified a number of *hopes* from local residents which include some but not all of the following:

- *"An increased association with the Royal Marsden at Sutton [could] provide an opportunity for cancer care to be provided locally instead of travel to St Georges"*
- *"Ensure that these vital services are retained on the current site"*
- *"The threats to St Helier are removed"*
- *"That the NHS CCGs and local health managers listen to local people for a change"*

Healthwatch Merton identified a number of *concerns* from local residents which include some but not all of the following:

- *"Vital services such as A and E and a consultant-led maternity unit [will be moved] away from an area of huge deprivation to one of more affluence e.g. Belmont or Epsom"*
- *"That local concerns over the building which is St Helier Hospital obscure the question of real importance which is how to deliver the best level of healthcare to the people who currently look to St Helier for their healthcare needs"*
- *"Any downgrading of our hospital moves it nearer to closure"*

What did Healthwatch Merton recommend?

To influence the proposal(s), Healthwatch Merton made a few recommendations to senior members from the Trust:

- 1) Ensure that people living close to the hospital, particularly those from the St Helier estate, are heavily involved in all stages of the consultation process including any final decisions which are made
- 2) Provide greater detail for local people/residents about what level of care will be provided and the severity of cases treated in each settings (x3) (explain) under the proposed new model to help people understand the 'why' and 'how' of the proposal(s).
- 3) Create a 'Frequently Asked Questions' document that is regularly updated, with answers from the Trust so that people with common concerns can be directed to it when they want to research into the discussion so far. Healthwatch Merton offered to link the document to their website.

What has been the influence and impact?

The report was submitted to senior managers at the Trust. At the time that this report was prepared, Healthwatch Merton were awaiting a response/feedback regarding the outcome of the engagement in terms of impact from...

DRAFT

NHS GRASSROOTS ENGAGEMENT FUNDING INITIATIVE

In March 2016, South West London Collaborative Commissioning was awarded a grant of just under £100,000 to run a programme of engagement (a project) to extend reach into seldom heard communities. This was to address some of the challenges in a publication by the London Health Commission which identified a number of challenges for the NHS engaging the public (particularly those feeling distant from services and not having opportunities to influence change) on service change.

To address these challenges the South West London Collaborative Commissioning group developed a project - an extensive and pioneering programme of engagement, funded by a grant from NHS England, working in partnership with Healthwatch organisations in South West London, including Healthwatch Merton, which would enable them to have meaningful and sustainable conversations with local communities that is:

- a) Based on community development through partnership working with the local voluntary sector.
- b) Extends reach into seldom heard communities and diverse groups.
- c) Creates meaningful discussion with a range of people from different background.
- d) Involves sustainable and continuous engagement, including building relationships with local people and health champions.
- e) Narrows the gap between patients and the public, and health care services.

DRAFT

Influencing a programme of engagement at local grassroots events, with 'seldom heard groups' about their views and experiences of the NHS

2016-2017

GRASSROOTS ENGAGEMENT FUNDING INITIATIVE

NHS Five Year Forward View (FYFV) Strategy

What was the priority?

NHS South West London Collaborative Commissioning (SWLCC) had a successful bid for a fund to support a new programme of engagement with seldom heard groups and communities. They approached Healthwatch Merton and 7 other South West London Healthwatch organisations and local groups to support the NHS in South West London and work in partnership with them to deliver the grassroots engagement programme in Merton, funded by NHS England. The purpose is for NHS representatives from SWLCC to attend the events - known as grassroots events - to meet local people who participate at the events to discuss local health issues with them, listen to and gather their views to find out what they want from healthcare services.

What did Healthwatch Merton do?

Healthwatch Merton work closely with NHS South West London Collaborative Commissioning (SWLCC) to deliver the programme of engagement. From the funding that SWLCC received from NHS England, Healthwatch Merton received small grants from SWLCC to award to local grassroots organisations to run events and/or activities enjoyable to their population that staff from SWLCC can attend to facilitate discussions with groups that the NHS does not normally reach out to, and do not normally get the chance to speak about their experiences of local services, the issues facing local health services and their views on emerging proposals. Healthwatch Merton have a key role in using their connections and communication channels to promote the opportunity and reach out to small local groups by asking, encouraging and supporting local voluntary and community groups and organisations who work with seldom heard communities to bid for a grant of £300 to £750 to host a fun event. Healthwatch Merton's grassroots engagement panel develop their own system for assessing the applications to ensure they meet the objectives of the programme.

What has been the influence and impact?

So far, this programme of grassroots engagement work has had a positive impact on Healthwatch Merton, but also on local health services, local grassroots groups and the people that attended each session. A great element of the project is that Healthwatch Merton has been able to strengthen their relationships with local groups, build their evidence of health and social care issues that matter to local people especially seldom heard groups and raise awareness of their work. For the year 2016-17, Healthwatch Merton was given a guideline to award grants to between 7 and 12 events. They awarded grants to 10 local groups that held events. Just under 2000 people (1822 people) attended across the events and the NHS were successful in having in-depth conversation with 250 people who also had their say at these events as well as benefitting from the community activities which the funding paid for. These views are now being fed into the development of the sustainability and transformation plans (STP) in South West London.

The project had a two-fold impact for local Healthwatch Merton. Firstly, it enabled the organisations to extend their reach into late groups that they have previously not had contact with. It helped them to build their relationships with local groups, developing future networks and alliances. Relationships have been built for the future between NHS management and marginalised Merton populations. Secondly, the project has enabled Healthwatch Merton to supplement their community intelligence by attending the sessions and speaking to local people about their work priorities.

Positive results have already been seen in mental health, where out-of-hours crisis care was highlighted as a problem and provision has been adapted with two new 'recovery cafes' opened - including one in Merton.

DRAFT

COMMUNITY NAVIGATION PROGRAMME

The community navigation service social prescribing service is based in the west of Merton operating at the Nelson Health Centre in Wimbledon/Raynes Park. It is a proven method of helping people improve their general wellbeing and access community activities, social support and other non-medical services and groups they want and need and that are right for them.

Since it was introduced in January 2016, Healthwatch Merton have led the community navigation service, employing Community Navigators, who value their role greatly, to deliver the service. Almost two years into the delivery of community navigation within the Nelson Health Centre, at the time of writing this report, and thanks to the dedicated hard work and effort of Healthwatch Merton's community navigators, the service can report on numerous lessons, recommendations and good practice, and positive patient outcomes.

Community navigation in the west of Merton has proved to be successful in providing a social prescribing service that is closely linked with primary care. The person-centred methods used by the Community Navigators has resulted in significant improvements to patients' health and wellbeing. It has helped patients feel listened to and understood by the Navigator. It has increased access to the right services at the right time and provided patients with the right information to enable them to help them access social emotional and practical support. Also, patients have been able to make positive choices concerning the broader health and wellbeing needs and take the next steps towards influencing improving their health and wellbeing. Most have taken steps to improve their situation.

Additional benefits of the service thanks to Healthwatch Merton include the strength of partnership working between the health sector and the voluntary and community sector which has promoted a shared understanding of the differing approaches and methods used to achieve positive outcomes for patients. A growing number of GPs demonstrate trust by referring their patients to the service as they are satisfied with the quality of the service and are seeing positive benefits for their patients.

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Implementing a successful social-prescribing service in the west part of Merton to link local patients seeking healthcare to access non-healthcare services in Merton

2016 to present

COMMUNITY NAVIGATION IN WEST MERTON

Nelson Health Centre - Wimbledon Chase

What was the priority?

Merton Clinical Commissioning Group (Merton CCG) decided to set up a project to help link local people in Merton who are seeking healthcare to extra non-healthcare services in Merton which they need or could benefit from - known as community navigation. They awarded funding to Healthwatch Merton to support their '*Whole Merton*' vision to build a more supportive, inclusive and resilient community, supporting people in Merton to navigate the complement of the range of local statutory and non-statutory services local services, activities and support that they may be reluctant or unable to access independently, independently access, with resultant wide-ranging benefits tailored to individual needs, goals, preferences and wishes, and based on what they want to make life more enjoyable for them. The programme involves 4 key activities: *assessing* (help people think about what parts of life to improve), *information* (give information of what services are available or research things you are interested in doing and send emails, help with filling forms i.e. referral forms), *signposting* (finding the right service to help patients based on what they want) and *connecting* (people with local activities and services to make life more enjoyable or providing practical support) and *supporting* (set goals and focus on what is most important to them).

What did Healthwatch Merton do?

Healthwatch Merton agreed to lead the programme (which is now into its second year of operation), employing a Community Navigator(s) initially working primarily from the Nelson Health Centre and in particular in the Holistic Assessment and Rapid Investigation (HARI) service and jointly supervised by the HARI service (which delivers high quality, accessible and responsive community-based holistic assessment, investigation and treatment for people with long term conditions, co-morbidities or frailty, where primary care services need extra support in order to provide the best possible care) and Healthwatch Merton, to manage the service with responsibilities involving:

- a) Working across the Holistic Assessment and Rapid Investigation (HARI) Team and Nelson GP Practice
- b) Supporting and linking residents to appropriate health and community services.

What has been the influence and impact?

Community navigation is going very well. It has, and continues to deliver a high quality trusted service, building a more supportive, inclusive and resilient community. The programme has helped patients link with local organisations (name) who offer support with benefits advice, budgeting, befriending, bereavement counselling, cycle confident workshops, employability support programmes, exercise sessions, health walks, informal carers support, social activities, support groups for people with long-term chronic conditions such as Diabetes, transport (i.e. Dial-a-Ride), volunteering and much more.

To date, the Community Navigator has worked with X number of patients and documented positive outcomes for X of them. The most recent data (as of July 2017) shows that community navigation has connected 182 people (53%) with the HARI (Ad Hoc), 104 people (31%) with HARI referrals and 56 people (16%) have been referred to community navigation through GP referrals. They have developed a very good understanding of the voluntary sector and statutory services available across the borough, learned to discuss them in a person-centred way with patients and sign-post or refer them to suitable services correctly.

Community navigation at the Nelson Health Centre has added value in the health and social care sector including links to existing services and projects within MVSC and the wider sector; broadening knowledge and networks; supporting gaps and building on existing practice; creating opportunities to innovate and funding opportunities e.g. enabling and connecting.

Community navigation has developed strong working relationships with people, their families, friends and carers and also between a range of statutory and voluntary services in the borough (including People, their families, friends and carers • Merton Clinical Commissioning Group • The London Borough of Merton • Services in the Nelson Health Centre, in particular the Holistic Assessment and Rapid Investigation Service (HARI) • Community and voluntary sector organisations • GP practices and primary health care teams • Social care services • Housing services • Mental health services • Other services provided by the local authority • Other health services • Local businesses) which has helped to build a more supportive, inclusive and resilient community.

The programme was evaluated in September 2017 by Healthwatch Merton for MCCG. The service is seen as invaluable to the Nelson Health Centre and the future development across the borough of Social Prescribing provision.

All of the learning and progress from this project has supported the wider development of the Social Prescribing Pilot Project in the east part of Merton (Mitcham), led by MVSC.

FORUMS & EVENTS

Healthwatch Merton Official Launch

The official launch of Healthwatch Merton took place on 17th July 2013. The successful launch was facilitated by MVSC's Lead Trustee for Healthwatch Merton. Over 70 people representing a wide range of interests attended along with guest speakers including the Chief Executive of Healthwatch England, NHS Merton Clinical Commissioning Group and Merton Borough Council.

Service User and Carers Event

The day after the launch, Healthwatch Merton held a service user and carers event. The aim of the event was to gain feedback from local people on how to improve the care of people with complex conditions that often need to stay in hospital. Fifty people attended the event in addition to representatives from local hospitals and some GPs. The views that were raised were collated and compiled in a report by Healthwatch Merton to influence the programme board to use the feedback to help put together a pilot care model which they did. A "test drive" of the proposed model took place later on in the year of 2013. The model was a new approach aimed to improve service user and carer experience, reduce unnecessary hospital admissions, length of stay in hospital and the need for residential care.

Feedback and the Future Event

Healthwatch Merton celebrates a successful year of influencing health and social care services at their annual general meeting - known as Feedback and the Future. Healthwatch Merton use the event as an opportunity for local people to hear about Healthwatch Merton's achievements each year and for them to have a say on the organisation's priorities for the year ahead. The feedback is used to direct Healthwatch Merton to the areas of work to focus on in more depth and they engage with people in the months after the event around these areas. Healthwatch Merton also uses the event to move forward together with local people/residents to ensure that the local voice is represented and can influence positive changes in the community.

Healthwatch England Conference

Healthwatch Merton attend and participate in the annual national conference of Healthwatch England, which brings together representatives of all Healthwatch' across the country to influence and impact health and social care nationally. Healthwatch Merton uses the event to: a) network and explore the value that they and other local Healthwatch bring; b) learn from other Healthwatch whilst exploring changes happening across the health and social care landscape and c) identify how they can work together more effectively to make a difference to people's experience of health and social care. Healthwatch Merton joins in debates, attends breakout sessions, hears keynote lectures from health and social care partners and works with colleagues from across the network to tackle the challenges on the horizon in the coming year. Healthwatch Merton also attends the annual conference to collectively influence with decision makers to ensure the voice of patients, care users, service users and the public remains at the core of health and social care services.

Hearts and Minds

Healthwatch Merton supported a Healthwatch Merton Youth Volunteer to set up a mental health peer support group for young people experiencing mental health problems/issues called Hearts and Minds. It is a free, weekly drop-in group for anyone aged 14-25 with mental health issues, run by volunteers with lived experience of mental illness themselves. The support group offers a range of different creative and social activities. Details about this service can be accessed via email or social media (twitter and facebook).

Healthwatch Merton Youth Forum

Healthwatch Merton built a team of young volunteers to form a Healthwatch Merton Youth Forum to help direct their work for young people and to gather the views of young people in Merton about health and social care services to ensure that their voices are heard. As part of this Forum, the young volunteers have run events where young people speak up and communicate views, questions and information especially in creative ways. They actively work as peer researchers' in the community having been trained to find out what other young people are thinking and how to use it to make an impact.

Joint Strategic Needs Assessment Event

In September 2013, Public Health Merton and Merton CCG organised a Joint Strategic Needs Assessment Community Consultation. Healthwatch Merton and MVSC worked in partnership with them to host the event. It was a culminating community consultation which gave local people (a mixture of service users and service providers from Merton) to have the opportunity to query, make suggestions and feedback their own views about the findings of the 2013/14 JSNA. This was the first time in Merton that Public Health Merton engaged with local people directly in this area to directly influence the final outcome. Thirty-eight residents in Merton attended the event. The findings from the event directly influenced Merton's CCG commissioning intentions for 2014-2016 and their five year Dementia strategy for Merton. The feedback fed also fed into the Merton CCG Patient Participation and Involvement Strategy.

Adult Mental Health Services Workshop

In July 2014, Healthwatch Merton supported a workshop, held in Merton, to help shape the future of local adult mental health services. The workshop/meeting? Was organised by Merton Council and the Merton CCG. Many representatives from other voluntary organisations, together with mental health service users, carers and senior officers from Merton Council, Merton CCG and the Mental Health Trust. Comments/feedback was invited on 7 areas of mental health services where improvements might be made (including mental health and wellbeing, tackling dementia, primary care and IAPT services (Improving Access to Psychological Therapy, Hospital Care). Healthwatch Merton influenced this workshop by providing feedback on these areas from their own professional perspective and were able to draw on comments that people had made during public meetings by Healthwatch Merton. Healthwatch Merton extended the opportunity for as many people as possible in Merton to provide feedback on this piece of work so they included the link to the draft needs assessment for them to peruse.

Voluntary Sector Mental Health Forum

Healthwatch Merton assisted Merton Voluntary Service Council (MVSC) in setting up the Mental Health Forum, building trust with Merton CCG and Public Health Merton who work in partnership with the forum. The impact of this is that information sharing about what services are available in the borough has improved and there is better understanding amongst voluntary organisations of how commissioning takes place. Also, voluntary organisations have a direct route into commissioners and service managers on a regular basis.

Listening Events

Healthwatch Merton have held and participated in a number of successful listening events across the borough of Merton involving round table discussions with local people where feedback has been gathered to support the organisation's workstream surveys. Thanks to the enthusiasm of the people who Healthwatch Merton engage with and their willingness to share experiences with us, the listening events have given the organisation a wealth of information and a broad overview of how people view health and social care services within Merton especially key areas such as GP services, hospital inpatient and outpatient care and health and social care integration and given Healthwatch Merton a more detailed understanding about what improvements local people would like to see and what experiences they have to share.

An example of a listening event that Healthwatch Merton hosted which influenced the delivery of care in the borough, is the Urgent Care Listening event about the provision of urgent care services in Merton and the 111 service. The event gave local people the opportunity to find out views from local people on urgent care services in Merton to enable Healthwatch Merton to continue their work on the subject. Participants had the opportunity to share their views on the Wilson Health Centre, the 111 service and other urgent care provision in the borough to find out what they thought works well and what needs improving. The feedback that was gathered from the event fed into the Merton CCG's Urgent Care Review. At the Morden Community Forum (when?) it was recommended to Merton CCG by who? that they consider resurrecting a walk in clinic at St George's Hospital for their urgent care review.

Sharing the findings, achievements and future workstreams of Healthwatch Merton with local people and stakeholders

2013-17

FEEDBACK AND THE FUTURE ANNUAL EVENT

What is the priority?

Healthwatch Merton want to engage with local people and keep them up-to-date each year about the influence and impact of their work on local health and social care services using evidence gained outreach events, partnership working with stakeholders for research projects, consultations and enter and views; and the number of voices heard from local people.

What did Healthwatch Merton do?

Healthwatch Merton hold an annual Feedback and the Future event to share an overview of their work, findings and achievements with local people and stakeholders and also to announce their workstreams for the year ahead. At the event, Healthwatch Merton give participants the opportunity to have their say on the organisation's priorities for the coming year by gathering responses using a survey to Healthwatch Merton's workstreams so Healthwatch Merton can aim to conduct more direct and detailed work around these areas and move forward together with local people to ensure that the local voice is represented and can influence positive changes in the community, based on what local people have voiced.

The Healthwatch Merton chair and staff members deliver presentations to their audience about their individual work. Also, local people hear presentations about a variety of topics from external stakeholders including Healthwatch England, Merton Clinical Commissioning Group and MVSC. Topics have included 'Key Achievements and the Way Forward', 'Better Healthcare Close to Home - Patient and Public Group and Expert Patient Programme, 'GP Patient Participation Groups (PPGs) and the Expert Patient Programme (EPP)', 'Healthwatch in Action', 'Community Outreach and Engagement Work', 'Community Navigation at the Nelson Health Centre - The Story So Far', 'How Community Navigation Helped a Volunteer Youth Befriender' and the 'Impact of the Healthwatch Network Nationally'. Local people have the opportunity for people to meet the staff team and find out how people can get involved in the work of Healthwatch Merton.

What has been the influence and impact?

The event has a good attendance of between 30 and 50 people which has enabled Healthwatch Merton to engage with a variety of local people and stakeholders in the work of the organisation.

VOLUNTEERING PROGRAMME

Healthwatch Merton has a small but dedicated team of volunteers who give up their time to support Healthwatch Merton to fulfil its core functions as an independent organisation and to grow and strengthen its ability to reach out to as many people as possible in the wider local community and its ability to hear the views of local people, encourage them to have their say on health and social care issues that affect them, their families and their communities and help improve health and social care services across the country. Our volunteers have applied their passion and enthusiasm for the role of Healthwatch Merton to undertake the following roles and participate in a variety of high impact work:

Outreach

Our Outreach Volunteers bring experience of leading activities or working with groups, use their interest in local community health and social care issues and apply their interpersonal-, listening-, communication-, and customer relation skills to undertake various tasks to engage and communicate with the local community. This includes visiting local groups and supporting outreach events and listening to and helping to gather and record people's experiences of health and social care and services. Outreach volunteers are involved in signposting people to local services through the website and using leaflets. and promotional material. They have the opportunity to facilitate focus groups and workshops on specific subjects, feeding the information into various reports and documents.

Policy and Research

From 2014-2017, Healthwatch Merton was supported by a Policy and Research Volunteer who brought a varied skill set and a broad range of experience including a willingness to learn, knowledge and understanding of the health and social care system, knowledge of writing evidence-based reports and documents and knowledge of policy within the government and NHS. Healthwatch Merton's Policy and Research Volunteer has produced great work which has received a commendable response from stakeholders including: a) conducting desk-based research using a variety of sources to identify and review published policy documents and reports and carrying out policy analysis to inform policy development for Healthwatch Merton and b) writing policy briefings about a variety of health and social care topics based on key priority areas locally and nationally to help local people to stay updated about matters to do with the health and social care sector and engage users of health and social care services.

This volunteer has written 25 policy briefings about topics including Mental Health (among children and adults), dementia, integrated health and social care, public health in London, end of life care, local health services (in Merton), Merton Health and Wellbeing Strategy, National Health Service (NHS), approaches to health and care, General Practice and Complaints Handling, Health Trainer Service, the role of the Voluntary and Community Sector (VCS), CAMHS, London Ambulance Service (improving mental health services). Evidence of this work can be found on the Healthwatch Merton website. The briefings help the public to stay updated about changes across health and social care systems, and engage users of health and social care services. They are available to view on the organisation's website, circulated to the organisation's stakeholders via the website, uploaded to social media, distributed at outreach events and also to stakeholders including Merton Council, Healthwatch Merton Operational Committee, Healthwatch England and South West London

Collaborative Commissioning. This work has received a commendable response from stakeholders. They have extended their work as a volunteer to write a summary document about the GP services project 'Strategies for Improving GP Services in Merton'; facilitate group discussions at Healthwatch Merton's Urgent Care and Listening Event and participating in the borough's Healthy High Street's Consultation to gather feedback from local people about aspects of the Mitcham high street and town centre areas as discussed earlier.

Reporting and Research

Our Reporting and Research Volunteer helped Healthwatch Merton to analyse data from the GP services report and also supported Healthwatch Merton to work towards improving GP services in the borough by...

Enter and View

Healthwatch Merton's enter and view visits are conducted by a small group of Authorised Healthwatch Merton Representatives who have undergone training relevant to enter and view, to participate in enter and view activities. They are suited to those interested in the health and social care system and care a great deal about how these systems work and the level of care they provide. Our Enter and View Volunteers have visited local health and social care services where publicly funded care is provided to people in Merton (with a few exceptions) to obtain the views of people using those services; assess the nature and quality of the services being provided and consider how services may be improved and how good practice can be disseminated. They have contributed to the write-up of enter and view reports with suggestions to people who run the services so that they can be improved.

Our Enter and View Volunteers have brought essential skills, experience and attributes to the role including some knowledge and understanding of health and social care services provision whether through working in a particular service area, general understanding/experience as a carer or service user or from an interest in the areas, as well as a commitment to improving the lives of others. They apply their good interpersonal skills with the ability to work well within a team, good communication skills and the ability to talk and listen to people from all walks of life. Examples of work that our Enter and View Volunteers have participated in include two Enter and View visits to Jupiter Ward at Springfield University Hospital in December 2015 and an enter and view visit at Epsom and St Helier Hospital for the purposes of an Inpatient Care Project that took place in June and July 2016 as described in the enter and view section.

To motivate volunteers and demonstrate the value of their contributions they are offered additional training as needed to enhance the personal development, skills and knowledge of volunteers. Through effective high quality internal and external training and support for volunteers, Healthwatch Merton has developed the capacity of volunteers to engage with local people and stakeholders and bring about change. The work of Healthwatch Merton and the Volunteer's hard work, dedication and commitment is acknowledged at the annual Merton Partnership Volunteers Awards Ceremony where volunteers are invited to attend a special celebration and thank you event in honour of them and receive a certification of commendation. Healthwatch Merton join other local organisations at the Merton Partnership Awards to celebrate the work of volunteers who give their time to great causes across the borough. Healthwatch Merton also hold an outreach stall at the event where we

signpost local services and give information about our volunteer roles and work that is taking place across Merton.

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COMMUNICATIONS

Healthwatch Merton uses the Healthwatch trademark in all its statutory activities covered by the licence agreement and in all communication work and activities.

Website

Healthwatch Merton has a thriving website which provides information about the team, FAQs, governance structure, awards and quality standards and reports. It also provides information about finding information about hospitals, GPs and dentists and urgent care and find feedback from other people about what they think about these services. People can also find information about services, signposting, advocacy, Merton mental health directory and community navigation. It provides details about events and news in Merton and beyond; information about how people can make a complaint about a health or social care service (private or NHS) or professional; how people can get involved with Healthwatch Merton, the Healthwatch Merton Operational Committee (HWMOC), Patient Participation Groups (PPGs), engagement work with young people, the grassroots engagement fund and contact details for these. It also provides contact details for people to get in touch with us, and a sign up section for people to register their details with Healthwatch Merton and be kept to date with all the latest news, advice, information and events through our newsletter and a twitter feed.

Newsletters and Bulletins

Healthwatch Merton communicates and engages with 100s of community and faith organisations in Merton that supports the boroughs population. To influence communication and ensure that all key audiences are reached, including those without access to the internet and electronic media, Healthwatch Merton use a variety of media including surveys, newsletters, website, e-bulletins, emailings, leaflets, fliers, press releases, displays and social media. Healthwatch also maintains a comprehensive database of contacts, managed by the Merton Voluntary Service Council, which forms the basis of all communications and ensures that people and organisations receive the communications that are the most relevant to them.

Since their launch, Healthwatch Merton has produced X online and printed newsletters and bulletins which they use to promote their events, local events, provide information and advice, local and national news and also to ask our contacts for their feedback on health and social care services in Merton. Healthwatch Merton currently has X contacts signed up to receive their monthly Healthwatch Merton bulletin.

Information and Signposting

Healthwatch Merton provide advice and information to local people (who?) about accessing services and support to help them to make informed choices about their health and social care needs. We also receive feedback through our public website, email ([info email](#)) address and phone line on an ongoing basis. Through the website and phone service, Healthwatch Merton have provided information on complaints pathways for NHS healthcare, private healthcare, dental care and social care and raising concern about a healthcare professional. Additionally, as part of their dedicated approach to ensure that the local community is well informed about support services available to them, Healthwatch Merton ensures that information regarding health, social and community services is available on the website

through a number of organisations. Also, in addition to office based information and our signposting service, Healthwatch Merton collates a range of local and national information that are provided to people if they are interested, at outreach activities and events.

Guides and Directory Publications

Healthwatch Merton supported a Healthwatch Youth Volunteer to develop and create a mental health directory to help vulnerable young people who have experience of mental health issues to know of, and access services suitable for them and take care of their mental health. More details about this is provided on page...

Healthwatch Merton worked in partnership with Merton Clinical Commissioning Group (Integrated Care dept?) (led by?) to co-produce, along with experts and partner organisations, a publication called 'A Practical Guide to Healthy Ageing' which serves as a guide/mini directory of local services/organisations for residents, ideally targeted at those aged 65 years and over. Healthwatch Merton reviewed, commented and made suggestions for the publication. The guide was tested with carer focus groups and networks. Several of the Clinical Commissioning Groups stakeholders included it within their September newsletters and it was also circulated to their wider circle of stakeholders for approval as well.

Advocacy and Complaints

Although Healthwatch Merton does not directly provide any health and social care services and cannot investigate or resolve a complaint about different health and social care services, Healthwatch Merton does champion the rights for local people to complain or give feedback about an unsatisfactory service. Healthwatch Merton signposts local people to the most appropriate places to get more information and support for making a complaint. Healthwatch Merton have a signposting and information hub on their website for local people to find information that people that people need about making a complaint or discovering local services that may be of benefit to them, to access. As part of the complaints service, Healthwatch Merton shares information about complaints with VoiceAbility which is the independent NHS Complaints Advocacy Service in Merton, to identify common trends arising from the comments received by Healthwatch Merton and the complaints handled by VoiceAbility.

Working with Merton CCG to develop an innovative health information service web app

2016

HEALTH HELP NOW - FREE NHS APP

What was the priority?

Merton CCG wanted to design and develop an innovative health information services app or more specifically, a web "app" that works like an app on smartphones and tablets as well as computers that is really suited to the needs of local communities in Merton. The aim is to help people find health, care and support services and advice when they are not sure what to do or who to contact regarding their health and social care needs.

What did Healthwatch Merton do?

Healthwatch Merton helped Merton CCG to test their new free NHS app called '*Health Help Now*' by speaking to members of the public about its functionality and the presentation of key information. Through their website, Healthwatch Merton asked people about suggested ways to make the web app for Merton look as good as possible by asking them to answer the questions related to the proposed new service via their online survey to help Merton CCG design a web app that is really suited to their community.

What was the impact?

As a result of the feedback that Healthwatch Merton gave to Merton CCG from their engagement work on the web app, the wording was changed in all of the articles about teenagers to reflect the fact that the audience most likely to read them will be young people themselves and not their parents. This made our young beta testers more comfortable using the app to look up information and the service more user friendly. There were other features that were suggested by our focus group participants such as videos and GIFs to illustrate that the First Aid recommendations are now being considered for inclusion too.

AWARDS

In 2014, Healthwatch Merton won the Compact Awards 2014 and was also nominated for the Compact Award 2015 in recognition of their engagement work locally across the voluntary sector, social services, public health, Merton CCG, NHS trusts and more. The Compact Awards are designed to celebrate and showcase the most compact working across England and partnership working for change.

Healthwatch Merton has been part of more than 16 specific service improvements, developments and review programmes in partnership with others, bringing the health and social care experiences of the local community together for discussion to improve care.

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QUALITY ACCOUNTS

Healthwatch Merton respond to quality accounts for local healthcare providers. To date, we have annually provided comprehensive written responses and reviewed quality accounts from St George's University Hospitals NHS Foundation Trust in Tooting, Epsom and St Helier University Hospitals NHS Trust in Carshalton, Parkside Hospital in Wimbledon...The influence and impact of this has been... **to be added**

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