healthwatch Camden



Healthwatch Camden.

Report 2015 - 2016.



Easy read version of Healthwatch Camden Annual Report 2015 - 2016.

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Hard words.

Post-natal depression - sometimes when a woman has a baby she feels really down after. It is also called the baby blues.

Social care - is when people have support to live at home. Social care is also day centres and social workers.

Minority ethnic - a particular race of people. Such as Indian people are a minority ethnic group in England.

Research - finding things out.

Welcome to our third annual report.



We have been very busy in this last year. Our job is to:

- make sure local people have a say in health and **social care** services



- support local people to choose services they want to use



- help services to be better.



We can do all this because:

- the law gives us the power to do this



- we work by ourselves not for the services



- the people who live or work in Camden help to make sure we do our job well.



This report tells you what we have done in the last year.



Dr Connie Smith, chair.



Frances Hasler, director.

What we do.



We help people in Camden to get the best out of health and social care services. And we help the services to do better.

How we do this.



Events - we go to events in Camden and give information about what we do. We ask people what they think of health and social care services in Camden.



We went to 34 community events and festivals. Such as Bangladeshi Mela and Queen's Crescent community festival. We talked with people with learning disabilities at Centre 404. And at Swiss Cottage library we talked with young people.



Work with local organisations - we can only do our job if we work well with local groups.



We work with:

- the new Living Centre, which is very exciting

- the 6 NHS trusts in Camden. We help them to make their services better. Such as doing ward visits to find out what happens day to day on the wards

- local Healthwatch groups in close by areas.



Making things happen - we support people who want help with using local services.



Our reports always say what can be done better and what is good now. Our report on different ways to communicate helped GPs see what they can do better. A learning disability boss said she will use the report to show what the law says GPs must do.



We started a new way to check how well services listen to what people say. It works very well and means top managers hear what people say about their services.

What we have done in the last year.



Last year we said we will do these things and we have done them:

1. Look at how GP services are doing.



2. Make services better for people who communicate in different ways. Such as:



- people with learning disabilities



- people with problems seeing



- people who are deaf.



3. Look at how changes to services are affecting people.



4. Look at mental health services in Camden.



5. Look at residential services for older people. We have decided to do this later in 2016.



This report tells you what we have found out. It also tells you what other things we have done.

GP services.



People always want to talk to us about GP services. So we looked at:

- how different to each other GP practices in Camden are



- what GP services are like for people who communicate in different ways. Such as:



— people with learning disabilities



— people with problems seeing



— people who are deaf



- what GP services are like for black and **minority ethnic** people.



How different GP practices are in Camden.

People in Camden tell us that GP practices do things in different ways. And that services for people in poorer parts of Camden are not so good.



We looked at forms people fill in to say what they think about their GP practice. We did some **research** on things people said are important.



We found out no GP practice can be called the best or the worst. They all have things they can do better.



Our reports show where they can do better, such as with carers. Some GP practices have asked for help to work better with carers now.



What GP services are like for people who communicate in different ways.

It is hard when people do not communicate in the way you need.

We asked disabled people what helps them. They told us:



- staff need a way to know who communicates in different ways. Then find out what is the best way to communicate with each person. Make sure all staff know and tell other services they send people to



- use ways to communicate that are easy to understand. Use computers and smart phones if people understand them



- make people feel good about the way they communicate.



There is a video that shows what people with learning disabilities said about GPs. It is on our YouTube channel at **tinyurl.com/Hwcamdenpld**



Many of Camden's GP services do not make their information easy for everyone to understand. From 31 July 2016 they have to do this by law. We have told GP services what they need to do to keep to the law.

What GP services are like for black and minority ethnic people.



We found out that black and minority ethnic people do not always get a good service from GP practices. They do not get good information or support.



They said:

- it is very hard to get a booking to see someone over the phone. Often no one answers the phone



- the reception staff treat us in a bad way.



The video on our YouTube channel shows what people said. You can find it here:
tinyurl.com/HWcamden



Everyone needs a good GP service, it does not matter who they are.



We gave reports to GP services on how they can do better. We will look in the future at how well they do.

Working together to be fair.



We work with other groups in Camden. We look at what we can do to make health and social care good for everyone.



What do the Bangladeshi community need?

We worked with Camden Health and Social Care Scrutiny group. We looked at how health services can be made better for the Bangladeshi community. And what will make it easier for them to have a good, healthy life.



We talked with 300 Bangladeshi people. They were a good mix of people. They told us what we can do make life healthier for them.



Camden Council is making a plan. We look forward to seeing the plan.



Deaf and disabled mystery shoppers.

With other Healthwatch groups in north London we trained deaf and disabled people to be mystery shoppers. They check how good services are for people who communicate in different ways.



They visited University College London Hospitals and Royal Free Hospital A&E. Our report on this shows what can be done better.



Plan for a good and healthy life.

We are part of a group that looks at how people in Camden can have a good and healthy life.



We talked with different people in Camden to find out what they think they need. We had meetings to talk with people about the new plan.
We told the group writing the plan what we found out. We are looking at how they use what we said in the plan.



Mental health in Camden.

A lot of people have mental health problems in Camden.



Bangladeshi people told us some things make their mental health worse:

- GPs do not send them to the services they need. So they end up on tablets for a long time. This is not good



- cuts in benefits



- not knowing where to go for help.



Changes to services.

We want to find out how budget cuts and changes to mental health services are affecting people.



We are working with people who use Highgate Day Centre.



We have asked some questions about the changes. They will record their answers to the questions every week for 7 months.



The people doing this tell us they are not listened to properly. They think this research will make sure they are heard and not ignored.



Giving information and support.

Part of our job is giving good information about health and social care in Camden.



We make sure people know their rights. This can take a lot of time and support.



Mrs Jones (this is not her real name)

Mrs Jones was trying to get a good service for her son. He has problems in the way he behaves.



Mrs Jones wrote letters to complain he did not get a good service. She was not happy with the answers she got.



We helped her to think about what support she needed. Then we told her where to get the support.



She was very pleased with how we helped her.



The start here guide.

This is a guide on the internet to health and social care services in Camden. It helps people to:



- learn their rights



- find a service



- find out what choices there are.

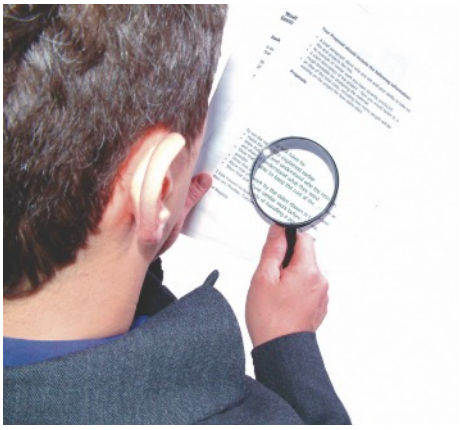


There are 5 parts to the guide:

1. **Advocacy and support** - helps you to speak up on health and social care. It tells you where you can get legal advice and advocacy support.



2. **How good are services** - you can see what other people and groups say about different services.



3. **Finding services** - gives you information about health and social care services in Camden and other places. This helps you to choose one that is right for you.



4. **Have your say** - you can tell the people who provide health and social care what you think of services. This helps everyone to do things better.



5. **Your rights** - helps you to understand what to expect from services. There is information and advice on how to complain.

Our volunteers.



We cannot do our job without our volunteers. They help us with:

- being mystery shoppers



- doing research



- helping to keep Start here on the internet up to date



- our stalls at festivals, giving out information



- being on our advisory groups. They help us to write our reports and say what can be done better.



We always need volunteers. If you would like to be a volunteer, please email us at **info@healthwatchcamden.co.uk**



What we will do this year.

We listen to what you tell us and look at what we can do to help. This gives us our plan for this year:



1. You told us the dentist is too expensive. We will find out more about what people think about their dentists.



2. Many mothers in Camden have **post-natal depression**. They told us about the support they would like after their baby is born. We will talk to more parents about the support they get when their child is little.



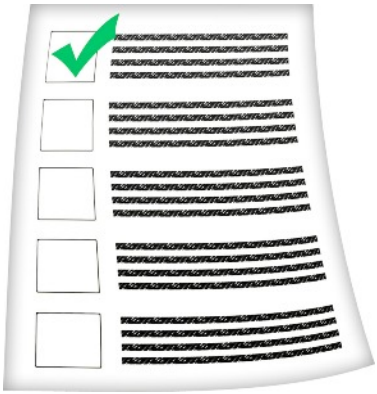
3. Talk to young people about how good life is for them.



4. Work more with volunteers in patient groups and community groups.



5. Find out how well care homes in Camden involve older people who live there.



6. Give our new way to check how well services listen to other groups in Camden.



7. Keep asking you what you think and make sure you are listened to.



8. Work with close by Healthwatch groups to make sure big services listen to you.



9. Check if GP services are giving information in ways it is easy for you to understand.

Who works at Healthwatch Camden.



We have a group of people who decide what is important for us to do, and support us to do it. They are all from Camden.

Staff.

Frances Hasler, director (top manager)

Carl Mills

Lindi Maqhubela

Shelly Khan

Anna Wright

Board of directors.

Connie Smith

Elisa Alvares

Alison Lowton

Pam Hibbs

Claire Barry

Saloni Thakar - Saloni is new this year, so welcome to her!



Healthwatch Camden says thank you to everyone who helped us this year.

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