Working together

healthwatch Camden





Annual Report 2016 - 2017

Easy Read

About Healthwatch

There are Heathwatch organisations all over the UK

Healthwatch makes sure:



People can say what they think about health and social care services



The people that run health and social care services listen to what local people think



People find the best services for them

About this report



This report tells you about the work we did from April 2016 to March 2017



We hope lots more people will get involved with Healthwatch Camden



We hope you enjoy reading about what we have done

Working together

Looking at older people's care



The charity called Independent Age looked at what people want and need when choosing a care home. They asked:



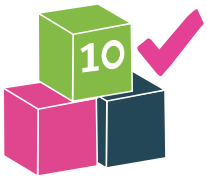
Older people



The families of older people



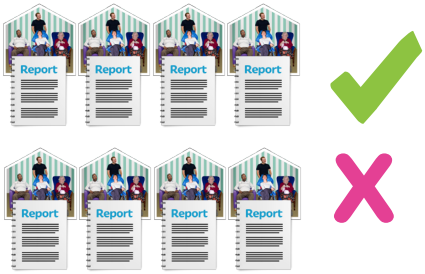
Care experts



They agreed on the top ten things that are important



They asked us to check how the seven homes for older people in Camden met the top ten important things



We wrote a report on each care home to tell people what they are like

Looking at urgent and emergency care



We are looking at what people think about urgent and emergency care

We work with Healthwatch for Barnet, Enfield, Haringey and Islington



We have met with local groups to find out what they think



The groups are from different backgrounds, young and older people

St Pancras and Somers Town Living Centre

St Pancras and Somers Town Living Centre offer a range of wellbeing services



We help to run the St Pancras and Somers Town Living Centre



We helped to design the activities for all ages

Work on the Bangladeshi Wellbeing Project



We met with service users and Commissioners



The project has 4 things they want to work on to make services better



We will meet with them over the year to talk about how well we are doing

GP services for people with communication support needs



We met with people who are visually impaired and deaf



We asked them what could be done better



We are working with the Camden Local Medical Committee and people that work for Camden GPs



We want to make sure things are changed to make visiting the GP better for people who are visually impaired or deaf

The Highgate Day Centre



The Highgate Day Centre is a service for people with mental health needs



The service has changed and people do not like the changes



We helped the people make a voice diary over 30 weeks, they recorded what they thought on a machine



We will write a report from what they said on the machine



We hope the report will help people to make changes in a better way in future

The Camden Centre for Independent Living



Local people with disabilities wanted to run the Camden's Centre for Independent Living themselves



We helped the people with disabilities to plan how they wanted to work together

Part of our community

Out and about



We attended 13 community events

We asked people what they think about their health and social care services



We held 10 focus groups on different subjects

We got lots of information that we can use to make sure that people get what they want and need from the services

Making new connections

This year we talked about health and social care at:

The West Hampstead Women's Centre



Kingsgate Resource Centre

The Abbey Community Centre

The Kingsgate Community Centre

What matters

Dental Project



We spoke to people in their own languages, homeless people and younger people at community festivals



Some people were not happy about:



Not knowing if they had to pay or not for their dental care



Getting an appointment



The way staff treated them

We asked the dentists to:

Dentist charge NHS patients £30
Dentist charge private patients £50

Put up clear signs about NHS charges and private charges



Make sure patients with disabilities get the information they need in Easy Read or help to understand information



Dentists should show information about charges in popular local languages such as Bengali and Somali

Your voice counts



We spoke to local people and they voted on health and social care issues

These are the things they said were most important and wanted us to work on:



1. Housing and health



2. Mental health



3. Better support for young children and families



4. Help finding the right services



5. Reducing harm from alcohol



We have told the Health and Wellbeing Board what people told us is important

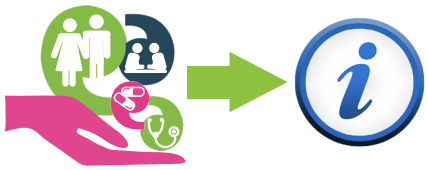
Information – Supporting choice



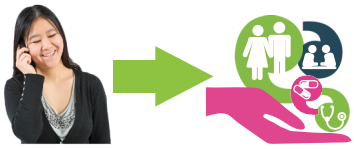
We help people by giving them information on the phone, face to face and online using our Start Here guide



People ask us to help them to understand their rights



Sometimes we ask the people giving the service for information to help someone



Sometimes we tell people who they need to speak to for help

Signposting



Signposting is about giving information, advice, guidance and support

We work with the CAB, Voluntary Action Camden (Health Advocates) and Age UK Camden

We work together to give people more information and support

Working with our volunteers



We have 40 volunteers from the local community



They have different backgrounds and range from young to older people



Volunteers help with our focus groups and give out information



Volunteers tell us what the patients in hospital think about privacy and dignity



Privacy is when a person can be alone if they want to be



Dignity is when people respect you and treat you how you want to be treated

Working together to make life better



Frances Hasler, talks at the Health and Wellbeing Board about the Health and Wellbeing Plan



Connie Smith talks at the Camden CCG Board about sharing care records to make sure information about people is safe



We meet with governors from UCLH, Royal Free and Camden & Islington NHS Trusts



We go on ward visits with Patient Council members at St Pancras Hospital. We have done 6 ward visits with them

Sharing what we find out



We share what people tell us with the Care Quality Commission (CQC)



We share what people tell us with Healthwatch and NHS England



Our plans for 2017/18

Talk to young people to hear what they think about mental health and wellbeing



Tell people what Mental Health service users think about the changes

Work with Camden Federation of Private Tenants to look at health and wellbeing for people who rent their homes

CAMDEN **DISABILITY** ACTION

Talk with Camden Disability Action to look at how people can get the community services they need



Talk to social care service users to see what they think about the changes

What we will keep doing:



Black Minority Ethnic (BME) project

The Living Centre

St Pancras and Somers Town Living Centre project



Urgent and emergency care for people in North Central London project

Our governance and how we decide what to do



We ask local people which health and social care issues we should work on



We have 6 trustees who tell us what we should do first



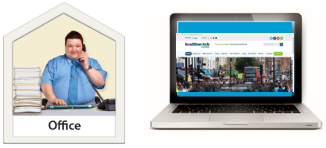
Our trustees all live, work or study in Camden

About our money



We get our money from a London Borough of Camden grant and from selling our services

What we spend our money on



Staff, the office and computers



Finding out what people think



Other things like information and working with people

Thank you



We want to thank all the people who helped us

We want to thank Voluntary Action Camden

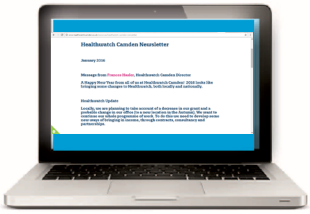
We want to thank Somers Town Community Association

Keeping in touch

We have lots of followers on Twitter



This year we launched a new website which is easier to use



We send out our eNewsletters to a lot of people every month to tell them what we are doing



We send out our news digest to a lot of people every week to tell them about local health and social care news

Contact us



Our address is: Healthwatch Camden,
150 Ossulston Street, London, NW1 1EE



Our email is:
info@healthwatchcamden.co.uk



Our website is:
www.healthwatchcamden.co.uk

Our twitter is: @healthwatchcam

Our Facebook is: healthwatchCamden

You can see our videos on Youtube at:
Healthwatchcamden

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Healthwatch Camden is a registered charity, number 1152552