healthwatch Camden



Our report about the last year
2014 - 2015



Easy Read version of Healthwatch Camden Annual Report 2014 - 2015

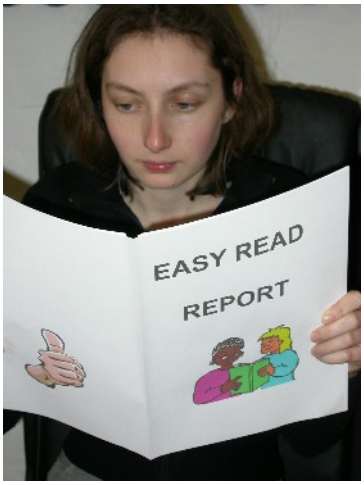


This report

This is an EasyRead report of our work last year.



At the end is a page that tells you where you can find out more information about our work.



A few words from the Chair and Director of Healthwatch Camden

Welcome to our second report. It tells you what we have done in the last year.



Parliament gave us the power to work with local people to make sure they get the services they need.



We give information and advice so everyone has the same chance to use good services.



We are here to support everyone who uses health and social care services in Camden.



We will support them to:

- have their say about local health and social care services



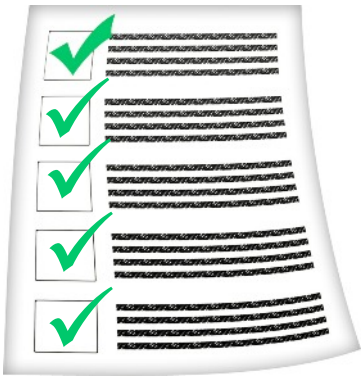
- help people find the best service for them



- help people make services better.



Our plan says how we will do this.



We have done a lot of things since our first year.



This report says what we have done and how it has changed things.



Dr Connie Smith, Chair



Frances Hasler, Director

Some important things from last year



We wrote reports about:

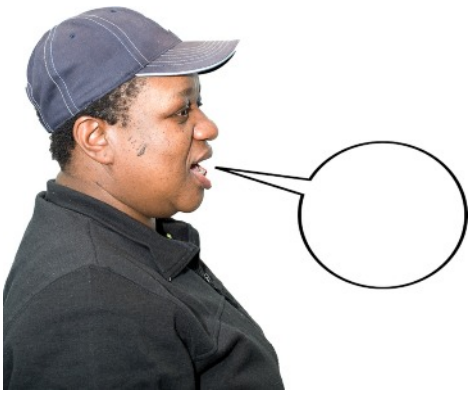
- the food at Great Ormond Street Hospital



- services for children who have learning disabilities or need lots of support to learn



- mental health services in the community.



We helped people and community groups speak up about services.



Lots of different people came to our community forum in November.



We will use what they told us to make sure we do things that are important for:

- people with learning disabilities



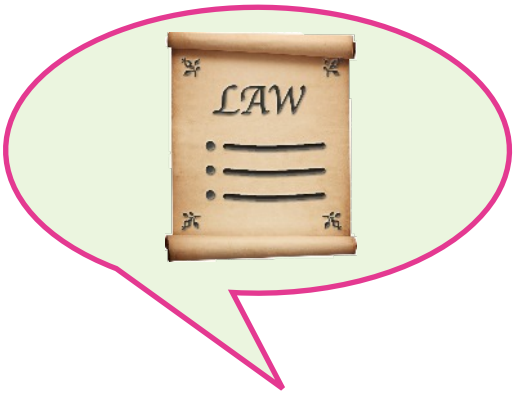
- deaf people



- carers



- older people.



The law gives us powers and we have to say how we use them each year.



- We did not ask the Care Quality Commission (CQC) to look at any services, but we have the power to do this.



- Everyone we asked for information gave it to us in the time they should.



- We used what local people told us to decide the most important things to work on.



How we talked to local people

We spend a lot of time going out and talking to local people about health and social care services.



Last year we had stalls at community events and public places.

Altogether, we met hundreds of people at many events.



These included:

- older people



- parents



- young people



- patients



- carers.





We included local people in our project planning groups. And we checked how well that worked.



Anyone can come to our board meetings and local people spoke at the meetings.

What are the big issues locally?



We worked with local community groups to find out what people think about:



- GP services



- healthy living



- mental health services in the community.

People said things like:

Talk to your GP and tell them what you need.



I would like regular check-ups to make sure I have the right medication for me.



Being healthy keeps you strong for the whole family.



Not everyone can use online booking for appointments and prescriptions.



I was given another person's medication by the pharmacy.



Sometimes I feel very lonely so I come to this centre, but I would like someone to come to my house and keep me company.





The most important changes people want to see for mental health services are:

- better help from GPs



- clear information about different conditions and medication



- better care when you leave a mental health unit.



Making things happen

We use what people tell us to change things.

Great Ormond Street Hospital Charity



Here are some of the things we did last year:

- we worked with Great Ormond Street Hospital to help patients to have a better choice of food for different cultures and diets



- workers who speak their language found out what is important to people from Black Minority Ethnic and Refugee communities



we helped them share their ideas with people who can change things

- we told Camden Council what local families said about services for children who have learning disabilities or need lots of support to learn



the Council and organisations in Camden are using this to plan services for children and their families



- people with HIV or AIDS told us HIV services and other services like GPs need to work better together



- we wrote a report about mental health. This will be one of the main things the Health and Wellbeing Board work on this year

when the Care Quality Commission (CQC) checked services in Camden, we told them what people said about mental health services.



Working with others to make services better

In Camden we've worked with:

- groups and organisations that support children and families



- Black Minority Ethnic and Refugee groups

- the Care Quality Commission (CQC) who check local health and social care services

- Healthwatch England and other local Healthwatch groups



- Camden's Health and Wellbeing Board. This is a group of leaders from different organisations who meet to make health and care services better.



Making sure everyone can speak up

We are here to make sure people are involved in planning the services they use.



Most services want to involve people but do not always do it in the best way.

Camden and Islington NHS
NHS Foundation Trust



We worked with Islington NHS Foundation Trust and the local **Clinical Commissioning Group (CCG)** to find a way to check how well organisations involve people.



The Clinical Commissioning Group (CCG) buy services for all of us to use.



When we have tested it, we will share this with other organisations.



We give people information to help them get the best from local services.



People can phone or email us or use our information guide to choose a service.



Sometimes people need help to get their rights. For example finding a new GP if there has been a problem with their old one.

Working with local volunteers



We can't do our work without our volunteers.



They help:

- find out what people think



- test services by pretending to be using them (we call this Mystery Shoppers)



- visit services



- by being on our board of trustees.



We made a video about how you can get involved as a volunteer.



Some of our volunteers have been involved for a long time.

Tizzy says:

I've really enjoyed continuing to volunteer at Healthwatch Camden, it's given me the opportunity to help my local community.





How we are run

Healthwatch Camden is a charity run by local people.



We have 6 local trustees who make sure we are doing the things we are meant to.



This year they are all women. We will be looking for new members in 2015 and it would be good to have some men.

We have 3 full time and 3 part time staff.



We also had a project worker for part of last year.

Spending



We started with money for 2 years from The London Borough of Camden. This was our second year.



We will get another 2 years money for 2015 – 2016.



This is what we spent last year.

Money in: £257,500



Money we spent: £249,500



This means we had nearly £8,000 left to add to our money for next year.



We have also saved nearly £58,000 for work finishing next year.



Most of our money was spent on staff, nearly £200,000.



The office cost nearly £20,000.



Next year

Everyone is worried about how budget cuts will affect health and social care services.



We will be:

- going into mental health hospital services to check things that are important to patients who use them



- checking how mental health services support D/deaf people



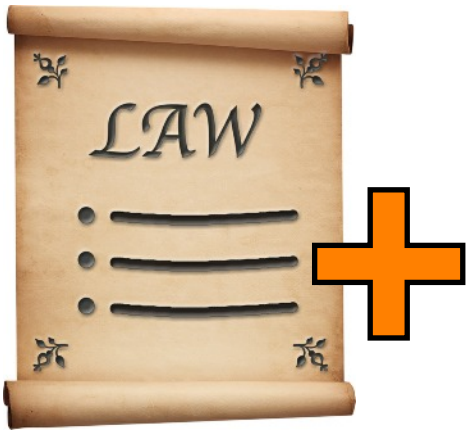
- looking at how people with learning disabilities, visual impairments or deaf people can talk to people in GP surgeries



- checking how GPs support people with mental health issues



- going into care homes to check how well they support their residents to be involved and make choices



- finding out if a new law called the Care Act makes services better for local people.

How to get in touch with us



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Website:
www.healthwatchcamden.co.uk

We are on Twitter and Facebook

Our charity number is **1152552**

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References

These are internet links to extra information for this report.

These are not in Easy Read.

BSL video ‘About Us’:
http://www.healthwatchcamden.co.uk/about-healthwatch

We have power – we were set up by an Act of Parliament:
http://www.healthwatch.co.uk/sites/healthwatch.co.uk/files/20130822_a_guide_to_the_legislation_affecting_local_healthwatch_final.pdf

You can read our plan here:
http://www.healthwatchcamden.co.uk/sites/default/files/260115_strategic_plan_update.pdf

BSL video on Local People being involved:

http://www.healthwatchcamden.co.uk/local-peoples-involvement

The Healthwatch Camden report about food in Great Ormond Street Hospital:
http://www.healthwatchcamden.co.uk/sites/default/files/food_and_catering_gosh_experiences_of_patients_and_their_families_-_final_report.pdf

The report on Specialist children's services in Camden: experiences of local families:
http://www.healthwatchcamden.co.uk/sites/default/files/specialist_childrens_services_experiences_of_families_-_final_published_version_1.pdf

A report on Short breaks provision in Camden: Parent survey results:
http://www.healthwatchcamden.co.uk/sites/default/files/final short_breaks_report_-_with_camden_response_for_publication.pdf

How you can get involved BSL video:
http://www.healthwatchcamden.co.uk/get-involved

Credits

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