

Healthwatch Islington

Update and work planning

Health and Care Scrutiny, October 2018

What we do

Part of a national network,

Five years old,

Part funded by LBI, but seeking funding from other sources,

Funded by LBI to fulfil statutory functions of Health and Social Care Act 2013:

- Gather and report views on health and social care,
- Provide people with information on services,

Charitable company chaired by Shelagh Prosser.

Collaborative, critical friend approach.



Highlights from our year

47000 @Twitter
impressions

This year we've
reached loads
of people on
social media



Our **26**
volunteers
helped us with
everything
from mystery
shopping to
blogging



We've visited

42
local services



Our reports have
tackled issues
ranging from Autism
and Accessible
Information,
through to
Hospital Discharge
and Reablement



Hello

Hi

We've spoken to
101 people about
mental health day services

We've given
information and
advice to over

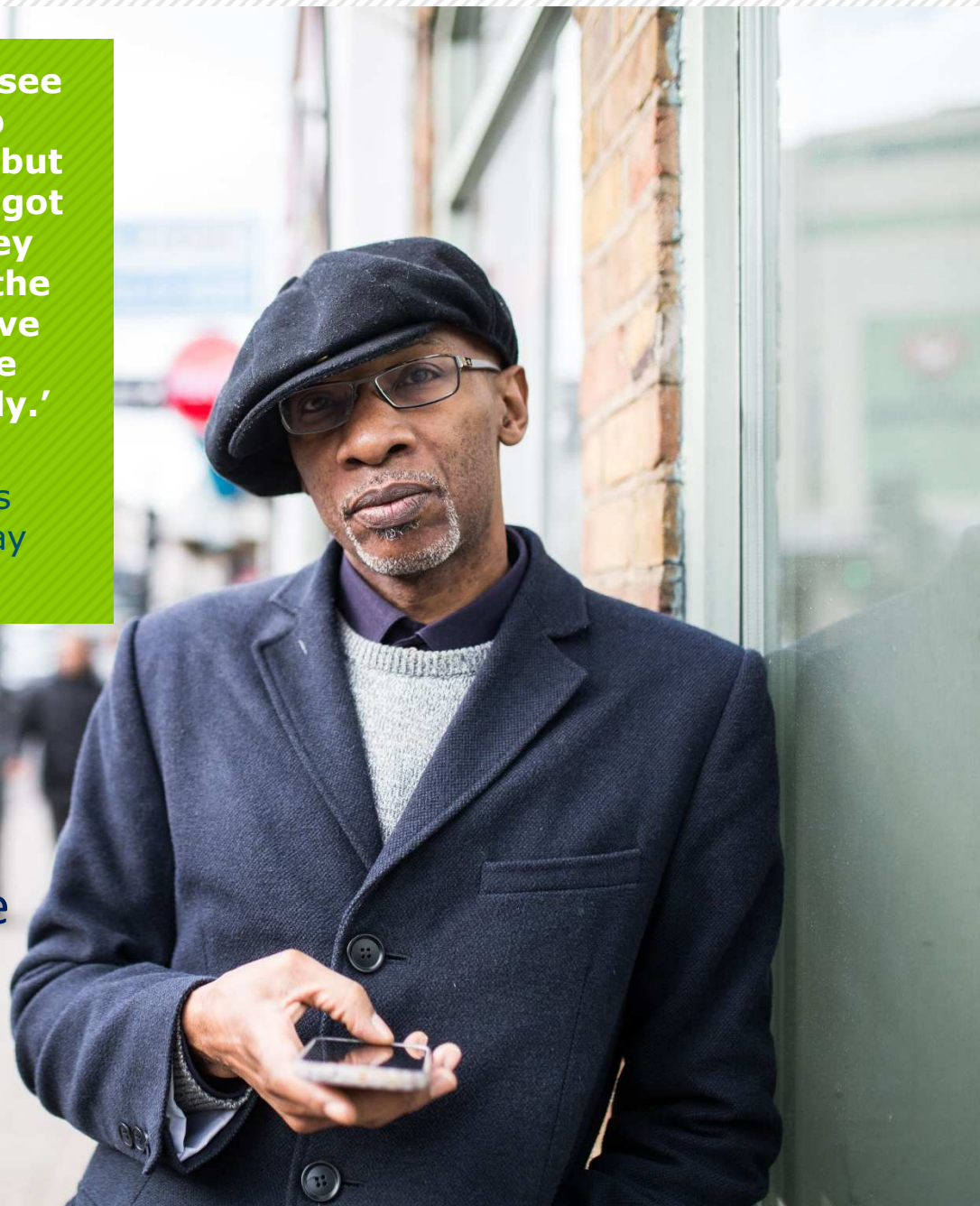
300
people



It's helped me greatly. I used to see the doctor and that wasn't a help really. They were understanding but they didn't have much time. I've got an excellent key worker here, they are very understanding. A lot of the people here have empathy, they've got similar things going on, so we help one another. It's like a family.'

We spoke to 101 service users across three centres about mental health day services.

Mental health day centres: The views we collected in 2017-18 are feeding in to the council's co-design work in 2018 - 19.



Managing very long waits for ADHD assessments

We brought commissioners and service users together in August 2017 to discuss how to improve support for adults with ADHD (Attention Deficit Hyperactivity Disorder).

+As a result, commissioners have redesigned the service to make more support available to people before they have been clinically assessed.

+In particular, a psychosocial group at the point of referral is now available.



Our partnerships

When working with partners we want to share responsibility and finances fairly, and bring resources to small grass-roots organisations, supporting their development through training and skills sharing and valuing their expertise.

Diverse Communities Health Voices

Trachne,
Community Language Support Services,
African Community in the UK,
Ethiopia,
Birmingham Bangladesh Association,
Birmingham Somali Community,
Birmingham,
Turkish and Middle Eastern Women's Organisation,
(Latin American Women's Rights Service).

work closely with Manor Gardens, Elfrida Society and are seeking out other
partnerships.



Having fun (and improving health) with technology



ans 2018/19

ue to deliver our signposting service to at least 200 residents reflecting the diversity of the borough.

e a co-signed statement in response to the Camden and Islington Estates Strategy

ort resident engagement in Day Centre Specification design and procurement

o a programme of information stalls linked to protected characteristics and other vulnerabilities to seek o
community views on health and care

with our consortia 'Diverse Communities Health Voices' to gather BME input on primary care (CCG funded)

er two Islington Patient Group meetings on key topics of relevance to residents. These will be supplement
surveys and community conversations (CCG funded). Host a series of topical meetings throughout the ye

in to key consultations from NHEngland and the Green Paper on Social Care funding.

Care Homes for older people to find out about resident's experiences of life in the homes

hospitals to assess the implementation of the Accessible Information Standard

can be more effective by working together on any of this, we are always interested!

