

# Healthwatch Islington

## Update and work planning

Health and Care Scrutiny, October 2019

# Our vision

## *Improved health & social care outcomes for local residents*

- Part of a national network (in which we lead on impact measurement)
- Part 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,
- Collaborative, ‘critical friend’ approach, working in partnership wherever we can.

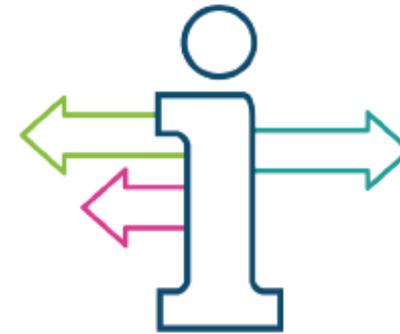
# Our impact in 2019

- Autism Health Checks for adults introduced
- Autism awareness training for GP practice staff
- ‘Environment checks’ of GP practices being carried out by parents of children with autism
- Patients waiting for an ADHD assessment can now access peer support whilst waiting for their assessment
- Provision of Sign Language interpreting has increased. This will help deaf residents to access same-day GP services.

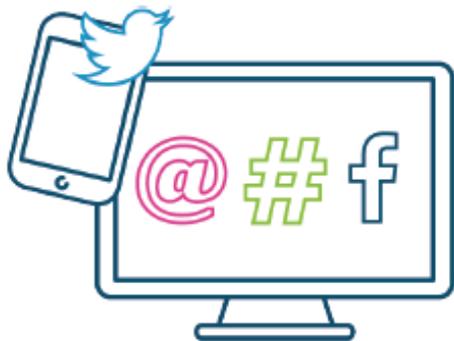
# We reached more people in 2019



1400 people shared their health and social care story with Healthwatch Islington, 40% more than last year.



324 people accessed Healthwatch Islington's advice and information service.



197 residents participated in our digital inclusion workshops.



We visited 53 services and 25 community events to understand people's experience of care.

# Our partnerships

We 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 Voice*

- Arachne, Community Language Support Services, Eritrean Community in the UK, Imece, Islington Bangladesh Association, Islington Somali Community, Jannaty, Kurdish and Middle Eastern Women's Organisation, Latin American Women's Rights Service.

## *Other partnerships*

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

# Our digital inclusion work



# What we did in 2018/2019

- Led on a community sector response to the Camden and Islington Estates Strategy Consultation, and responded to other key consultations
- Supported resident engagement in mental health Day Centre Specification design and procurement
- Worked with 'Diverse Communities Health Voice' to gather BME resident input on experiences of primary care Social Prescribing
- Delivered two Islington Patient Group meetings on key topics of relevance to residents - supplemented by e-surveys and community conversations
- Visited Care Homes for older people to find out how residents are given choice and control of everyday activities (such as what to wear) and visited hospitals about the Accessible Information Standard

# Our work plan for 2019/20

- Continue to deliver our signposting service to at least 250 residents reflecting the diversity of the borough
- Lead a community sector response to the Moorfields Strategy, and engage residents from protected characteristics in the Whittington Estates discussions
- Visit health centres to gather views on the NHS Long Term Plan, and hold two Islington Patient Group meetings on topics of interest
- Work with ‘Diverse Communities Health Voice’ to gather BME input on mental health support
- Visit Care Homes for older people to find out about resident’s experiences of oral health care