

# Since we launched..



Our mystery shoppers have made 41 visits to GP practices. We've investigated how well the practices make information about making a complaint available, and how well they cater to the needs of children and young people. We've also interviewed a range of local people managing long term conditions (such as arthritis, heart disease and depression) to find out if they felt they got enough support from their doctor.



At the Whittington we've helped to improve discharge procedures for elderly patients, particularly with regard to follow-up care. We also secured the introduction of ear plugs and eye masks on wards to help patients sleep. Our work on behalf of Deaf patients has seen new training programmes brought in at the Royal Free, vibrating buzzers introduced at University College London, and a clear commitment from both hospitals to always let Deaf patients know whether a British Sign Language interpreter has been booked ahead of their appointment.



Healthwatch volunteers have made 8 visits to inspect conditions inside care homes in the borough, speaking to more than 60 residents and members of staff in the process. We've also been to day centres across Islington to interview people who receive care in their own homes, to assess the general level of satisfaction with these services. 7 of our volunteers have received additional training in the safeguarding of vulnerable adults.



Healthwatch Islington has provided 96 information and support sessions for community groups in the last 16 months. We've also handled 263 requests from individuals needing help to access health and care services. In the last two months (June and July) we've knocked on 421 doors in some of the most disadvantaged social housing estates in the borough to talk to residents about Healthwatch and to hear about their needs.

# 599



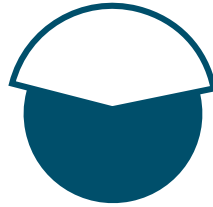
One-to-one conversations with Islington residents:

**164**  
with community ambassadors

**112**  
with enter and view volunteers

**263**  
with the signposting team

**60**  
via surveys and reference groups



# 16 of 35 GP practices

Now displaying Healthwatch Islington's up-to-date complaints guidance on their own websites

# 47 volunteers

Recruited in a variety of roles including:



24 steering group members



13 enter and view representatives



11 mystery shoppers



9 community ambassadors



1 financial adviser



1 office helper



1 data analyst



1 researcher

# 1,000+

Hours of work contributed by volunteers in our first 12 months



# 13



Reports on local health and social care services shared with the public and sent to commissioners

# 6,885



Healthwatch postcards sent to groups most in need of our help accessing services, in the last 5 months