

# Healthwatch Islington

## Update and work planning

Health and Care Scrutiny, October 2020

# 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 work in 2019/20

Whittington Estates: more diverse engagement in this consultation

Non-Emergency Patient Transport Service: we were NOT involved in this commissioning process, we continue to raise concerns about this system

Mental Health: we've highlighted poorer access for BAME communities and are leading a borough-wide inequalities workstream, initial outcomes are amendments to self-referral and greater cross-organisational working

The Digital Divide: we extended our model in to supported accommodation

Borough Partnership: we are an active member and will be the lead for inequality

# We reached more people in 2020



**20 volunteers**  
helping to carry out our work.

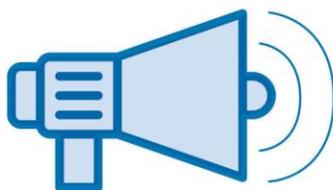
**5 staff**  
3 of whom are full time.

**£156,100**  
funding from our local authority.



**650 people**  
shared their health and  
social care story with us.

**1,141 people**  
accessed our advice and  
information service.



**3,931 people**  
engaged with us through our  
website.



**7 reports**  
about the improvements  
people would like to see  
in local health and social  
care services.

# Responding to the pandemic



## How to get an NHS dentist appointment during COVID-19

Routine dental care has had to change because of COVID-19, with social distancing rules making it difficult to access services. Here's some information on how to access an NHS dentist during the pandemic.

9 July 2020



## Coronavirus: updated advice on shielding

From 1 August, the Government advice for those shielding in England changed. We look at what these changes mean for you if you have been told to shield.

26 June 2020



## Staying healthy when living under lockdown

Researchers from University College London Hospital with expertise in obesity, diet and nutrition, and exercise and physical activity spoke to us about actions we can all take to stay healthy during the coronavirus pandemic.

19 June 2020

# 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 continue to work closely with Manor Gardens (we've now moved there) and University College London's research team. We are seeking out further partnerships.

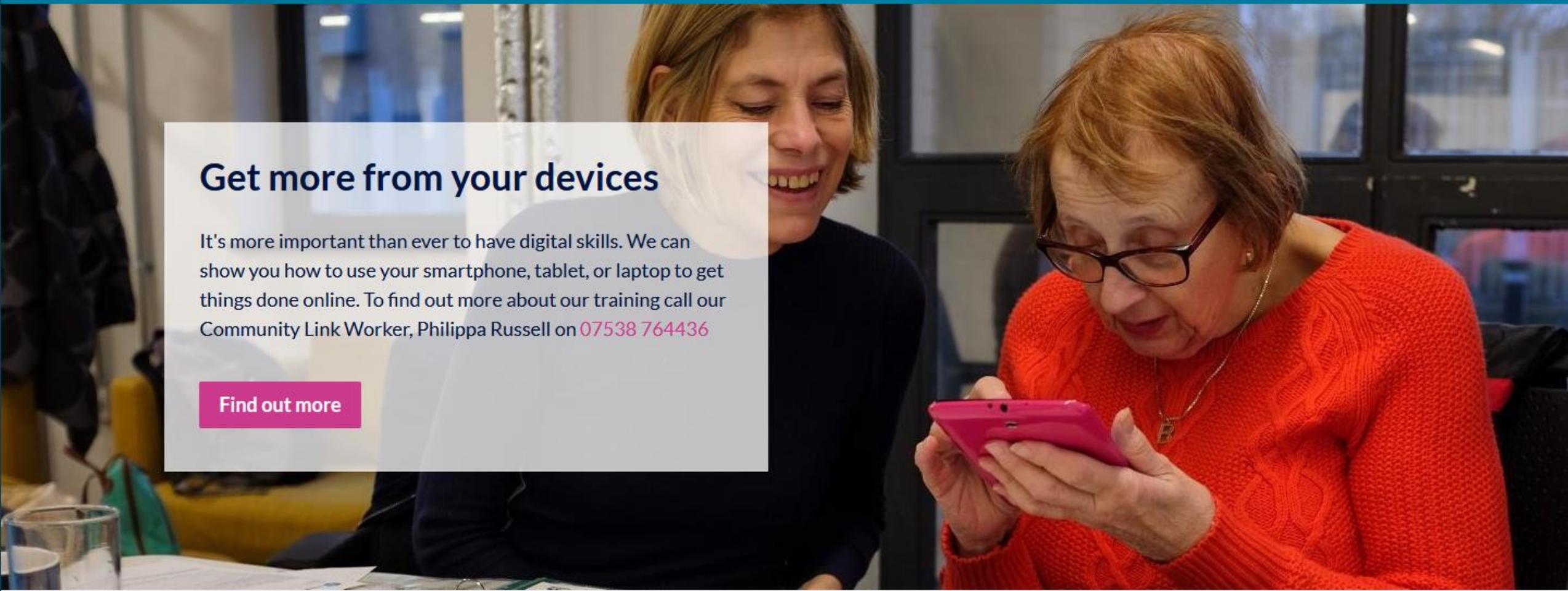
# Our digital inclusion work

We can help you to get online and connect to friends, family and the services you need to stay healthy.

## Get more from your devices

It's more important than ever to have digital skills. We can show you how to use your smartphone, tablet, or laptop to get things done online. To find out more about our training call our Community Link Worker, Philippa Russell on [07538 764436](tel:07538764436)

[Find out more](#)



# Our work plan for 2020/21

- The pandemic - impacts, response, access, reduced engagement,
- Accurate and trustworthy information,
- Digital Exclusion,
- The Fairer Together Borough Partnership
- Quality of delivery,
- We will not be visiting services until further notice.