

Healthwatch Islington

Update and work planning

Health and Care Scrutiny, November 2021

Our vision

Improved health & social care outcomes for all 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 (currently going through a procurement process):
 - 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 2020/21

- Covid misinformation - **2,189 residents**
- 15,000+ visits to Covid-related information on our website
- **(Less) business as usual - 781 people shared their experiences of health and social care.**
- 922 people accessed the Healthwatch advice and information service with questions about local support
- Vaccination programme, Covid and flu
- Diversity in the Carers Services Review
- 200 people shared their views of remote and online health appointments (LongTermPlan)
- 209 referrals into our digital support services.

Our partnerships

Diverse Communities Health Voices

- Arachne, Community Language Support Services, Disability Action in Islington, 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.
- Since 2014 we've raised around £450,000 for grass-roots partners (our own turnover is around £270,000 per year)

“We have been enabled to access funding opportunities through the partnership which have been **pivotal in the survival of our organisation**. Healthwatch has also provided opportunities for our staff to update their knowledge and skills. This has been particularly true during the pandemic where Healthwatch linked our organisation into multiple streams of current and up-to-date information, especially significant in a time of great misinformation and fear.”

- Arachne Greek Cypriot Women's Group

Our digital inclusion work



2021-22

- Access to health care broadly
- Dentistry
- Long Covid
- Patient Transport - working with GPs, supported accommodation, care homes and commissioners
- Digital Inclusion Strategy
- Impact of Covid Survey (public health)

Addressing health inequality

- Challenging Inequality Workstream of the Fairer Together Partnership Board
- All Age Mental Health Partnership Board
- Mental health funding, £64,000 from Public Health England for grass-roots support
- Working with VAI to bring smaller VCS input to the Integrated Care System