

**Celebrating 10 years of Healthwatch**

# **Healthwatch Islington**

**Update and work planning**

**Health and Care Scrutiny, September 2024**

# Our vision and role

*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):
- 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 2023/24

- 812 people shared their experiences of health and social care services with us
- 1,241 residents came to us for advice and information
- Reports: Long-term conditions and physical activity, advice from a medical professional can be more reassuring. Cervical screening barriers, 'is this relevant to me' and practical barriers to booking a nurse appointment.
- 28 outstanding volunteers gave their time across 44 days to help us gather resident feedback

# Closure of our digital inclusion service

- The need is still there, but funding priorities change
- Small and short-term funding pots
- High levels of need, resource-intensive
- A big thank you to our volunteers for the hundreds of people they helped.

# Our plans for 2024/25 onwards

- Gathering feedback on home care services.
- Talking to families and front-line workers about childhood immunisations.
- Supporting mental health Core Teams to offer holistic support.
- Working to support the mental health trust to better identify and support carers.
- Evidence Islington: how can housing can better support health.
- New offices: Claremont

# Equalities Pledges

Increased ethnic diversity of our Board but still working to attract 'older' people (45+).

Increased the diversity of our staff team and slowly increasing gender and age diversity of those reached through our partnerships.

A big thank you to our Diverse Communities Health Voice Partners.