

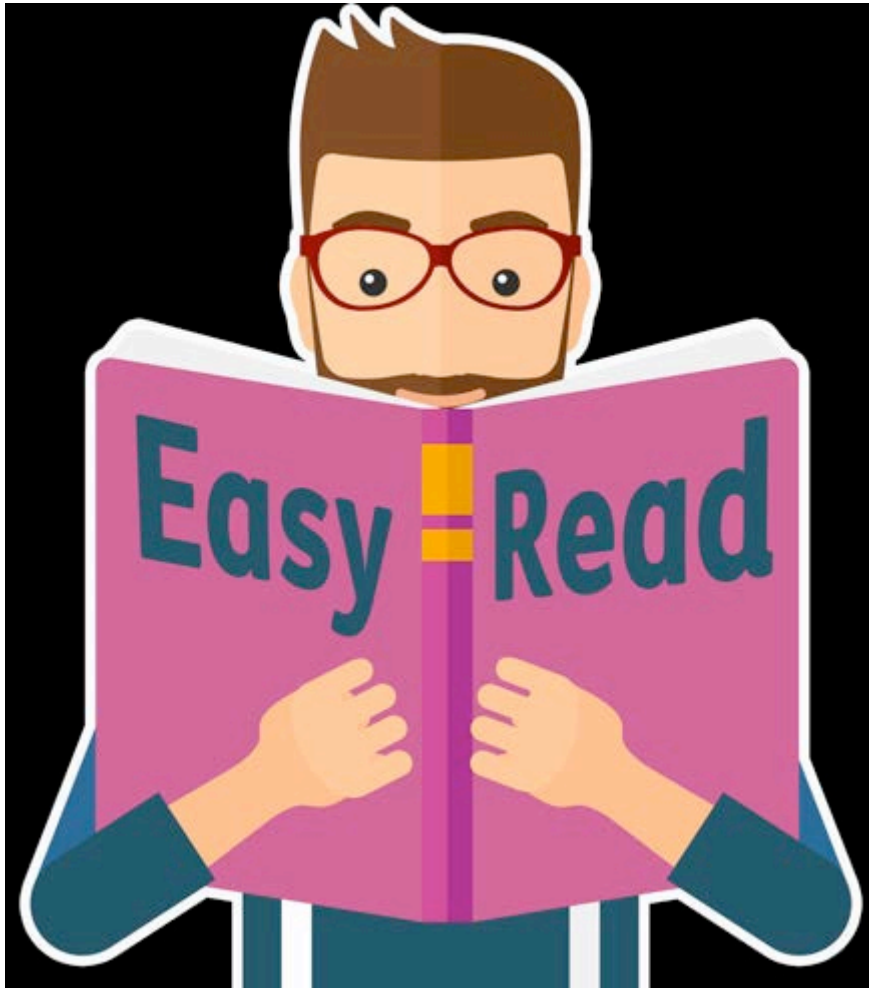
healthwatch

Kingston upon Thames

What matters most



Annual Report



2018-19

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About us



Healthwatch is here to make care better.

We speak up for people who use health and **social care services**.



Social care is where you are supported to live independently at home or in a care home.



There is a local Healthwatch in every area of England.

We listen to the views of local people.

We share these views with professionals to improve services.



We encourage services to involve people in deciding how they should improve.



The Chair of Kingston Healthwatch is called Liz. Her job is to run our board. The board makes sure Healthwatch is running smoothly.



Our Chief Officer is called Stephen. His job is to manage Healthwatch Kingston day to day.



Our Vision

Our vision is what we want for the future.



We want health and social care services that help people to:



Stay well

Get the most out of services

Look after their own health



Our purpose is what Healthwatch should do.



We want to find out what matters to you.
So that your views help to improve the service
you get.



Our approach

Our approach means how we do our work.



The views of people who use services are the most important thing for us. Especially the views of people who find it hardest to be heard.

Our aims



Our aims are the things that we want to do over the next 5 years.



We want more people to get information.



By 2023 we want as many people as possible to share their views, or get information from us each year.



We want to provide a high quality service ourselves.



We want more services to listen to the views of people.



How we work

Local Healthwatch staff and volunteers find out what local people think by:



Surveys



Meeting People
Working with other
Organisations



We try to get more information
about problems and think about ways to make it
better.



We write reports about issues.



We tell the government and health and care managers how they should do things better.

You spoke.

We did something.



Over 550 people shared their story of health and social care with us.



We spoke to 50 local organisations. We also went to 40 community events.



People wanted:

Better information to make the right choices



Easier access to support



Doctors to explain things better.



Seeing your local doctor

People said they want it to be easier to see their local doctor.



We are helping local GPs understand how they could do this better.



Healthy teeth in care homes. People in care homes told us they did not get help to keep their teeth healthy.



We spoke to the Care Quality Commission (CQC). Now the CQC checks on the health of people's teeth when they inspect care homes.



Government's plans for social care

The government is getting ready to write its plans for social care.



We have told the government that their plans need to:

Be easy to understand



Give people enough information to plan their own care



Give people a choice of different types of social care



Make it easy to understand how much social care costs.



Show how carers and families are supported



Mental health

People told us that they want: Clear information about the help they can have



Mental health to be as important as physical health



Good quality care



easily

To be able to see a specialist



To be involved in decisions

The CQC now says that local health services should involve Healthwatch when they plan changes to their services.



We made a report after visiting Tolworth Hospital. We suggested 8 ways the service can be made better.



Medications

The NHS wants to stop letting people have certain medicines on prescription from their pharmacy.



They want people to pay for these medicines themselves.



Many people said that they could not afford to pay.



We told the NHS and they have decided that certain people should still be able to get these medicines for free from their pharmacy.



New technology

Technology is new gadgets and ways of doing things with phones, computers and televisions.



People want the NHS to use the best new technology in the future.



But people want a chance to say what new technology is working well and what is not.



Getting treatment in Hospital

Lots of people told us that they often had to go back into hospital soon after leaving it.



Many people went back into hospital just 2 days after leaving it.



We spoke to the NHS.



They are now:

Looking into this problem, to try and find better ways of working

Going to keep a check on how many people go back into every hospital

Helping You Find Answers



People ask Healthwatch for help in getting information about their health and care.



Last year we helped over 1,900 people get information.

People are asking us for information about:

Social Care



Care homes



Care at home



Support for Carers

Local doctors (GPs)



locally

What services they can get



How to change doctors



Hospitals

What support you can get when you leave hospital



Information from hospital services



If you can have a choice about which hospital you go to and the treatment you get

Supporting you to speak up

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We help people to speak up about what they think about health and social care services.



Over 300 people told us about things that have happened to them.



Every year we have a ‘Speak up’ campaign. Last year many more people took part and told us what they thought about services.



Helping people to speak up

Often the people who get the worst health and care services are the people who find it harder to speak up.

We have been working to help people who find it the hardest to speak up to give their views.

These include:



Disabled people



Older people



Pregnant women



Homeless people



People addicted to drugs or alcohol



Black and Minority Ethnic
people



Transgender people



Providing a high quality service

We want to make sure that our staff and volunteers have the skills and support they need to do a great job.



We have been:

Providing training for staff and volunteers



Improving our computer systems so people can work better



Holding meetings so that our staff and volunteers can work together better



The Year Ahead

Welcome our new chair, Liz Meerabeau



Launch our strategy, which explains more about what we want to do over the next few years



Carry on sharing the views of the people of Kingston with the government when they are making their plans for social care



We plan to:

Support more people to have their say

Improve the quality of work of Healthwatch staff



Make people's voices count

For more information

If you want more information
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