

What we have done April - September 2018



Impacts and outcomes

Our work in numbers

480

pieces of feedback from
Croydon residents

115

pieces of feedback via helpline
and other sources

365

pieces of feedback from
Croydon residents via outreach

25

outreach sessions across the
borough of Croydon

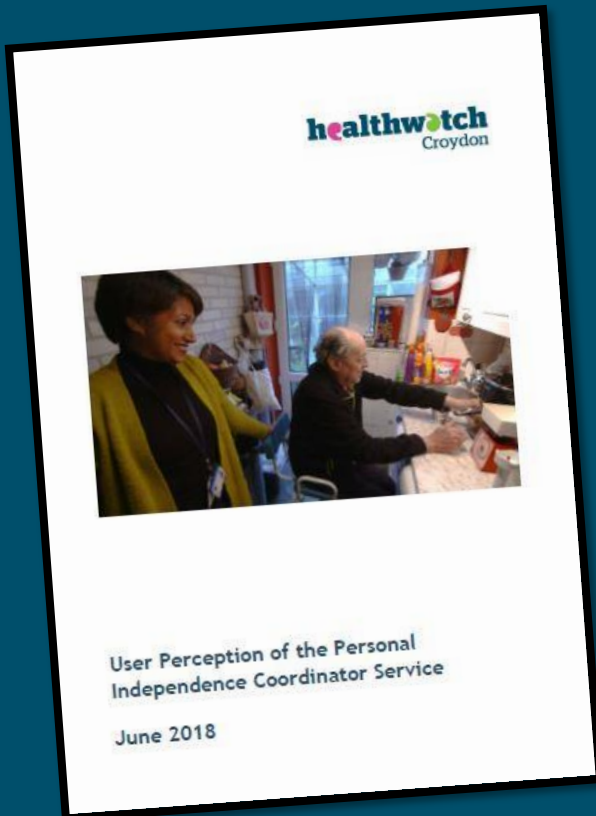
60

people attended our Meet the
Changemaker Adult Mental
Health event

25

meetings with key NHS and
social care providers and
influencers

Three reports published



These can be viewed and downloaded at:
www.healthwatchcroydon.co.uk/our-reports

Our impact

We have raised questions with key providers and influencers including the Health and Wellbeing Board (as member) Croydon CCG Governing Body and NHS Croydon CCG Primary Care Meetings (as official attendees) and Croydon Health Services NHS Trust Board.

Our Meet the Changemaker event on Adult Mental Health allowed service users to directly discuss their experiences and views with commissioners, who also presented their plans. We are basing new insight reports directly on themes raised at this event.

Our information, advice and signposting helpline is taking increasing numbers of calls as more people are becoming aware of what we can offer. The calls we receive are often complex with average call times in Croydon for the past quarter of **27 minutes** including research time.

We have published on Street Homeless experience of accessing services which has started discussions between the CCG and a peer-to-peer support service run by Groundswell.

At South London Quality Surveillance Meeting (NHS England), where we presented our insight on homeless experiences of health services and created discussion on improvements across south London.

We have managed the Grassroots programme of events, funded by South West London NHS. This involved more than 100 people across the borough from AYDA Centre (engagement and empowerment of the young people in Croydon) to Croydon Association for Pastoral Care (mental health and wellbeing) and Ministry of Empowerment (female BAME patients and health service users). From these events, we have received 70 experiences for our database.

Our current work and plans

We have agreed our new Governance structure and are currently recruiting for our members for our local leadership board. We hope to recruit people who are representative of the communities we serve and experienced in leadership and prioritisation. Board Members will be appointed by an independent appointments panel consisting of people from the local community and a Help & Care representative.

We are currently researching the experience of services of those caring for people with dementia and the experience of accessing GP services.

We are planning new research on the experience of people within BME communities accessing mental health services as well as the experience of services by those adults with autism.

Our listening tour of visiting every area of Croydon including GP surgeries, community centres and groups continues. We aim to finish our first network area of Woodside/ Shirley by end of November. Next stop for us is Addington/New Addington and Selsdon.

We will continue to contribute insight and scrutinise the wider transformation work being taken place by One Croydon, the Clinical Commissioning Groups, NHS Trusts and Croydon Council, supporting initiatives for better understanding of changes and giving Croydon residents a voice in the discussions.

We have representation on most of the key decision-making boards.

We have defined new roles within our volunteer programme from outreach to data processing, giving new skills and experiences for our loyal volunteer team.

Patient experiences

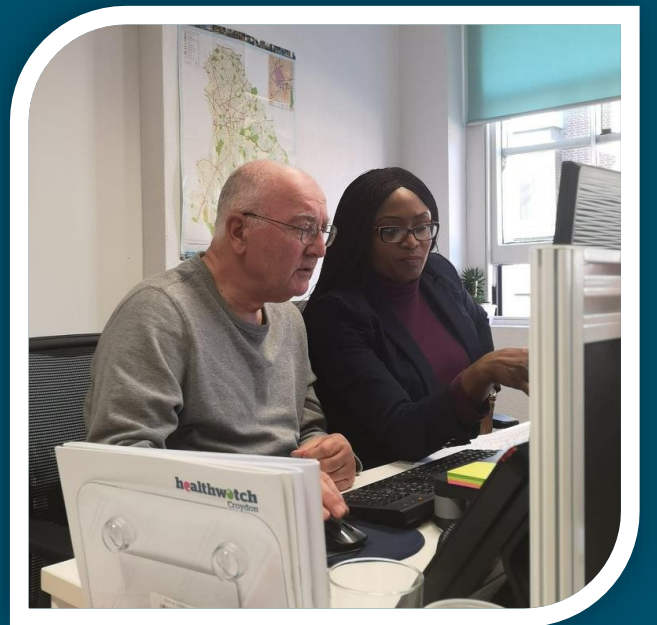
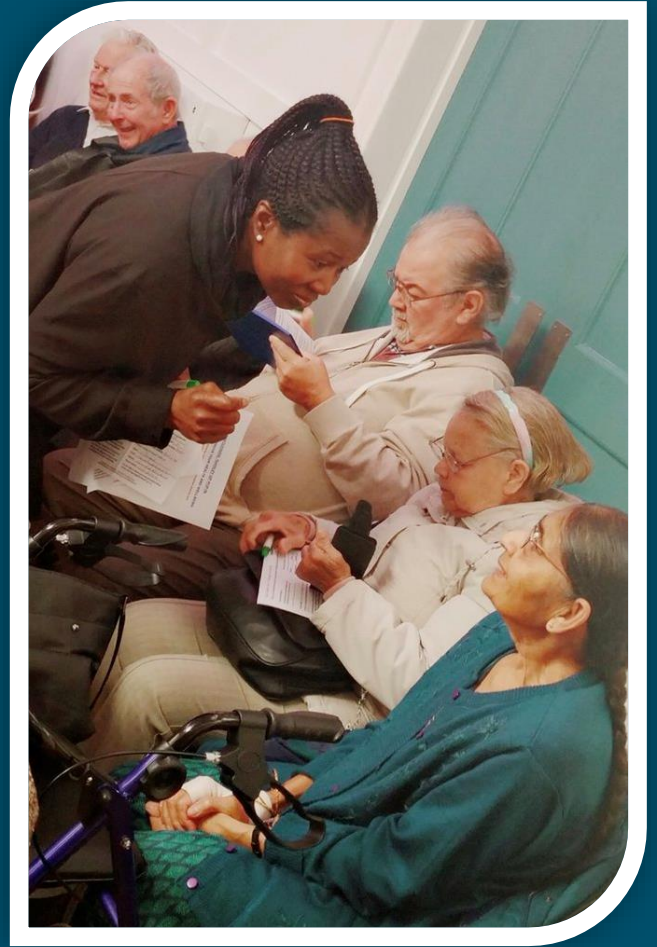
I have a problem with Eczema. I had Eczema on my toe, stress makes it worse. Because of work I must wear socks and closed toe shoes so when I am applying my cream I am not letting my foot air as I would if I was at home. My toe became infected. I called the GP, but the lines were dead, I visited the GP who told me that the system was down. I then met a friend for coffee who recommended Healthwatch, Healthwatch signposted me to the GP Hub, they met me and took me there.

I have lived in Croydon for 29 years and never heard of the GP Hub. When we got to the Hub (GP Hub Central) it was welcoming and clean. The receptionist was helpful, she asked for my details and all my history came up! They must be linked to the Croydon database. When I was called in to the Doctor she introduced herself to me and then examined my toe. The Doctor told me exactly what was wrong with me and printed some information and prescribed an antibiotic for 7 days, she suggested I return to my own GP for follow up. The Doctor informed me that had I left it any longer I could have caused myself serious harm. I returned to my GP who examined me and prescribed a steroid cream and signed me off from work for two weeks. Now my toe is as good as new having treated and aired it.

A mother of two children contacted Healthwatch to say she could not get registered by her GP. She had been refused since she did not live in the catchment area. This had been her regular surgery but she had to move location due to spending time in a safe house as her family were escaping domestic abuse. This was the reason she was out of catchment area.

We helped her find a suitable GP nearer to her new address, even calling the surgery to check they were registering and getting information about the process. They did register her and so she could get her treatment for her children which had been delayed by trying to find a new GP.

Out and about in Croydon





Give us your views to make it better

We work to improve Croydon's health and social care based on what we hear from you. We listen, we analyse and we influence.

Get the information you need

Do you have a problem getting the information you need? Call our dedicated hotline who can support you in finding the right service.

Call 0300 012 0235

Email info@healthwatchcroydon.co.uk

Visit healthwatchcroydon.co.uk

Be social with us on Facebook, Twitter, Instagram,
Pinterest, LinkedIn and Google.

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