

# Healthwatch Hammersmith & Fulham

## JULY NEWSLETTER



We would like to take this opportunity to welcome any new residents to Hammersmith & Fulham. Please make sure to share our newsletter and contact details with anyone who is new to the borough!

### Healthwatch H&F Updates

#### Annual Report 2021-22

Our 2021-22 Annual Report has been published and is available to read on our website at [www.healthwatchhf.co.uk/news-and-reports](http://www.healthwatchhf.co.uk/news-and-reports).

The report highlights the important work we have carried out to collect people's experiences of the local health and social care services and the impact we have made on improving them.

Some of the work we have done include launching a blood donation awareness campaign highlighting the need for Black, Asian and Multi Ethnic communities to donate blood; creating a mental health directory to highlight suicide and bereavement support services; and running a month long stress awareness campaign.

Our report also introduces some of the amazing 34 volunteers that supported our staff members to carry out our work and who contributed a total of 338 days of their time to help us improve the local services!

Our year in numbers:

- 5,581 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- 264 people called us for clear advice and information about topics such as COVID-19 vaccination sites and Mental health support in the borough.
- We published 19 reports about the improvements people would like to see to health and social care services.

### Meet a new Team Member Sarah Meertens!

Sarah is our Mental Health Projects and Engagement Officer. She will be running our new Mental Health project, for which we run monthly forums in mental health hospitals to find out how patients feel about the current service they are receiving. She has a background in urban and development studies and is passionate about social equality across the public service sector. Welcome to the team Sarah!



#### Mental Health Patient Experience

Healthwatch H&F has been commissioned by the West London NHS Trust to carry out a mental health patient experience programme in H&F, Ealing, and Hounslow. The programme will see our Mental Health Projects and Engagement Officer Sarah alongside our patient experience volunteers visit the local mental health services to speak to patients about their experiences and find out how these services can be improved.

These visits include monthly mental health inpatient forums at the local mental health units -

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where patients can join us or talk to us one-on-one to discuss and share what has worked well as well as make suggestions for improvements.

If you have used mental health services or been a patient in Lakeside or Charing Cross mental health units in the last 12 months, please contact us on [info@healthwatchhf.co.uk](mailto:info@healthwatchhf.co.uk) and we will get back to you to gather your experience of these services.

At the end of each month, we will produce reports that will highlight good practice and make recommendations of improvements. These reports will be shared with the West London NHS Trust managers so they can make the necessary changes.

## Mental Health Patience Experience-survey

We want to hear from people's experiences of mental health services in Hammersmith & Fulham. If you or someone you care for have accessed mental health services in the last 12 months, please could you spare 5-10 min by filling in this form:

<https://www.surveymonkey.co.uk/r/HWMHServiceFeedback>



## Carers Project

For the last few months we have been busy working on our carers project which focuses on finding out what it is like to be an unpaid carer in H&F and how the current services could be improved to better support those who look after their loved ones.

At the beginning of the year, we ran an online survey that asked questions about what help and

support carers would find most useful; their experiences of Carers' Assessment; and how easily they can afford to access health care services. By the end of April, we had received over 140 responses which is incredible! We would like to thank all those carers who took time out of their busy lives to complete our survey.

In June we conducted several face-to-face, online and telephone interviews with carers who had volunteered to take part in in-depth discussions about their personal experiences of being a carer. Out of these interviews, we compiled a video presentation and written case studies which we will present alongside our findings from the survey responses to the local authority and service providers and commissioners.

## Join Healthwatch H&F Committee!

We are looking for local people to join our committee and help guide our work in improving the local health and social care services. The Committee advises and supports the Healthwatch H&F staff team with projects, such as our patient experience programme and research projects. It also plays an important role in representing Healthwatch in public meetings and providing staff and other volunteers with a fresh perspective on local issues. Applications are invited from people who are over the age of 16 and who live or work in H&F or who can demonstrate substantial knowledge of the borough and health and social care issues and services. To apply please submit your application through our Volunteer Hub <http://btrr.im/2sjnr>.

If you have any questions, please contact us by email: [info@healthwatchhf.co.uk](mailto:info@healthwatchhf.co.uk) or by phone: 020 3886 0386.

# Do you want to improve Mental Health services in West London hospitals?

We are looking for a



## Mental Health Patient Experience Volunteer

### About the Role

We are running patient experience forums within inpatient mental health units in partnership with West London NHS Trust. This involves visiting each service twice a month to run a discussion forum where inpatients can express their experiences of mental health care. This work is vital to hearing the voices of mental health inpatients and improving the services and the quality of care that mental health inpatients receive. Full training and support will be provided.

### We are looking for

- “Experts by experience” meaning you have experience of mental health illness and/or used mental health services before within West London.
- Someone compassionate & empathetic
- Someone who is able to commit for 12 months, for 4 to 12 hours per month

Express your interest by contacting  
07944 391 223 or email [vip@yvhsc.org.uk](mailto:vip@yvhsc.org.uk)



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### News

#### North West London NHS

There are a number of changes to how the NHS is organised and works in partnership across health and care which came into force from 1 July 2022.

You'll hear a number of new acronyms so please do have a read of the below to understand what this means for NW London.

**Integrated Care Systems (ICSs)** came in to force on the 1st July 2022. 42 statutory integrated care systems will bring together GPs, hospitals, local authorities, and other partners to plan and deliver health and care services in their area. The aim is to improve care for people in each part of the country, including those with multiple conditions who access a range of health and care services.

The North West London ICS consists of eight boroughs, including Hammersmith & Fulham, and brings together all health and care organisations working to deliver against the four core national objectives of ICSs which are to:

- Improve outcomes in population health and health care
- Prevent ill health and tackle inequalities in outcomes, experience and access
- Enhance productivity and value for money
- Support broader economic and social development

**Integrated Care Partnership (ICP)** - This is the statutory committee jointly formed between the NHS Integrated Care Board and all local authorities in North West London. The ICP is responsible for producing an integrated care strategy on how to meet the health and wellbeing needs of the population in NW London.



**Integrated Care Board (ICB)** - The NHS NW London ICB – known as NHS North West London – is the statutory NHS organisation responsible for developing a plan for meeting the health needs of the population, managing the NHS budget and arranging for the provision of health services in NW London. Now ICBs are legally established, clinical commissioning groups (CCGs) have been abolished and former CCG staff have moved into the employment of the ICB.

More about NHS NW London, the constitution and Board members can be found at [www.nwlondonics.nhs.uk](http://www.nwlondonics.nhs.uk).

#### **NW London ICB draft public involvement strategy 2022-2023**

All integrated care boards are required to produce a public involvement strategy. The NW London draft strategy has been published now and [you can read it here](#).

The strategy will be discussed at the first NW London residents forum to be held at 6pm on 27 July 2022.

Comments are welcome by Friday 29 July 2022 by emailing [nhsnwiccg.communications.nwl@nhs.net](mailto:nhsnwiccg.communications.nwl@nhs.net)

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**Provider collaborative** – This is the term used to describe multiple NHS trusts working together to plan, deliver and transform services.

**Borough Based Partnerships (BBP)** – In NW London these are the eight local partnerships who deliver the strategy. These partnerships can include primary care, community care, mental health, local authorities and the voluntary sector.

You can read more about the challenges, opportunities and current focus of ICS work in NW London [here](#).

## Advice and Information

### Register for the free Know Diabetes service

The Know Diabetes service works with GP practices in Hammersmith & Fulham and other West London boroughs to invite people with diabetes and those at risk of type 2 to sign up for the Know Diabetes service.

The Know Diabetes website is full of resources, such as e-learning courses, health tools, videos and much more to help you with prevention and management of diabetes. The information on the website is also available in Easy Read- format and the website can be translated to various different languages.

Visit their website to access the resources: <https://www.knowdiabetes.org.uk/>.

### How to access mental health support if you're lesbian, gay, bisexual or transgender?

Mental health problems are more common among lesbian, gay, bisexual and transgender

(LGBTQ+) people. If you are struggling, feel alone or need a little help, then check out our guide on how you can get the support you need. There is lots of advice and support out there for you.

Talking with a therapist who is trained to understand your specific situation may help if you:

- Have difficulty accepting your sexual orientation.
- Need help coping with other people's reactions to you.
- Feel like your body doesn't reflect your true gender.
- Are currently transitioning.
- Are trying to cope with bullying or discrimination.
- Are feeling depressed, have low self-esteem, are thinking suicidal thoughts or thinking about harming yourself.

There are different types of talking therapies, so you can find one to suit your needs. Treatments available on the NHS include:

- Cognitive behavioural therapy (CBT).
- Guided self-help.
- Counselling.
- Mindfulness-based cognitive therapy.



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### Talking therapies in H&F

In Hammersmith & Fulham, you can access talking therapies through the local IAPT (Improving Access to Psychological Therapies) service Back on Track.

You [can refer yourself online](#) or by calling 0300 123 1156.

For more information about the IAPT service, [please visit their website](#).



## How to make a complaint about health and social care services?

### HOSPITALS

There are two ways you can deal with issues and concerns about your hospital care. Read through the two options available to you and choose the one you feel more comfortable with.

#### Option 1: Speak to PALS

PALS is an independent service available to patients, relatives, carers or visitors. PALS can:

- Listen to your concerns, suggestions or queries
- Help sort out problems quickly on your behalf
- Put you in touch with other sources of help
- Feedback issues to our organisation to improve services and patient experience
- Advise you on how to request copies of medical records

PALS: Chelsea and Westminster Hospital  
Email: [m-pals@chelwest.nhs.uk](mailto:m-pals@chelwest.nhs.uk) Phone: 020 3315 6727

PALS: Charing Cross Hospital, Queen Charlotte's and Chelsea Hospital, Hammersmith Hospital  
Email: [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) Phone: 020 3312 7777

#### Option 2: Complain directly to your hospital

Every hospital has a complaints procedure and someone who is responsible for dealing with complaints. Hospitals must share their complaints procedure with patients if they ask for it.

Talk to a receptionist or hospital manager about how to make a complaint. When you make your complaint, make sure you include:

- What or who you're complaining about
- What happened and when
- How to contact you

Your hospital must acknowledge your complaint within three days. They are also required to let you know about the outcome of your complaint.

#### Complain to the ombudsman

If your complaint is unresolved after you've contacted your hospital, your complaint can be referred to the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman exists to resolve complaints about health and social care services in England.

You can refer your complaint to them using the phone or online.

Online: <https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms>  
Phone: 0345 015 4033

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### GPs

To resolve an issue with your GP it is best to first ask to speak to the practice manager to discuss a complaint.

#### **Option 1: Complain directly to your GP practice**

Every GP practice has a complaints procedure and someone who is responsible for dealing with complaints. GP practices must share their complaints procedure with patients if they ask for it.

Talk to a receptionist or practice manager about how to make a complaint. When you make your complaint, make sure you include:

- What or who you're complaining about
- What happened and when
- How to contact you

Your GP practice must acknowledge your complaint within three days. They are also required to let you know about the outcome of your complaint.

to your GP practice, you can complain to NHS England. NHS England are responsible for your GP practice's contract and for making sure they carry out their contract correctly.

You can complain to NHS England using the phone, email, or post.

Phone: 0300 311 22 33

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net). (Make sure you write 'For the attention of the complaints team' in the subject line.)

Post: NHS England, PO Box 16738, Redditch, B97 9PT

#### **Complain to the ombudsman**

If your complaint is unresolved after you've contacted your GP practice or NHS England, your complaint can be referred to the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman exists to resolve complaints about health and social care services in England.

You can refer your complaint to them using the phone or online.

Online: <https://www.ombudsman.org.uk/making-complaint/complain-us-getting-started/complaint-forms>

Phone: 0345 015 4033

### DENTISTS

There are two ways you can complain about your dental treatment depending on whether your dentist is private or NHS. Read through the two options available to you and choose the one you feel more comfortable with.

**Option 1: Complain directly to your dental practice manager.**

#### **Option 2: Complain to NHS England**

If you don't feel comfortable complaining directly





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You can contact your dental practice and ask for the person in charge of complaints. **ADULT SOCIAL CARE**

### Option 2:

#### If your dentist is PRIVATE: Complain to the Dental Complaints Service

If you don't feel comfortable contacting your dental practice directly, you can get in touch with the Dental Complaints Service.

You can complain to the Dental Complaints Service Online:

<https://contactus.gdcuk.org/Complaint/Process/>

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Phone: 020 8253 0800

Post: Dental Complaints Service, 37 Wimpole Street, London, W1G 8D

#### If your dentist is under the NHS: Complain to NHS England

If you don't feel comfortable complaining directly to your dental practice, you can complain to NHS England.

You can complain to NHS England using the phone, email, or post.

Phone: 0300 311 22 33

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net) (Make sure you write 'For the attention of the complaints team' in the subject line.)

Post: NHS England, PO Box 16738, Redditch, B97 9PT

#### Complain to the ombudsman

If your complaint is unresolved after you've contacted your practice or NHS England, your complaint can be referred to the Parliamentary and Health Service Ombudsman.

See page 7 for details on how to contact them.

To make a complaint about an adult social care service you must make your complaint with your Local Authority.

You can make a complaint by one of the following ways:

020 8753 5339

[handfintouch@lbhf.gov.uk](mailto:handfintouch@lbhf.gov.uk)

c/o In-Touch Team, Room 229, Hammersmith Town Hall, King Street, London W6 9JU

They will respond to your complaint within 10 working days.

If you are not happy with the final decision or the way that we have dealt with your complaint, you can contact the Local Government & Social Care Ombudsman. They will not usually consider your complaint until it has finished the council complaints process.

[www.lgo.org.uk](http://www.lgo.org.uk)

0300 061 0614

#### GETTING HELP MAKING A COMPLAINT

If you need help making a complaint, you can get someone to help you. This is called advocacy.

Advocacy supports people to express their views and concerns. An advocate will make sure your views are considered when choices are made about your care and treatment. They will also support you if you want to make a formal complaint.

Every area of England has an independent NHS complaints advocacy service funded by the local authority. They can help you make a complaint



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about an NHS service or work out what you want to achieve from a complaint.

If you are a resident in Hammersmith & Fulham, you can receive free independent advocacy from The Advocacy Project.

You can contact them by one of the following ways:

020 8106 1500

[H-F@advocacyproject.org.uk](mailto:H-F@advocacyproject.org.uk)

Or by completing their referral form online.

<https://www.advocacyproject.org.uk/what-we-do/advocacy/advocacy-referrals/>

Visit the [Advocacy Project's website](#) to find out more about the support they offer.

## SHARE YOUR EXPERIENCE OF THE LOCAL HEALTH AND SOCIAL CARE SERVICES WITH US

We are the independent champion for people who use health and social care services.

We are here to make sure that those running services, and the government, put your views at the heart of care.

If you've recently visited your GP, or local hospital, or used any health and care services in Hammersmith & Fulham we want to hear from you.

Whether you've had a good or bad experience, we can use your feedback to improve services for everyone and we have the power to make NHS leaders and other care providers listen to what you have to say.

We're completely independent and impartial and anything you say is confidential. We also offer information and advice to help you to get the support you need.

Our service is free, simple to use and can make a real difference to people in Hammersmith & Fulham and beyond. Please see below for details on how to share your experience and get in contact with us.



Take five minutes to share your experiences of health and social care

Fill in a short online survey: <https://www.healthwatchhf.co.uk/share-your-views>

Get in touch with us

Call: 0203 886 0386 between the hours of 09:00 – 17:00 Monday to Friday.

Post: Healthwatch Hammersmith & Fulham, 141-143 King Street, Hammersmith, W6 9JG

Email: [info@healthwatchhf.co.uk](mailto:info@healthwatchhf.co.uk)

