

# Healthwatch Hammersmith & Fulham

## SEPTEMBER 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

#### Patient Experience Report 2021-2022 Quarter 4

We have published our Patient Experience report for Quarter 4 (2021-22). It is available to read on our website at [www.healthwatchhf.co.uk/news-and-reports](http://www.healthwatchhf.co.uk/news-and-reports).

Our patient experience programme gathers feedback from patients accessing health and social care services in Hammersmith & Fulham. From the feedback, we produce a quarterly report that analyses the data and summarises the key findings.

Patients are asked to give the service an overall star rating between 1 and 5 (1 = Terrible, 5 = Excellent). For each feedback collected, our trained volunteers apply sentiments (positive, neutral, negative) and key themes. The main themes are Access to Services, Administration, Staff, and Treatment and Care.

#### Key Findings:

- **GP services** - Negative reviews mainly related to difficulties in booking appointments, getting through on the phone and waiting times for appointments.
- **Imperial College NHS Trust** - Improvements are needed in reducing the length of time that individuals have to wait for their hospital appointment.
- **Chelsea and Westminster NHS Foundation Trust** - Treatment and Care and Staff both received a majority of positive reviews.
- **Pharmacy Services** - It seems that there are some issues around the Waiting Times with patients having to wait longer than desired for their prescriptions.

### Have your say about Health and Social Care services!

NHS and social care staff are doing everything they can to keep us well during these challenging times, but there might be things that can be improved for you and your loved ones. Please take five minutes to share your story with us by filling in our quick online survey here: <https://www.healthwatchhf.co.uk/share-your-views>.

Or if you would prefer to speak to us over the phone, give us a call on **0203 886 0386**.



### Mental Health Patient 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>



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### Enter and View Programme

Part of the local Healthwatch programme is to undertake 'Enter and View' visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Healthwatch staff and volunteers (Authorised Representatives) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation.

During the visits we observe service delivery and talk with service users, their families, and carers. We also engage with management and staff. The aim is to get an impartial view of how the service is operated and being experienced.

Following the visits, our official 'Enter and View Report', shared with the service provider, local commissioners and regulators outlines what has worked well, and gives recommendations on what could have worked better.

In the next few months, we will be conducting Enter & View visits to care homes in Hammersmith & Fulham: Nazareth House, Farm Lane, St. Vincent's, and Chiswick Nursing Centre.

During our Enter and View visits, we will ask the residents and their loved ones/carers about how satisfied they are with the services provided within the care home. We will ask about things like safety, facilities, meals, staff members, activities, accessibility, care plans, and the residents' physical and mental health.

We will also speak to staff members in each of the care homes. We will ask them about training, management of services, accessibility, safety, End of Life care, and staffing levels.

In addition to the questionnaires, our authorised Enter and View representatives will also make observations of the services as they are provided; the condition and suitability of facilities; and accessibility in terms of whether the care homes provide care in a way that is easily understood by all residents and their families and carers.

The reports of findings will be published on the Reports- section of [our website](#).

### **Enter & View Reports on local GP Practices and the Charing Cross Hospital Discharge Lounge**

As part of our Enter & View programme in 2021–22, Healthwatch H&F visited 6 local GP practices in the north of the borough. These included:

- The New Surgery
- Canberra Old Oak
- Hammersmith Centre for Health
- Fulham Centre for Health
- Shepherd's Bush Medical Centre
- Dr Uppal & Partners

Our team also visited Charing Cross Hospital Discharge Lounge and conducted a follow up visit 6 months later.

To read our reports and recommendations, [please visit the Reports section of our website](#).

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### News

#### Borough Based Partnerships

In North West London there are eight local borough based partnerships who deliver the strategy of the NW London Integrated Care System (ICS). These partnerships include local authorities, primary care, community care, mental health, acute trusts and the voluntary sector.

Each partnership is collaborating at borough level to tackle local challenges, improve the health and wellbeing of the local population and reduce the health inequalities that exist within their borough.



Hammersmith & Fulham Health and Care Partnership is a collective of health, care and wellbeing organisations - including Healthwatch Hammersmith & Fulham - and resident representatives dedicated to improving the health and wellbeing of residents. We will do this by working with and for our different communities in Hammersmith and Fulham, making the changes that matter most, by placing the resident at the centre of care and tackling health and wellbeing inequalities that exist across the borough.

To do this, H&F Health and Care Partnership will:

- Work with communities and residents to co-produce change
- Use data and insight to identify priorities for change in the system
- Promote collaboration across organisations and with our communities and supporting and encouraging staff to work in this new way.

The key principles of the partnership are:

1. Build a deep, person-centred understanding of the health and care needs and work together to improve the experience and outcomes of services for all.
2. We will work with our residents and communities to make the changes that matter the most to them.
3. We will role model collaborative leadership and act with openness and transparency in all our work together.
4. We will use our collective knowledge and expertise to solve system problems in partnership.
5. We will continually learn from and improve our ways of working through quality improvement approaches that benefit our population.
6. We will take a strengths-based, population health approach to maximise health and wellbeing, support the most vulnerable and promote independence.
7. We work to achieve the best possible value and outcomes for our population through good stewardship of our collective resources.

To find more information, [please visit the H&F Health and Care Partnership website.](#)

#### Relaunch of Hammersmith & Fulham Patient Reference Group!

The group is back in a new format and by demand! The first meeting will be taking place on **Thursday 6th October, 10.30-11.30am at The Mezzanine, Irish Cultural Centre, 5 Black's Road, London W6 9DT.**

Please confirm your attendance by phone or email:

Tel: 07768801932

Email: [valdev.chaggar@nhs.net](mailto:valdev.chaggar@nhs.net)

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### Advice and Information

#### Cost of Living Crisis

With the rising cost of living, the H&F Council is working hard with local partners to help residents through this difficult time. Below we have listed some of the help that is currently on offer locally.

#### Help for families with children

**Household Support Fund** – The Household Support Fund can help if you are facing hardship or an emergency, including struggling to pay bills or afford food. The scheme provides support, such as vouchers, wherever possible, rather than cash grants. It is distributed to households with children on free school meals and via local voluntary organisations. Contact Freephone 0800 145 6095, 8am to 6pm, Monday to Friday or email: [communityconnect@lbhf.gov.uk](mailto:communityconnect@lbhf.gov.uk).

**Help with childcare costs** – You can get up to £500 every three months (up to £2,000 a year) for each of your children to help with the costs of childcare. This goes up to £1,000 every three months if a child is disabled (up to £4,000 a year). Find out more on [the GOV.UK Tax-Free Childcare page](#).

If you need help with childcare costs for two, three and four-year-olds, [visit H&F's help with childcare costs page](#).

**Free school meals and uniforms** – Free school meals and clothing grants to help parents buy school uniforms are available for pupils whose parents or carers receive certain benefits. H&F is committed to building shared prosperity in the borough by providing your child with the best education and support opportunities. [Apply for free school meals](#).

**Claim a real nappy voucher** – If you are pregnant or have a baby and live in H&F, you are entitled to one free real nappy voucher worth £45. This can be used to purchase any real nappies and related accessories from [the Washable Nappy Company](#). [See Real nappies for more details](#).

#### Help with prescriptions

Did you know, if you regularly pay prescription charges, [a prescription prepayment certificate \(PPC\)](#) could save you money? Or, if you have a low income you may qualify for help through [the NHS Low Income Scheme](#).

In addition, some groups are automatically entitled to free NHS prescriptions, and others can apply for certificates that entitle them to [free NHS prescriptions](#).

#### Help with council tax

If you are on a low income and need help to pay your council tax bill, then you may qualify for council tax support. Visit H&F's [help with council tax page](#) or call 020 8753 6681 if you need help and advice.

If you are struggling to pay your bill and want to find out more about what help is available, see [help paying](#).

#### Need Urgent Support?

If you need urgent support with food, medicine, loneliness or isolation, or fuel payments, **please call Community Connect on 0800 145 6095 or email [communityconnect@lbhf.gov.uk](mailto:communityconnect@lbhf.gov.uk)**



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### Help with food

**Local foodbanks** – [Find out about foodbanks in Hammersmith & Fulham.](#)

The Upper Room at St Saviour Wendell Park Church provides a warm and welcoming environment where they serve hot, freshly made meals every weekday between 3pm and 6pm. Anyone can access this service with no questions asked, all year round and you can either sit inside or take your food away. They can also supply toiletries, clothing, and bedding, and assist those in crisis to find immediate solutions. Citizens Advice, Glass Door (housing advice) and Lawstop are also based onsite throughout the week. [Find more info on their website.](#)

**FoodCycle White City** – Welcomes anyone to attend as a guest and enjoy a FREE hot meal. No need to book. Just turn up on the day! Location: Our Lady of Fatima Parish Centre, Commonwealth Avenue, London, W12 7QR, Saturdays at 1pm. Contact: [whitecity@foodcycle.org.uk](mailto:whitecity@foodcycle.org.uk).

**Parkview Community/Maternity Champions** – provide free food parcels at the Lady of Fatima Parish Centre, Commonwealth Avenue, W12 7QR, Mondays at 11am.

**Rose vouchers** – Funded by H&F Council, [the Rose Vouchers Project](#) helps residents living in poverty with children under the age of five to get fresh fruit and vegetables from local market stalls.

### Paying for your gas, electricity and water

Drop in at a virtual Energy Cafe – Get advice on energy efficiency or if you're struggling with bills. Sessions are open to all H&F residents. Morgan Sindall Property Services (MSPS) – one of H&F's official repairs and maintenance contractors – hold regular advice sessions for residents about energy issues, including if you're struggling to pay your bills or need extra support.

These sessions can be delivered over the phone, virtually, or face to face and occur on the first Wednesday of each month from 11am to 12.30pm. Those running the sessions have passed a Level 3 qualification in Energy Awareness with National Energy Action, enabling them to advise residents on the following:

- what to do if you're struggling to pay your energy bills
- making sure your home is energy efficient
- keeping your home free from condensation and mould growth
- the best boiler controls for heating your home efficiently
- grants and benefits to help you pay your energy bills
- signposting for extra support to other agencies.

If you would like to sign up to a session, please contact [CSRbox@morgansindall.com](mailto:CSRbox@morgansindall.com).

**SHINE London** – The Seasonal Health Intervention Network (SHINE) is a fuel poverty referral network and free energy advice service for Londoners. SHINE London offers a dedicated helpline and affordable warmth interventions to ensure households get the help they need to reduce utility bills, tackle energy debt and ultimately stay well and warm.



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SHINE accepts referrals for households of any tenure, with an income below £16,480, receives means tested benefits or where a household member falls under a SHINE target group:

- Has a disability
- Has a long-term health conditions worsened by the cold
- Is a child under 15
- Is an adult over 60

For self-referrals, call 0300 555 0195 to speak to an advisor, 9am and 5pm, Mon-Fri. For third party referrals, [please use their online form](#) or email [shine@islington.gov.uk](mailto:shine@islington.gov.uk).

**Green Doctors** is a charity who helps residents save money, stay warm, and improve energy efficiency in their homes. They are certified and neutral energy advisers and can:

- help you understand your heating system
- explain how to make your home more energy efficient
- tell you about Energy Saving Devices
- offer impartial advice on switching fuel companies to save money
- give you income support and debt advice
- put you in touch with various services

For a free telephone consultation and more information call 0300 365 5003 or [visit the Green Doctors website to register online](#).

**Contact Details for Local Organisations who advise about benefits and financial difficulties:**

Want to learn more about how to build your own budget, how to balance it and how to set money aside for regular bills? Try [Crosslight Advice's online budgeting course](#).

If you need help to reduce your regular living costs, [try these ideas from Citizens Advice](#).

**Crosslight Advice** is a charity that helps to lift people out of poverty. For debt or budgeting advice, contact 020 7052 0318, Monday to Friday, 9.30am to 5pm, email [info@crosslightadvice.org](mailto:info@crosslightadvice.org) or [fill in their online form](#).

**H&F Citizens Advice** General enquiries 0300 330 1162. Help to claim Universal Credit number – 0800 144 8 444 Monday to Friday, 10am to 4pm [www.cahf.org.uk](http://www.cahf.org.uk).

**H&F Credit Union** 020 7460 2620 Monday to Friday, 9am to 4pm [info@londonpluscu.co.uk](mailto:info@londonpluscu.co.uk).

**H&F Law Centre** 020 3880 1727 Monday to Thursday, 10am to 12 noon and 3pm to 5pm [hflaw@hflaw.org.uk](mailto:hflaw@hflaw.org.uk).

**Welfare benefits team** 020 8753 5566 Monday and Friday, 9am to 12.30pm Wednesday, 1.30pm to 4.30pm. [welfare.benefit@lbhf.gov.uk](mailto:welfare.benefit@lbhf.gov.uk) [Welfare benefits advice for council tenants](#).



**Get in touch with Healthwatch H&F**

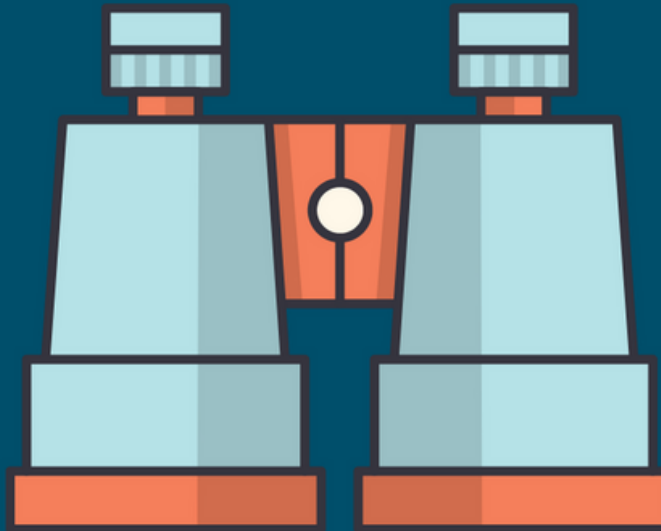
Call: 0203 886 0386 between the hours of 09:00 – 17:00 Monday to Friday.

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

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

# healthwatch

Hammersmith  
and Fulham



We're looking for

## ADVISORY COMMITTEE MEMBERS

For more info go to our website:  
[www.healthwatchhf.co.uk](http://www.healthwatchhf.co.uk) or contact our  
Volunteer Hub [vip@yvhsc.org.uk](mailto:vip@yvhsc.org.uk)  
or call 020 3886 0839