



Annual report and accounts 2023–24

healthwatch
Hackney

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Message from our Chair

I am pleased to report that over the last year Healthwatch Hackney has managed to secure new work despite the difficult funding environment. New contracts from both the local authority and the health service mean that our staff can reach more people in the borough, hear their views on services and what matters to them, and report back to the providers. Healthwatch projects now reach a wide range of the local population, from school students in the System Influencer programme and new fathers in the Father Friendly Borough project, to the public representatives from a variety of our communities who help design and deliver health services and the residents who attend our Neighbourhoods events.

One major activity over the last year in our core business has been the Enter and View visits to the acute mental health wards managed by the East London Foundation Trust on the Homerton Hospital site. Staff and volunteers have so far visited nearly all the wards. It is unusual for a Healthwatch to investigate the experiences of inpatients with mental illness and the staff helping them. It is challenging work and I congratulate the team for bringing the work inside these wards to public attention.

Another important role that Healthwatch Hackney fulfils is to follow up on previous reports to check that changes promised have in fact been implemented. An example of this work was a third review of GP registration in Hackney. It turned out that one practice needed to be reminded again that proof of address is not necessary to register at a practice.

Healthwatch Hackney was commissioned by Healthwatch England to undertake engagement work around resident experience of local pharmacies. With a national shift towards redirecting patients away from GPs to seek medical support from pharmacists (Pharmacy First), it is important to understand what does and doesn't work in pharmacies from the patient perspective. We interviewed local people from a variety of ethnic backgrounds, as well as pharmacy staff. Our findings fed into the national Healthwatch England report *Pharmacies: What people want*. We are proud to work in collaboration with Healthwatch England, and with the partnership of eight local Healthwatch here in North East London.

I would like to thank the inspirational staff team, our great volunteers and supporters, my fellow board members and the colleagues that we collaborate with in the voluntary and statutory sectors for all their hard work to improve the experience of health and social care in Hackney. I hope you enjoy reading in more detail about the great projects they have carried out.

Deborah Cohen

Chair of the Board of Directors



Message from our Executive Director

This year has seen Healthwatch Hackney consolidate its role of working to improve services for local residents. We celebrate Deborah Cohen's first full year as Chair of our Board, and my own first year as Executive Director. Reflecting these changes, last year saw a practical focus on updating our policies, and modernising our governance structure to deliver a stable, evidence based and accountable service for the Hackney residents.

It is a challenging landscape for local health and care services right now. Health providers across the Borough have little flexibility to innovate, limited by budget constraints and NHS North East London wide savings targets. Hackney Council, funder and provider of care to our most vulnerable residents, continues trying to provide more with less. By listening to local people and collecting your views, we monitor how you experience these services, and feed back, to support providers to do better, and understand where they need to focus their attention to improve care in the face of continuing budget cuts.

Healthwatch Hackney achieves everything it does because of an amazing team of volunteers and staff and board members. Special thanks is due for their hard work and commitment to providing a voice for local people.



Sally Beaven

Healthwatch Hackney Executive Director

Highlights of the year



We identified **16,437** issues from **3,488** people and shared this feedback with local providers and commissioners

20 volunteers helped us to carry out our work by providing an estimated **1,680** hours of unpaid support





About us

Our vision

Our vision is of a borough where the provision of health and social care is equal and accessible to all; where services are of a high quality and meet the needs of all communities in Hackney and where residents are at the heart of the design, delivery and improvement of health and social care services.

Our mission

Our mission is to improve health and social care provision and outcomes for people in Hackney by working to ensure that treatment and care is provided with respect and dignity, valuing diversity, encouraging participation and working together.

We do this by being the independent champion for residents and users ensuring that the voices of people across the borough are heard and influence decision makers.



Your views on health and care

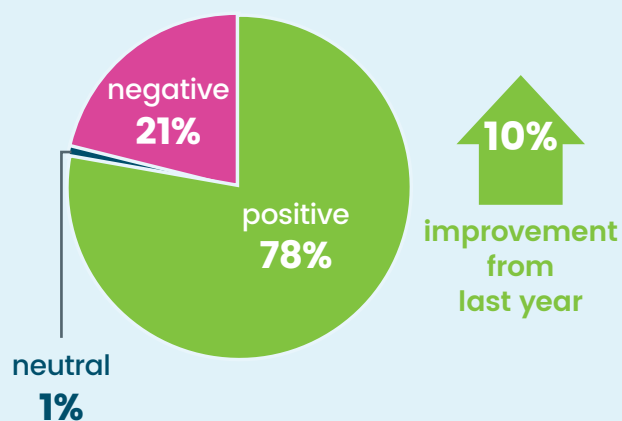
Collecting feedback in the community is critical to our ability to understand the issues that are impacting local residents. We went regularly to Homerton Hospital, GP surgeries, libraries and community events. We also captured comments made on social media, online meetings, and focus groups.

Trends and insights

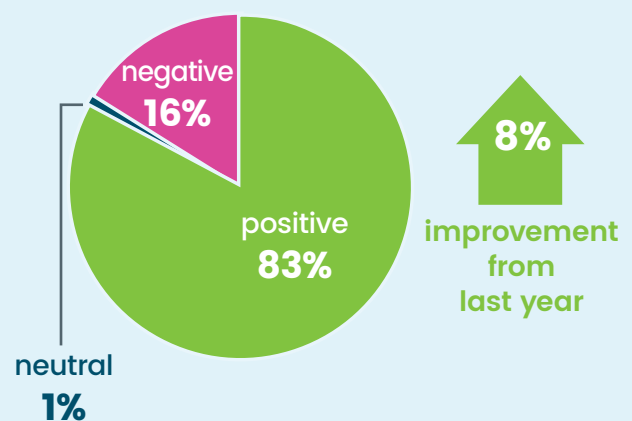
In 2023–24 we identified and analysed 16,437 issues about local health and care services based on feedback from 3,488 people.

- 73% was collected from social media
- 15% was collected by Healthwatch Hackney
- 12% was collected from providers' reports and websites

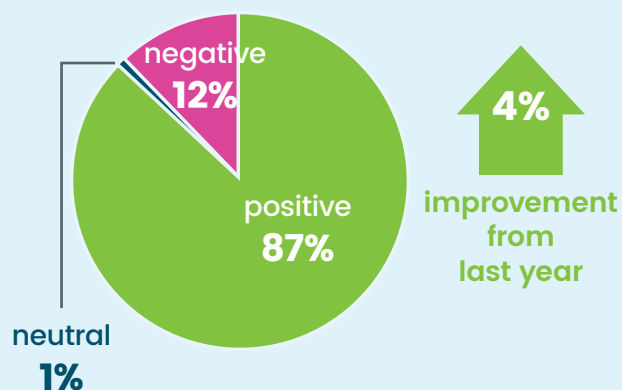
How do people feel about health and care services in general?



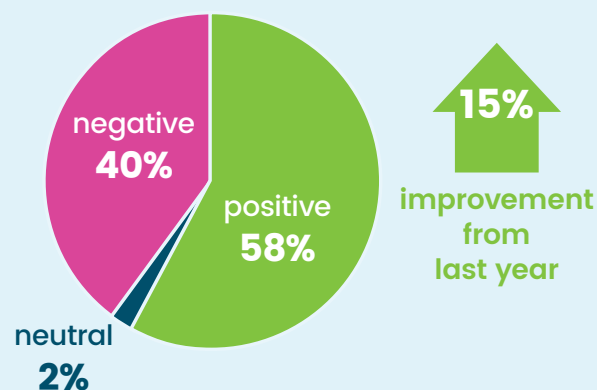
How well informed, supported and involved do people feel?



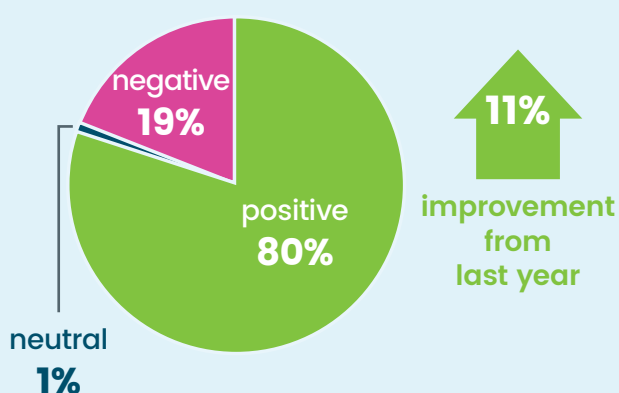
Quality and empathy



Access to services



General Practice



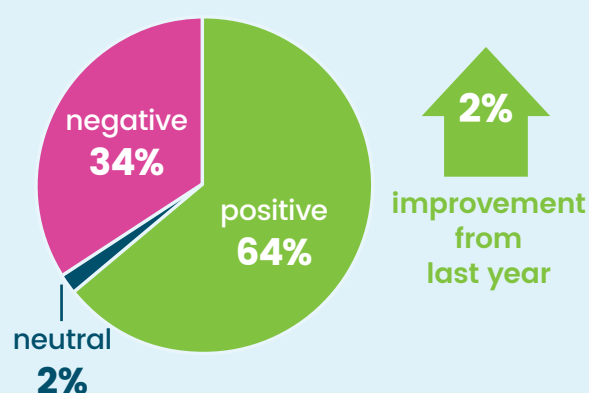
POSITIVES

- + Feedback about practice staff has been very complimentary over the year, with satisfaction on consultations, treatment and nursing care at 90%, and similarly at 91% for staff attitude.
- + We have recorded sustained and significant improvements in communication and administrative systems. This suggests that practices as a whole are becoming better-organised, with more of a 'patient focus'.

NEGATIVES

- We have recorded improvements on access too over the year, with complaints about ability to book appointments down by 11%, and by 6% on waiting times. While the positive trends are noted and welcome, it remains the case that a significant number of patients experience difficulty with both telephone and online systems, so in these areas in particular more can be done in the year ahead.

Homerton Hospital



POSITIVES

- + Most patients receive good quality, compassionate treatment and care, with good levels of involvement and support.
- + With ever increasing demand on hospitals we have been looking very closely at urgent and emergency care. This year, satisfaction with A&E has improved by 10% – and in fact complaints about waiting times have dropped by a half (50%).
- + Feedback about inpatients and outpatients generally, across the hospital, is also more positive this year.

NEGATIVES

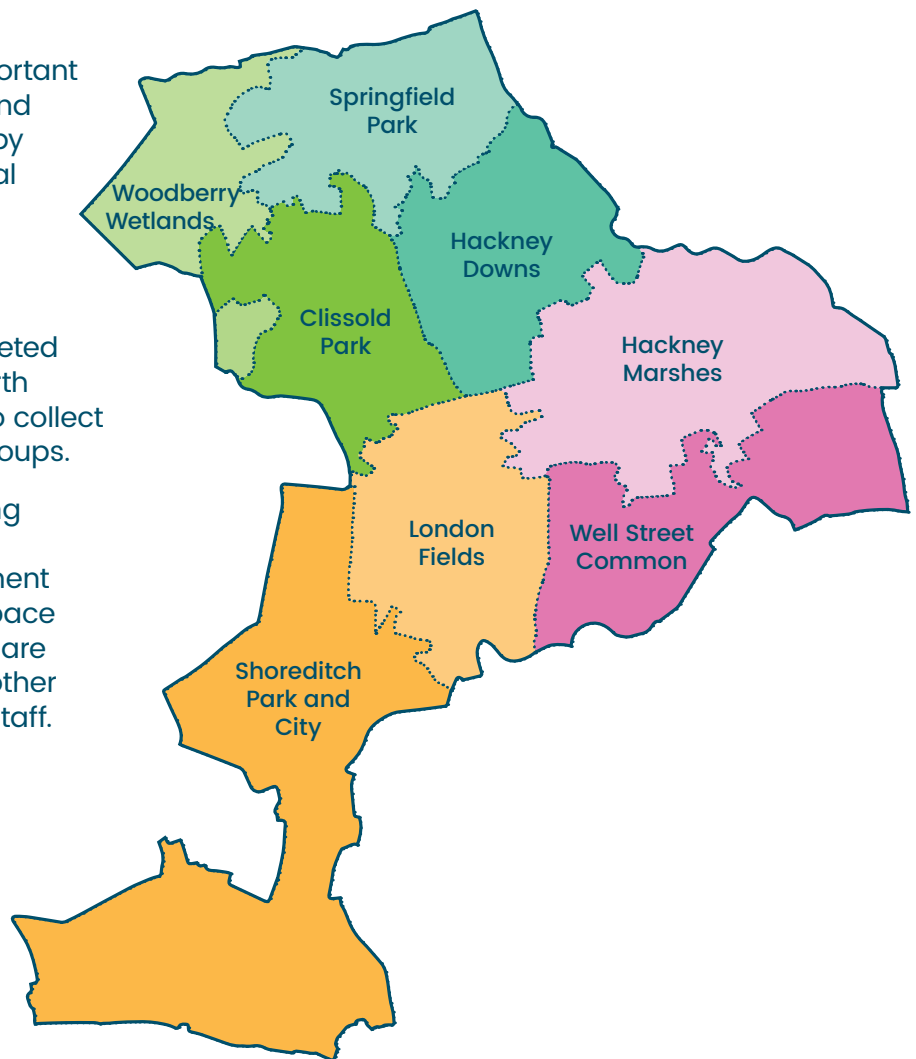
- Patients tell us that communication across the hospital could be better. Whether in the waiting area or during consultations, treatment or after-care, we hear that information can too often be lacking.
- Some experiences also suggest that mental health awareness could be at a greater level, especially among reception and other support staff.

Neighbourhoods

City and Hackney has been divided into eight Neighbourhoods for the delivery of health and social care. The aim is to bring health and care services closer to where people live, and help people take more control over the factors that affect their health and wellbeing.

Connecting with residents is an important part of making sure local services and plans will be informed and shaped by the experiences and priorities of local people. We do this by working in partnership with Volunteer Centre Hackney and Hackney CVS to bring residents to regular Neighbourhood Forum meetings. We undertake targeted outreach at venues such as the North London Muslim community centre to collect feedback from underrepresented groups.

We are supporting the teams working in Neighbourhoods to connect with residents through hosting “engagement surgeries”. These have provided a space for professionals to share what they are working on, bounce ideas off each other and seek the support of our expert staff.





Topics discussed have included how to get more patients along to their Patient Participation Group meetings, and new ideas to engage unpaid carers, and going beyond current engagement methods of phone, letter and face to face to be more creative by using video and social media.

Neighbourhood Forums were held quarterly in each of the eight Neighbourhoods. The Forums have provided a space to share information about services with residents and discuss concerns. Over the past year we have increased the number of residents attending Neighbourhood Forums. Support with transport is important to increasing participation for some attendees. Goody bags filled with useful basic toiletries also help residents struggling to cope with the cost-of-living crisis. Residents report leaving the Forums feeling better informed.

Young People's mental health was discussed at the Well Street Common Neighbourhood Forum. Parents and voluntary sector workers reported long waiting lists for specialist Children and Adolescent Mental Health Services (CAMHS) and talked about how they lacked the confidence to talk to young people. As a result, the First Steps team developed the training around anxiety for those working with children and young people. This aimed to give practical tools to help support those experiencing anxiety.

Really amazing to hear actions can be taken and possible funding to make a local change. Didn't know.

Similarly at a Springfield Park Neighbourhood forum, members shared that they did not understand what support Adult Social Care (ASC) offers. This led to a presentation about Adult Social Care at the next forum meeting.



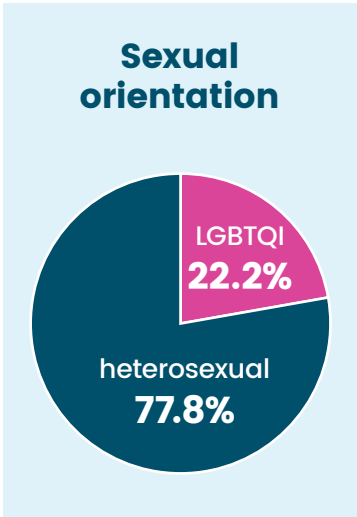
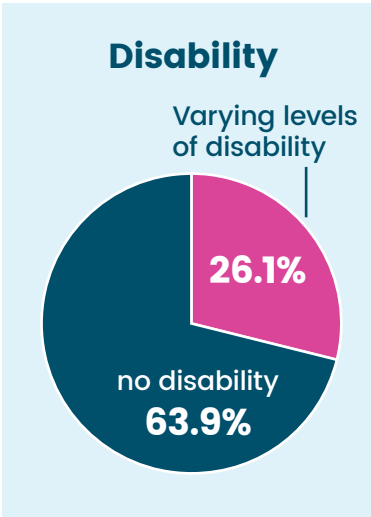
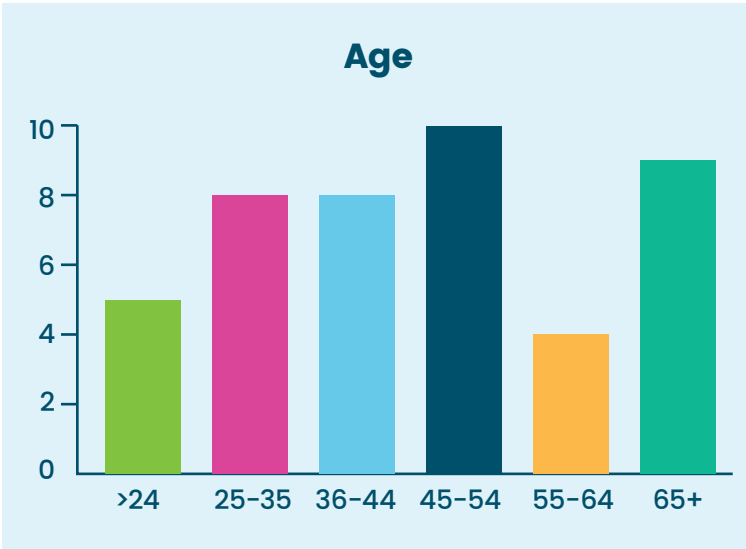
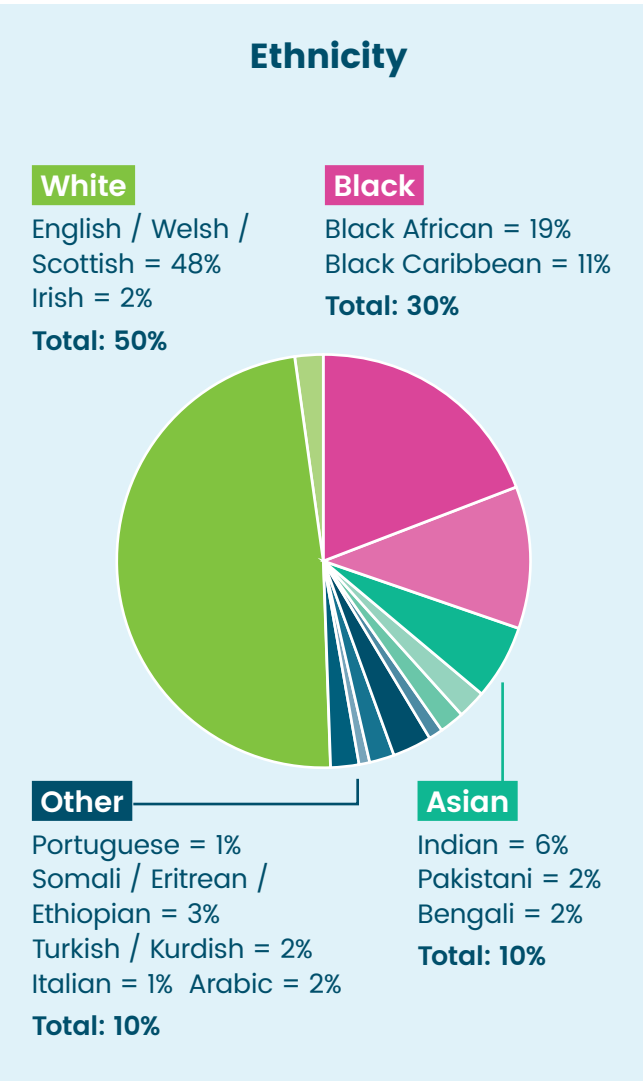
Engagement and Co-production

Volunteers who work as public representatives are key to our work in engaging with integrated care boards, NHS trusts, foundation trusts, and NHS England policy makers. This enables us to work towards better health.

By involving patients and communities in the design and delivery of healthcare services, the NHS can ensure that services are tailored to their specific needs. This approach also fosters trust and confidence in the healthcare system, which is crucial for maintaining public support and engagement. Patient and carer participation is of utmost importance as it can lead to significant improvements for them, including a better understanding of their condition, increased

involvement in decisions about their care and treatment, improved access to healthcare, and better health outcomes and quality of life.

We now have 44 reps, who work across an average of ten different projects and sit across five different boards per month (Carers Strategy, Primary Care Network Enablers, People and Place, the Mental Health Integration Committee and Maternity Voice).





Some examples of the work of the Public Representatives

Personalised Care Steering group:

A group of public representatives have been integral to the co-produced framework of Personalised Care tailored to City & Hackney, which is a central part of the Personalised Care strategy. Over a number of sessions, they have critiqued the language of personalised care and elements of the NHS operating model, which has led to an accessible model which they have named 'My Life, My plan'.

This sets out a roadmap for services (currently in draft form) for how to implement personalised care in clear and concrete ways (from personalised care conversations, to documentation and residents voices in service improvement). The reps involvement has led to a resident focused framework capturing what's important to local people, which we anticipate will in turn have a positive impact on how services are led and developed.

Breast health and screening work:

A further group of public representatives supported the NHS to understand the barriers to breast screening uptake among local

residents and began conversations for tailored, multipronged solutions to improve breast health awareness and attendance of screening. This will begin as a hyper-local project in Hackney Marshes with surveys and focus groups capturing a range of voices and experiences from different groups, with the hope that the learning can extend throughout the borough.

The public representatives were invaluable in the development of this project, designing the survey and determining the audience, facilitating engagement and focus groups in the community, and distributing the survey far and wide to enable high numbers of responses and to hear from a range of women across the borough. We anticipate that the reps involvement in this work will lead to an improved understanding of hyperlocal needs and support personalised solutions.

NHS NEL prescription leaflet

The public representatives were asked to provide feedback on a new leaflet by North East London NHS. The leaflet was designed to update residents on changes to private prescriptions.

Eight representatives attended a workshop and gave feedback on the text-heavy original document. Suggested changes which were acted on included adding an explanation of the purpose of the leaflet and who it is for, including pictures and simplifying the information as much as possible. The leaflet was made into a 2-page document, with the font size increased.

As a result of the public representatives input the leaflet is now accessible and meets the needs of residents.





Between October 2023 and March 2024 four mentor-led initiatives and eleven influencers from the City and Hackney Health and Care System participated in a twelve-week programme with the goal of improving the quality of services for young people.

Influencer personal experience:

Throughout the project I gained a better appreciation of how important it is that health and wellbeing services best appeal to and are accessible to young people. I was able to explore a multitude of different methods via which we could best communicate and appeal to young people in City and Hackney. We were also able to form the steering group by which we can ensure young people are constantly involved in the decision-making processes when it comes to factors primarily impacting their health and wellbeing.

System Influencers Programme

The System Influencer programme involves young people in a genuine and meaningful process of coproduction of local health and care services. Coproduction involves people who use health and care services, working in equal partnership with staff on the design and delivery of services.

We recruited young people aged between the ages of 16–30 years who live or work in City and Hackney. They volunteered for about 3 months, working on young people-focused projects.

The systems influencer project improves young people's experiences of health and social care. This is achieved by listening to the voice of young people and using it to inform how services are designed, created or amended to meet their needs.

By working closely with young people, professionals also gain a greater understanding of the barriers faced by young people. This enables them to make better young person-centred decisions.

Mentor insight:

It has been a pleasure being involved and working with the System Influencers. Their insight, creativity, dedication and passion has been inspiring not only for myself, but for the team I work in. This is a clear example of co-production in practice and its power!

CASE STUDY: Period Match

This women's health equality project aims to identify ideas to improve equity of access to and outcomes from care for women's health issues.

One of the project focus areas is improving support for young people to help them manage their periods. The decision to take this challenge into schools via workshops and presentations has been very successful. This has led to approval for expansion allowing the work to encompass a greater number of local schools.

Please can you thank the system organisers for their brilliant session last week about periods. It was great to see the class so engaged, particularly when they had been feeling anxious about it.

Feedback from Year 5 teacher



Community Voice

Our Community Voice project aims to be the voice of residents in City and Hackney. Through forums, meetings and events we explore the concerns of residents and work to improve health and care services.

Examples of work over the last year that made a concrete impact include:

ECGs made available at St Barts, a Community Voice Public Forum outcome

A meeting held at Golden Lane Community Centre focused on patients' ability to choose hospitals, and the complexities of digital healthcare, including communication barriers.

Following the meeting, with the support of Dr Anu Kumar, local Electrocardiogram (ECG) services at St Barts Hospital become available to residents. This was a direct outcome of this community's feedback. Previously residents had to travel to Homerton University Hospital for their ECGs, often during inconvenient early hours. This outcome highlighted the impact of community engagement on shaping healthcare practices and policies.

Community Voice Summer Health Promotion Event

On 2 August 2023, we held the Community Voice Summer Health Promotion Event, at Frampton Park Baptist Church Community Centre. Around 100 people attended (despite

the rain), from young children to grandparents, to discover, engage, and provide vital feedback on health and social care services in City and Hackney, in a fun environment.

The day was packed with activities aimed at educating and entertaining. People engaged with digital surveys, contributing to NHS North-East London's 'Big conversation' on local health services. Workshops for all ages, including drama for younger children and theatre for the over 10s, ensured everyone had something to capture their interest.



Over 20 local City and Hackney health and social care services participated on the day, providing informative stalls. People also benefited from practical health interactions, including on-site blood pressure checks performed by a local nurse.

The feedback received highlighted the friendly, diverse and welcoming atmosphere:

Very informative about different services in Hackney and everyone was very approachable.

LGBTQIA+ Community Voice Focus Group: Insights from the LGBTQIA+ Health Focus Group in Hackney

In January, Community Voice held a focus group dedicated to hearing from the LGBTQIA+ community. Building on the earlier (December) Community Voice LGBTQIA+ Public Forum, this session delved deeper into personal experiences to inform London Borough of Hackney's ongoing Equality Plan consultation.

People shared troubling accounts of discrimination, especially affecting trans women and undocumented individuals, which often lead to a reticence towards seeking healthcare services. Community members called for tailored training, to address the unique risks faced by LGBTQIA+ individuals accessing healthcare.

The focus group also turned a spotlight on mental health, noting a gap in NHS services' ability to provide personalised and proactive support to the LGBTQIA+ community and the need for improved access to therapies that acknowledges the specific challenges faced by the community.

The focus group report provided several recommendations, including tailored training for healthcare providers, better community engagement, LGBTQIA+ supportive practices in mental health services and the provision of daytime, sober safe community spaces in the borough of Hackney.

More recently, the report and its findings were presented at Hackney Council's 'Health & Wellbeing' board, where it was praised by various local councillors.

Quotes from councillors at Health & Wellbeing Board

You've done a really good and interesting piece of work, thank you, on the challenges faced by our LGBTQIA+ community, especially around accessing healthcare, and council consultations, and how they're treated by partners in general.

"It's very relevant to us, because in terms of sexual orientation, I think we're the fifth most diverse borough in London."

"Thanks very much for the report. And this clearly echoes a lot of what's in the council's strategy, which has been approved, and I think there was a data monitoring part of that strategy, which is really important."

We understand the significance of this. So I think that this piece of work is hugely, hugely important.

Feedback from Emmie Bathurst, LBH Strategic Delivery Officer:

The support of the Community Voice Project has been invaluable while we have been consulting on our new Equality Plan and LGBTQIA+ Strategy.


The Community Voice Project helped raise awareness of the consultation and our targeted approach, as well as enabling people to participate through hosting a focus group at which residents could speak without the Council present; this can often produce insight that we wouldn't normally have access to as residents may feel more able to speak.


This will directly influence the action plan to be developed in the Spring. This is not something which was represented in the responses to our online consultation, and may have been missed without Community Voice's support.

Helping Hackney to become a father friendly borough


When a baby is born, fathers may feel sidelined in favour of a focus on mothers. While becoming a father is often an exciting time, this does not mean that some men will not experience depression and anxiety. Adjusting to big changes in lifestyle, as well as their new role and responsibilities, may be difficult.

Feeling confident about how to care for their children is vital for father's wellbeing, as well as the well-being of their children and partners. Supporting the development of strong bonds between father and child is also important for child development.


 **I didn't feel especially recognised as someone who also needed support myself, rather I was there to support my partner and that was it.**


 **We had some limited information from leaflets and verbally through our antenatal classes, but a lot of this wasn't very father-focused.**

The Father Friendly Borough project is working with Hackney fathers with children under 2 years old and with professionals as equal partners, to create services that meet the needs of dads. This approach is based on the principle that those who are affected by a service are best placed to help design it.

 **I'm trying to look at things in perspective and understand my role as someone who is initially there in a supporting capacity to my partner and baby and that my partner's capacity to support me was limited which meant I needed to seek support elsewhere.**

The project, which started in February 2024, is keen to reach out to all communities in Hackney. We have already recruited eight local fathers who have worked with us to co-produce a survey asking Hackney fathers for their experience of fatherhood, challenges, support needs and suggestions for improvement. We will use the survey results together with wider feedback to co-produce recommendations tailored for the NHS and the voluntary sector.

 **I'd love the ability to share experiences and tips with other fathers, an opportunity to prioritise my own needs and wellbeing and to feel less isolated.**

 **I would like to experience more support with fathers and bonding and feeling as if our troubles are seen.**

We are looking for more dads to get involved

Contact Kanariya:
kanariya@healthwatchhackney.co.uk

Healthwatch investigatory reports

Healthwatch have a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of their statutory functions and allows them to identify what is working well with services and where they could be improved.

Last year we visited the St Leonard's Hospital and Stamford Hill Group Practice. Both reports can be found on our website.

At the **Stamford Hill Group Practice** patients told us they wanted to be able to book appointments in advance, and shorter waiting times to book an appointment. Enhanced training for reception staff to better understand the cultural and religious needs of patients was also mentioned. We worked closely with the staff at the practice on a series of recommendations which they responded to very positively. We also made a commitment to revisit the practice informally and provide them with feedback so that they can monitor their progress.

We visited four of the outpatient services located at **St Leonard's Hospital**. These were the Locomotor: Physiotherapy service, Extended Scope Physiotherapy (ESP); Pain service, Foot Health; Orthopaedics and Wheelchair service. Amongst the different aspects of the services provided we asked patients for their views on the future of St. Leonard's Hospital. We found that keeping the existing services and introducing new services was important for the patients who attended St Leonard's, who valued the local location.

Commissioners told us: "We are working to expand collaboration with new and existing partners within our community, providing joined-up services that are accessible to everyone." We will review available population health data to determine

the requirements of local populations and link this in with the planning for place-based Neighbourhood models of care, reviewing options for community-based services with our commissioners and appropriate service users.

We also undertook four special investigatory reports. These included:

When will they pick up?

It was clear from the feedback we received from residents, that many were finding it difficult to get through to their GP practice. Many said they were kept waiting for a long time for their call to get answered, and that this was impacting on their ability to access primary health care.



We therefore decided to systematically review phone messages and the time taken to answer calls for all 38 GP practices in the borough. This was with the aim of improving the patient experience when telephoning GP practices. We listened to the messages and assessed their content, tone and length, looking for examples of best practice.

The review revealed a wide variation in the information provided in the recorded messages, and the way the messages were delivered, as well as the length of the messages. There was also a variation in how long it took to answer calls.

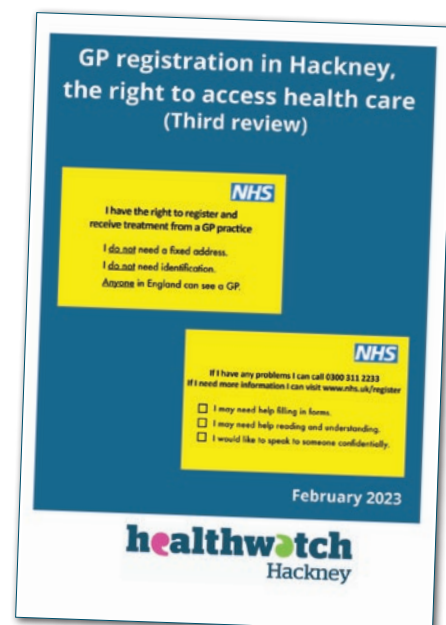
Practices were very positive about taking on board our feedback and many made changes as a result.

Thanks for the very useful feedback. I can confirm we are in the process of procuring a new cloud base phone system which is able to support the very good practices highlighted by your report. In the meantime, we have reviewed the procedure in reception in order to offer better support to those less favoured by our existing system.

London Fields Medical Centre

Queensbridge Group Practice is currently in the process of migrating to a cloud-based system: this will improve functionality such as offering patients a call back rather than waiting on hold. We have recruited an increased number of reception team members which we hope will improve our pick up time... The message examples you have shared are very helpful – and will influence what we embed in our new system going forward.

Queensbridge Group Practice



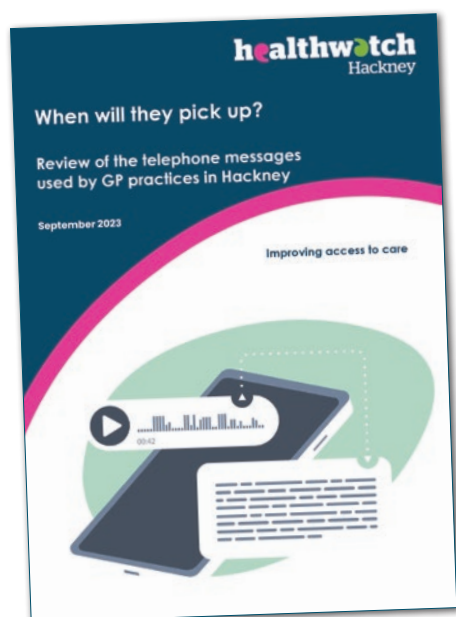
GP registration in Hackney, the right to access care, third review

Under the terms of the GP contract “when applying to become a patient there is no regulatory requirement to prove identity, address, immigration status or the provision of an NHS number in order to register.” Requesting ID or proof of address from patients wishing to register with a GP is of significant concern, as this is likely to result in people potentially being denied access to primary healthcare. This may, for example, lead to patients attending A&E inappropriately. This will impact refugees and migrants, but also many others such as people fleeing domestic violence who are staying with friends or family.

Healthwatch Hackney conducted its first review into GP registration in March 2021, with a follow up in October 2021. We saw a huge improvement from 67% of GP practices requesting proof of ID and/or address falling to 26% on follow up. Our third review found again a significant improvement, with only 16% of GP practices requesting proof of ID or address. We continue to work towards no practice asking for unnecessary documentation.

It is great to see that improvements have been made, but further improvements are still required and this is something that requires constant vigilance and attention.

Richard Bull, Programme Director for Primary Care



People's Feedback Panel, Information Exchange

People's Feedback Panel

We held 24 panel meetings between 1 April 2022 and 31 March 2023. 136 pieces of feedback were flagged as being of concern during the panel and raised with the service providers.

Feedback from service providers following an email with flagged feedback

Thank you for your email and highlighting the Google review regarding the practice. I was very concerned when I read the patient complaint and will investigate. If I am able to respond to the Google review, I will let the patient know that his complaint is being looked into and he can also speak to me directly if he so wishes.

GP practice

Thank you for bringing it to my attention. We as a team encourage our patients to provide feedback and we continuously discuss it and learn from it. We monitor and respond back to our Google reviews actively.

GP practice

Information Exchange Meetings

Our online information exchange meetings bring together experts with residents, to provide information and give the opportunity for questions to be answered. Last year the topics discussed include:

- [Healthy diet and physical accessibility](#)
- [Patient transport in Hackney](#)
- [What you need to know about the NHS APP](#)
- [Childhood Immunisation – all you need to know](#)
- Arthritis – symptoms, diagnosis and treatment

Feedback from attendees

Interesting and educational.

– Childhood Immunisation

It was useful to hear about the support for children living with the elderly and breaks available.

– Support for unpaid carers





Signposting

This year we provided 882 local residents with signposting and information.

This includes:

- 106 individual enquiries
- 201 people who attended our information exchange events
- 409 people who received information at outreach events.
- Our videos were viewed on 166 occasions.

Feedback from residents/patients following our involvement

“Thank you so much for your kind and attentive email. This means more to me than I can express. I so appreciate you. Thank you once again, this is the most positive response I’ve received thus far and it has me feeling a little better already.”

July 2023

“Thank you for listening. It’s really great to feel heard.”

September 2023

“I really appreciate your support and thanks for the details of ICB. I’ll write to them soon.”

October 2023

“My child refused to attend their GP practice because of an ongoing request to change their gender details on their records. The length of time it took the practice to change their records was causing my child distress. Thank you Healthwatch for supporting us throughout this battle, if you hadn’t been involved I don’t know how much longer we would have had to wait.”

January 2024

Our Board



Malcolm Alexander



Deborah Cohen
Chair from February 2023



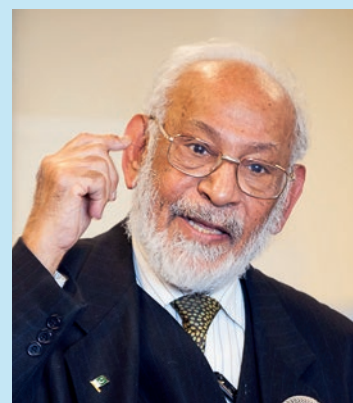
Yas'ina Christopher
Joint Vice Chair



Maggie Gibbons



Anthonia Onigbode
Treasurer



Saleem Siddiqui



Terry Stewart



Rebecca Thomas
Joint Vice Chair

Our staff



Sally Beaven
Executive Director



Catherine Perez Phillips
Deputy Director



Krista Brown
Co-production and
Engagement Manager



Liya Takie
Finance and
Office Manager



Fabien Decodts
Community
Voice Manager



Sara Morosinotto
Enter and View and
Volunteer Manager



Sabrina Jantuah
Neighbourhoods
Involvement
Manager



Kanariya Yuseinova
Enter and View and
Volunteer Manager
/ Father Friendly
Borough Manager



Ivanka Kolar
Father Friendly
Borough
Co-production
Assistant Manager



William Alego
Father Friendly Borough
Co-production
Assistant Manager
(Engagement)



Caroline Hickey
Co-production
and Engagement
Manager
(resigned Sept 2023)

Our volunteers

Volunteers play a vital role in enabling Healthwatch Hackney to reach out to communities and collect their experiences of health and social care. Volunteering also supports volunteers to develop skills, gain experience and make a difference to your community.



20 Core
Volunteers
and interns
contributed
1,680 hours



15 System
influencers
contributed
900 hours



44 Public
representatives
contributed
1,092 hours

Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Hackney influence decisions made about services at North East London Integrated Care System (ICS) level.

This year we've worked with Healthwatch across North East London to achieve:

The Big Conversation the eight Healthwatch worked for the ICB to ask over a thousand residents what good care looked like to them. They told us it should be accessible, competent, person-centred, and trustworthy. The ICB used the findings to develop draft success measures that will be reflected back to local people in the coming months and eventually lead to a single outcomes framework for the Integrated Care System. Focusing on outcomes rather than services or outputs will strengthen the ICB's focus on making a difference to what local people feel is most important.

We supported the NEL ICB **Research Engagement Network** (REN) to improve participation and diversity in research through engaging over 300 people from diverse communities at events and over 400 through our survey. We used the Big Conversation Good Care Framework to lay out how research could be accessible, competent, patient centred and trustworthy. We identified community priorities for research (e.g. mental health, diabetes). We want to get the message out that if you want medical products and services to meet the health needs of your community you need to be involved in the research that develops them.

Finances

INCOME	2023-24 £	2022-23 £
Funding from local authority to deliver local Healthwatch statutory activities	150,000	150,000
NHS North East London / ICB / additional LBH contracts	310,537	268,309
Other income	60,947	8,814
Total Income	521,484	427,123

EXPENDITURE	2023-24 £	2022-23 £
Operational costs (including project direct expenses)	99,694	111,224
Staff costs	348,278	256,407
Premises / office costs	42,675	55,784
Total expenditure	490,647	423,415
Balance brought forward	30,837	3,708

We continue to deliver some contracts which commenced in 2023/24 , and the balance brought forward shows committed funds for these projects.



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