



# Healthwatch Redbridge

2018/19 ANNUAL REPORT

SEPTEMBER 2019/AUGUST 2020 Calendar





# Joint message from our Chair and CEO



*Vanda Thomas*  
Vanda Thomas  
HW Redbridge Chair



*Cathy Turland*  
Cathy Turland  
HW Redbridge CEO

**Healthwatch Redbridge (HWR) continues to develop meaningful and innovative ways to engage with seldom heard communities within Redbridge.**

Welcome to our sixth Healthwatch Redbridge annual report. We continue to reap the benefits of engaging with local communities through our Community Cash Fund last year. We have developed and sustained our links with each group who worked with us on specific projects and continue to work with them to highlight the issues they found. It is a credit to their perseverance that the issues have been publicised and have led to a number of service improvements and, in some cases, additional funding being secured.

We will continue to look for innovative ways in which to work with our diverse communities and we hope to identify future funding opportunities to ensure local people have a voice.

The response to our 'Healthy Living Project' continues to gain momentum, with further work being planned and supported by the Redbridge Health and Wellbeing Board and Public Health Redbridge. We will be developing the

scope of this project by engaging with the London Borough of Redbridge and their ambition to become a 'Child Friendly Borough' as part of the UNICEF Child Friendly Cities and Communities bid.

We are also committed to our work with local statutory organisations to ensure local people have a say in future developments such as the new urgent and emergency care proposals for Barking and Dagenham, Havering and Redbridge.

With a reduction in our contract funding, this year has not been easy, as the board and staff develop different ways of working to ensure we stay within our budget.

**We continue to work with our volunteers who are the backbone of our organisation, and without whom we would be unable to continue. We appreciate the work that they do for us and the people of Redbridge.**



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 World Alzheimer's Month	2 Organ Donation Week (2-8)	3	4	5	6	7
8 National Dementia Carers' Day	9 Know Your Numbers Week (blood pressure) (9-15)	10 World Suicide Prevention Day	11	12	13 World Sepsis Day	14
15	16 Sexual Health Week (16-22)	17	18	19	20	21 World Alzheimers Day
22	23 National Eye Health Week (23-29)	24	25 National Fitness Day	26	27	28
29	30					

SEP 2019

NOTES:

# Who we are

*People are at the heart of everything we do*

We play an important role bringing local communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by asking our local communities to tell us about the health and social care services they use.

### We do this by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.

We also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen.

People can also speak to us to find information about health and social care

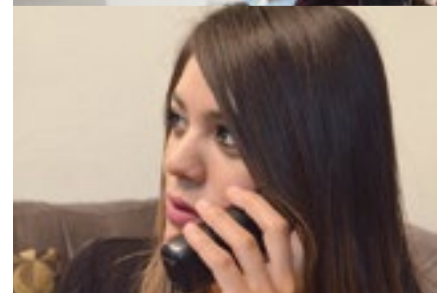
services available locally. Our sole purpose is to help make care better for people.

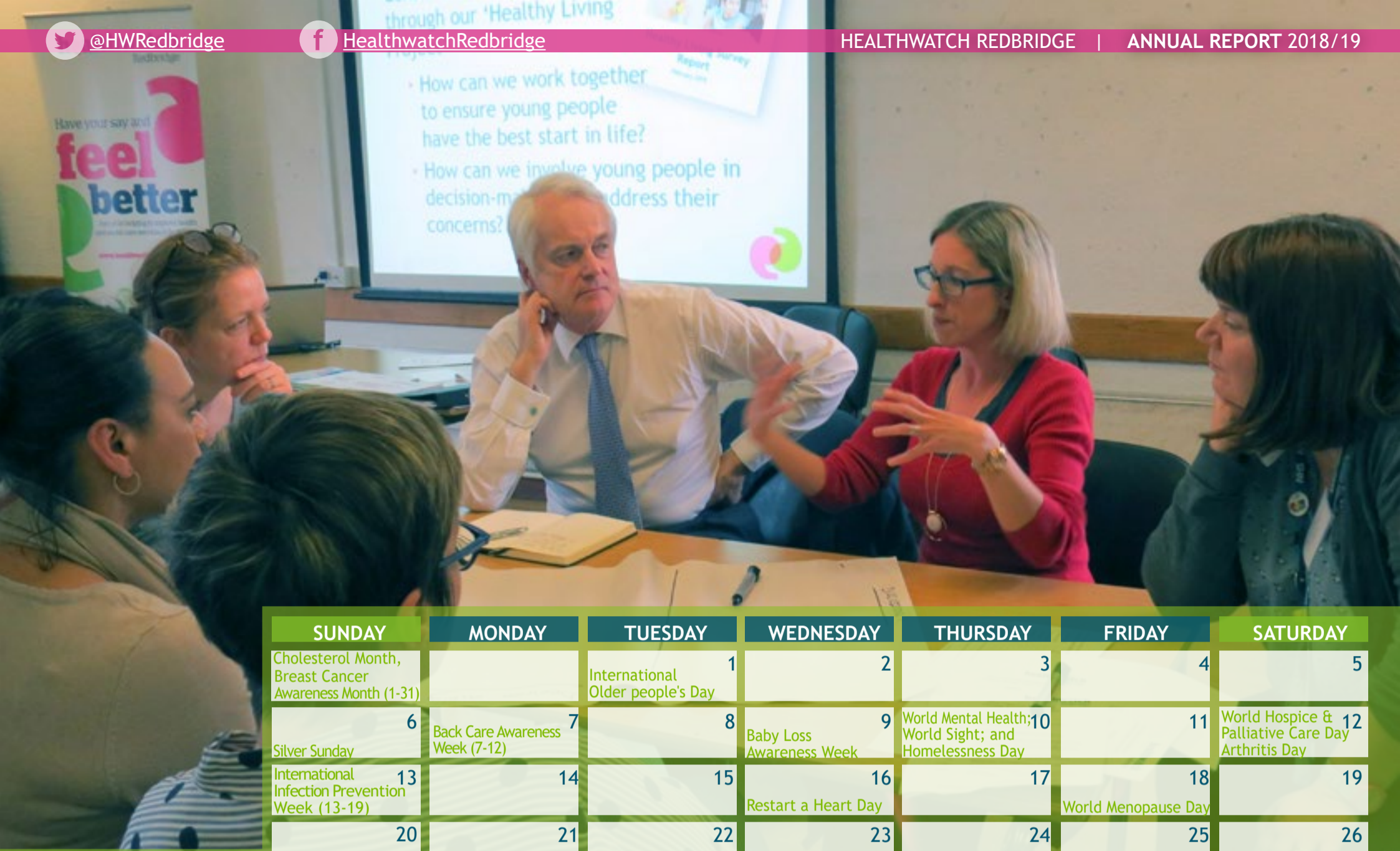
You can come to us for information and signposting in a number of ways including:

- Outreach events (visiting local Libraries, Hospitals, community groups etc.)
- Email and telephone calls
- Supporting Consultations (either holding our own events or joint events)
- Desk-based research
- Enter & View
- People attending our office to discuss issues

The information we gather helps to form parts of our work plan and other projects during the year.

**Contact us:**  
Tel: 020 8553 1236  
Email: [info@healthwatchredbridge.co.uk](mailto:info@healthwatchredbridge.co.uk)





SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Cholesterol Month, Breast Cancer Awareness Month (1-31)		International Older people's Day	1	2	3	4
6	Back Care Awareness Week (7-12)	7	8	Baby Loss Awareness Week	9	World Mental Health; World Sight; and Homelessness Day
Silver Sunday	10	11	12	World Hospice & Palliative Care Day	13	Arthritis Day
13	14	15	16	17	18	19
International Infection Prevention Week (13-19)			Restart a Heart Day		World Menopause Day	
20	21	22	23	24	25	26
27	28	29	30	31		

**OCT** 2019

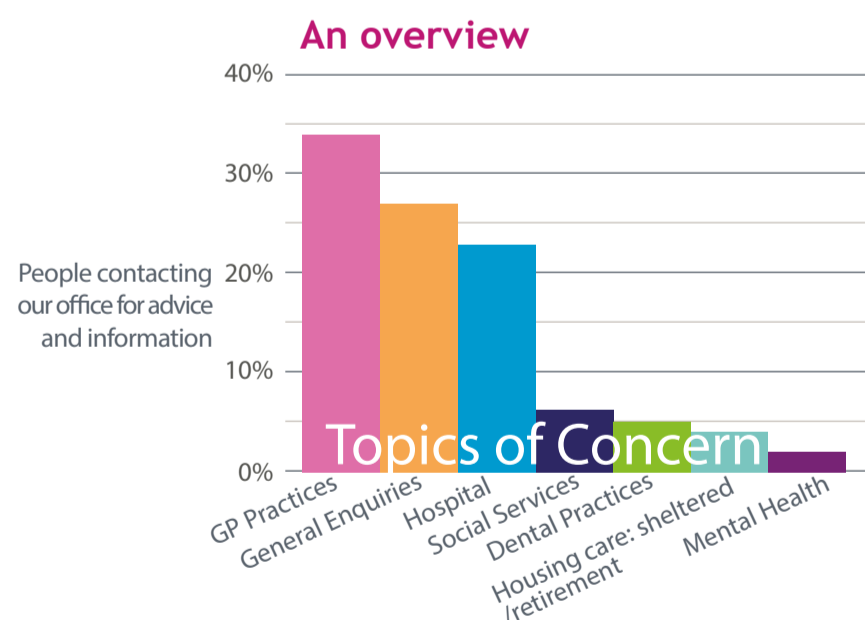
NOTES:

# Highlights from our year: APRIL 2018-MARCH 2019

People at the heart of everything we do



We've spoken to **2737** People at local events



**81**  
people

2017-2018

**107**  
people

2018-2019

**Information & Signposting**  
A **28%** increase from last year, in the number of people we have helped (from our office alone).

Our **28** Volunteers completed **5886** Hours this year

We've conducted **52** visits to local services: GP surgeries, hospitals and phlebotomy services  
**42** visits were 'Enter & Views' of GP surgeries, from which we received a 100% response rate

## Our reports have tackled

Teenagers' views and practices on 'Healthy Living'

BHRUT Chemotherapy and Cancer Care services

Accessible Information Standards at GP surgeries

Community Urgent Care services



Sir Robert Francis QC, Chair of Healthwatch England gave the keynote speech at our round table event in February where we highlighted the issues we had found in our Healthy Living, Young People's survey.



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					November Men's Health Awareness Month (1-30)	1 2
3	4	5	6 International Stress Awareness Day	7	8	9
10	11 Alcohol Awareness Week (11-17)	12	13	14 World Diabetes Day	15	16
17	18 Self Care Week (18-24)	19	20 World COPD Day (chronic obstructive pulmonary disease)	21 Carers Rights Day	22	23
24	25 16 Days Of Action Against Domestic Violence (25 Nov- 10 Dec)	26	27	28	29	30

NOV 2019

NOTES:

# Your views on health and care

## Healthy living and young people

As part of our drive to include more young people in our work, we enlisted the support of the National Citizens Service to support us to bring together young people to help us in developing a survey to identify health and wellbeing issues amongst young people from 14-18 years.

We also gained the support of our Health and Wellbeing Board and worked with staff teams from Public Health Redbridge.

The surveys were distributed to young people at New City College as well as through the Redbridge Youth Council, local youth clubs, and local libraries. The survey was made available online through a link in 'RedPen' (the Redbridge school newsletter), the Healthwatch website, and at outreach events.

The survey asked questions about issues such as diet, exercise, emotional wellbeing, smoking and alcohol. We received 520 responses, identifying 6 safeguarding concerns which were raised with the schools and colleges immediately.



of young people surveyed told us they were eating the recommended amounts of fruit and vegetables. In Redbridge, the rates of childhood obesity in year 6 alone are above average for England and have increased since 2012.



told us they exercise for the recommended 7 hours per week.

Although some responses were not as high, 11% said they felt they were not coping well emotionally. 12% told us they smoked, with most saying they used a shisha pipe. Smoking in young people also appears to be higher than the national average of 3%. The use of e-cigarettes was low, deviating from the national trend which has seen an increase in the use of e-cigarettes.

16% told us they drank alcohol. Although alcohol consumption was similar to the national average (10%), we were concerned that at least 12 young people told us they drank alcohol more than twice a week.

Download the report:



Healthwatch is uniquely placed to champion the value of engaging all elements of the community in developing a service which is fit for the future - and Healthwatch Redbridge is proving that.

Sir Robert Francis QC, chairman of Healthwatch England

### Recommendations

We are now working closely with the Health and Wellbeing Board and Redbridge Public Health to identify how we can use these findings to work with young people to improve their health outcomes.

### Safeguarding concerns



We found **6** safeguarding concerns, which we raised with the relevant schools/ colleges



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1 World Aids Day	2	3 International Day of Disabled People	4	5 International Volunteer Day	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25 Christmas Day	26 Boxing Day	27	28
29	30	31				

DEC 2019

NOTES:

# Community Cash Fund

Working with different Organisations in Redbridge

**H**WR provided funding for community groups with creative & innovative ideas to gather people's experiences of health and social care services in the borough.

We launched the fund to invest in community projects that aim to improve the health and wellbeing of local people.

Outcomes from these projects helped plan our current work programme. We are currently promoting further fund opportunities to local community groups.

### Saint Francis Hospice

The hospice gathered the views of local people with life limiting illnesses about end of life care and treatments. Findings from the project have been shared with BHRUT as they begin a review of local cancer services.

### One Place East

Working with people with learning difficulties, the organisation checked the accessibility and ease of navigation of the local health and social care hubs for people with learning disabilities. Identified a number of recommendations to improve the service.

### Terrence Higgins Trust

Young people (16-24) were trained as mystery shoppers to assess the current Condom-Card scheme and Chlamydia screening services across 25 pharmacies in Redbridge. The report was recently shared with the Local Pharmaceutical Council and Public Health Redbridge.

### Performance Art Life Skills (PALS)

Working with local people who have lived experience of mental health services, PALS identified a range of issues with talking therapy services through the medium of drama. Attendees have increased their confidence and found their voices. Further funding was secured to continue the sessions for a short time.

### Redbridge Carers Support Service (RCSS)

RCSS established a pilot dementia social group for carers of people with dementia to socialise and reduce the risk of isolation. They provided joined up, dedicated peer support/activity groups with the project showing there was an urgent need for this kind of service. RCSS have been able to secure additional funding for the project to continue.

### Refugee and Migrant Forum of Essex and London (RAMFEL)

RAMFEL completed 20 in-depth case studies with vulnerable migrants to show the effects of access to primary, secondary and mental healthcare for vulnerable migrants.

### Findings:

- Lack of access to correct and understandable information
- Vulnerable migrants felt deterred from accessing the medical services they were entitled to
- Poverty, destitution and low income were major factors in accessing services (access to affordable transport services were a major concern for 38% of interviewees)

### Outcomes:

- Research was submitted to PH England's review of the way information is shared between Home Office and NHS - recently this agreement was cancelled
- Migrant Help (national helpline) now run face to face outreach in the borough
- HWR are currently working with RAMFEL and have taken this report to BHR CCGs and the Joint Overview and Health Scrutiny Committee.

Find out more:



Download the report:





SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			Dry January (booze-free) (1-31) New Year's Day	1	2	3
5	6	7	8	9	10	11
12	National Obesity Week (13-19)	13	14	15	16	17
19	Cervical Cancer Prevention Week (20-26)	20	21	22	23	24
26	27	28	29	30	31	

JAN 2020

NOTES:

# Making a difference together

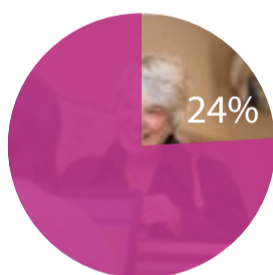
Making NHS access easier for those with communication impairments

Over the last two years we have been investigating the impact of the Accessible Information Standard which identifies how NHS and Social Care services can support people with communication difficulties. We were particularly interested in identifying how GP practices were meeting the standards.

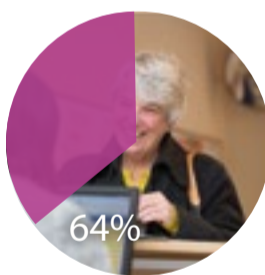
We made recommendations in order to improve the services across several practices. This year, we revisited practices to see what changes had been made since our initial visits.

We created accessible information posters for practices to highlight the standards for patients. We also created a workshop for practice staff. We continue to encourage practices to rely less on carers and family members to aid communication.

Our newest report highlights the levels of improvement we have been able to support. We are fully committed to working with the surgeries to improve communication support in Redbridge and would like to thank the patients and practice staff who contributed to our project.



1st visit  
Practices with a Communications Book



2nd visit



1st visit  
Practices training staff to communicate with people with communication impairments



2nd visit



1st visit  
Practices with a poster asking patients to inform staff about their communication needs



2nd visit

## Since our 1st visit:

Two thirds of practices are now using a Communications book for patients and carers with a sensory impairment, making it easier for them to communicate with practice staff and explain what they need (increased from one quarter).

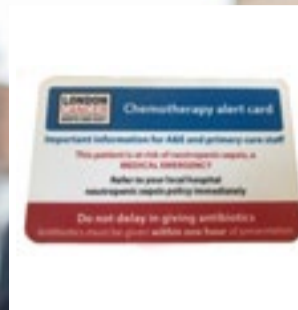
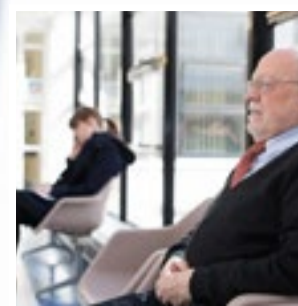
Three quarters of practices have improved their staff training to include communication support, ensuring more patients feel they are being listened to and supported effectively (increased from a third).

Find out more:



Download the report:





SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1 Dignity Action Day
2	3	4 World Cancer Day	5	6 Time to Talk Day (Mental Health)	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

**FEB** 2020

NOTES:

# Making a difference together

## Reviewing local Chemotherapy and Cancer Care services

We were asked by the Outer North East London Joint Health Overview Scrutiny Committee (JHOSC) to gather the views of patients using local chemotherapy services at Barking, Havering and Redbridge University Trust (BHRUT). The services had recently changed, and we were interested in establishing what patients and carers thought of the changes.

Working in partnership with our Healthwatch colleagues in Havering and Barking & Dagenham, we held a focus group with patients and carers who had current and recent experience of using chemotherapy services at Queens and King George's Hospitals.

Whilst many patients told us the day unit was 'outstanding', there were concerns that there was little privacy in the very limited treatment space which did not provide any natural light.

A number of patients and carers said they felt the pressure on staff had increased since the changes and a number of staff had left at that time.



The main concern to emerge was the apparent lack of knowledge regarding the use of chemotherapy priority treatment when there is a need to access urgent or emergency care. This was immediately reported and acted upon by BHRUT staff.

Our report was presented to the JHOSC and senior managers at BHRUT who accepted the recommendations made.

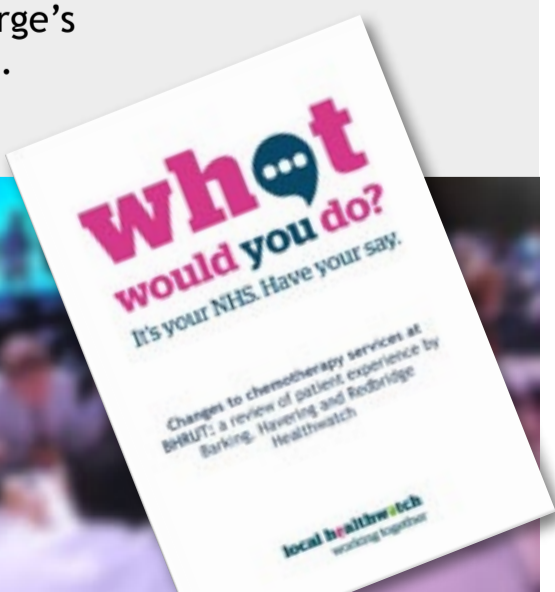
### Some of our recommendations:

- Additional training and support ensuring chemotherapy patients receive appropriate and timely emergency treatment
- Improve the surroundings of patients receiving chemotherapy treatment
- Parking facilities at Queens hospital should be improved
- The system for booking oncology appointments should be reviewed
- More patients should be made aware of the new support services available at King George Hospital cancer hub.

### Making a difference

*We're pleased that some patients have highlighted ways we can improve care for cancer patients who come to our emergency departments, and we will work with colleagues and patients to improve everyone's understanding about their needs."*

*(Dr Sherif Raouf, divisional director, cancer and clinical support, BHURT)*



Download the report:







# Improving Dignity in Health & Care

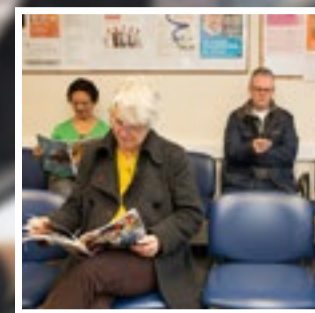
Join the Healthwatch Redbridge campaign and help us improve services for local people

Remember to respectfully:

- Listen to the views of local people
- Consider the needs and wishes of individuals
- Be open to different views

Remember to:

- Be open to different views
- Consider the needs and wishes of individuals
- Listen to the views of local people



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Ovarian Cancer Awareness Month (1-31) 1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	Nutrition and Hydration Week (16-22) 16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

**MAR** 2020

NOTES:

## Working in partnership

Researching views of Local Residents on Community Urgent Care

Healthwatch Redbridge, Havering and Barking and Dagenham were asked by the Clinical Commissioning Group (CCG) to gather the views of patients on the proposed changes to Community Urgent Care services. These services are for patients who need urgent treatment that day, for cuts, minor injuries & mild infections etc. but can't get an appointment with their GP practice.

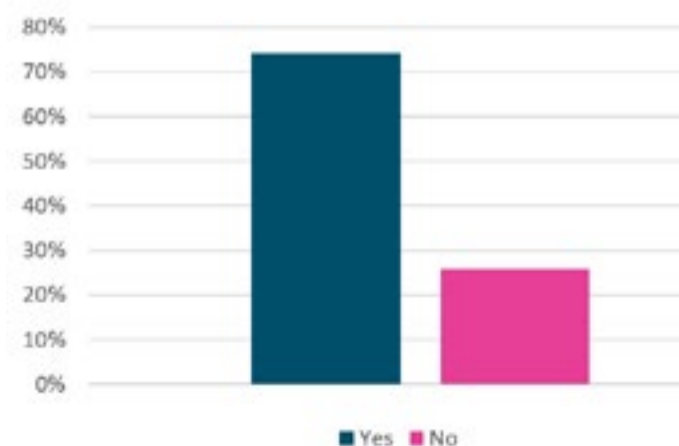
Currently the pressure on GP appointments is high and many people have told us they are unable to get an emergency same-day appointment with their GP.

Although the changes had been approved, the CCG asked us to identify how they might ensure the new services were promoted appropriately, ensuring the publicity would engage appropriately with all local communities across the three boroughs.

Who did you speak to at NHS 111?



Have you heard of NHS 111?



### Some findings

There was a need to ensure urgent and emergency care services were promoted for the locations of the walk-in services and NHS 111. It was also important to highlight the important changes which include bookable, timed appointments which it is hoped will reduce waiting times - one of the main concerns raised by local people accessing urgent care during the last 6 months.

- Among the suggestions favourably identified were the use of electronic screens at GPs and other healthcare locations; social media; schools & colleges, at Children's Centres and other community locations.

Find out more:





SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			Stress Awareness Month (1-30) 1	2	3	4
5	6	7	8	9	Walk to Work Day 10	11
12	13	World Health Day 14	15	16	17	18
19	Easter Monday 20	21	22	23	24	25
26	27	28	29	30	On Your Feet Britain	

APR 2020

NOTES:

# Our people

## Our staff and volunteers

Local Healthwatch come in different sizes. We currently employ 2 full-time and 2 part-time staff members which makes us one of the smaller organisations across the Healthwatch network. With this in mind, we are very grateful to and reliant upon our volunteers who are a core part of our Redbridge team. They bring their experience, enthusiasm and knowledge to their various roles, from engaging directly with members of the public through our Enter & View visits, to providing administration support ensuring that all the feedback we receive from our surveys and events is used appropriately in our reports.

### Why should I volunteer?

#### Volunteering provides many benefits:

- It is a chance to gain new skills and brush up on existing ones. These can be skills that you can write on your CV and discuss at job interviews. Some of our volunteers have used it as a stepping stone to getting a job.
- It is an opportunity to meet new people and develop communication and interpersonal skills. It can be an opportunity for networking at community events and finding out about future opportunities.
- If you have worked or volunteered in health and social care, it can be a chance to share your experience and knowledge.
- If you have not been in a professional setting for a while (or ever), volunteering can be a great way to develop confidence in this area.
- As a volunteer, you will be well placed to find out about changes and updates to health and social care services in Redbridge and the projects we are working on. In addition to this, you will be able to have your say and share your views on any ongoing consultations.
- You will be making a difference by helping shape and improve services and influence change.



Our volunteers are one of our greatest assets and, in order to reflect this, we worked to achieve the 'Investing in Volunteers' quality mark in August 2018.

We are rightly proud of the way our staff team and volunteers work together, and recognise the work put in by Miranda our Volunteer Coordinator.

We couldn't have completed any of our projects without the support of our volunteers though!

*I find working here an excellent opportunity to update my skills and increase my knowledge from my colleagues and from permanent staff that I work with. - Monazza*



SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
					1	2
3	4	5 Global Hand Hygiene Day	6	7	8 Early Bank Holiday World Ovarian Cancer Day	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Late May Bank Holiday	26	27	28	29	30
31	NOTES:					

**MAY** 2020

# Our people

## Governance and decision making

The Healthwatch Redbridge Board consists of 7 people who are full members of the charity and volunteers. Each Board member brings their personal knowledge and experience to the charity.



Vanda Thomas  
*(Chair)*



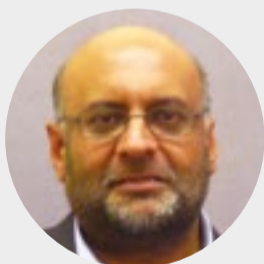
Lorraine Silver



Mike New



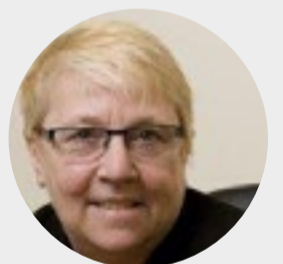
Athena Daniels



Mo Dedat



Margery Peddie



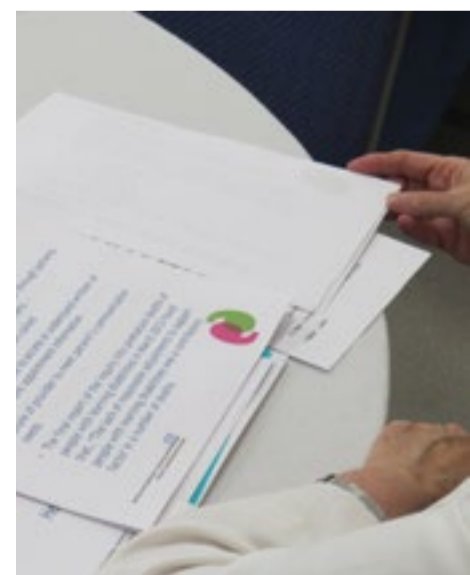
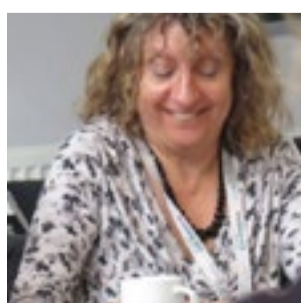
Glynis Donovan

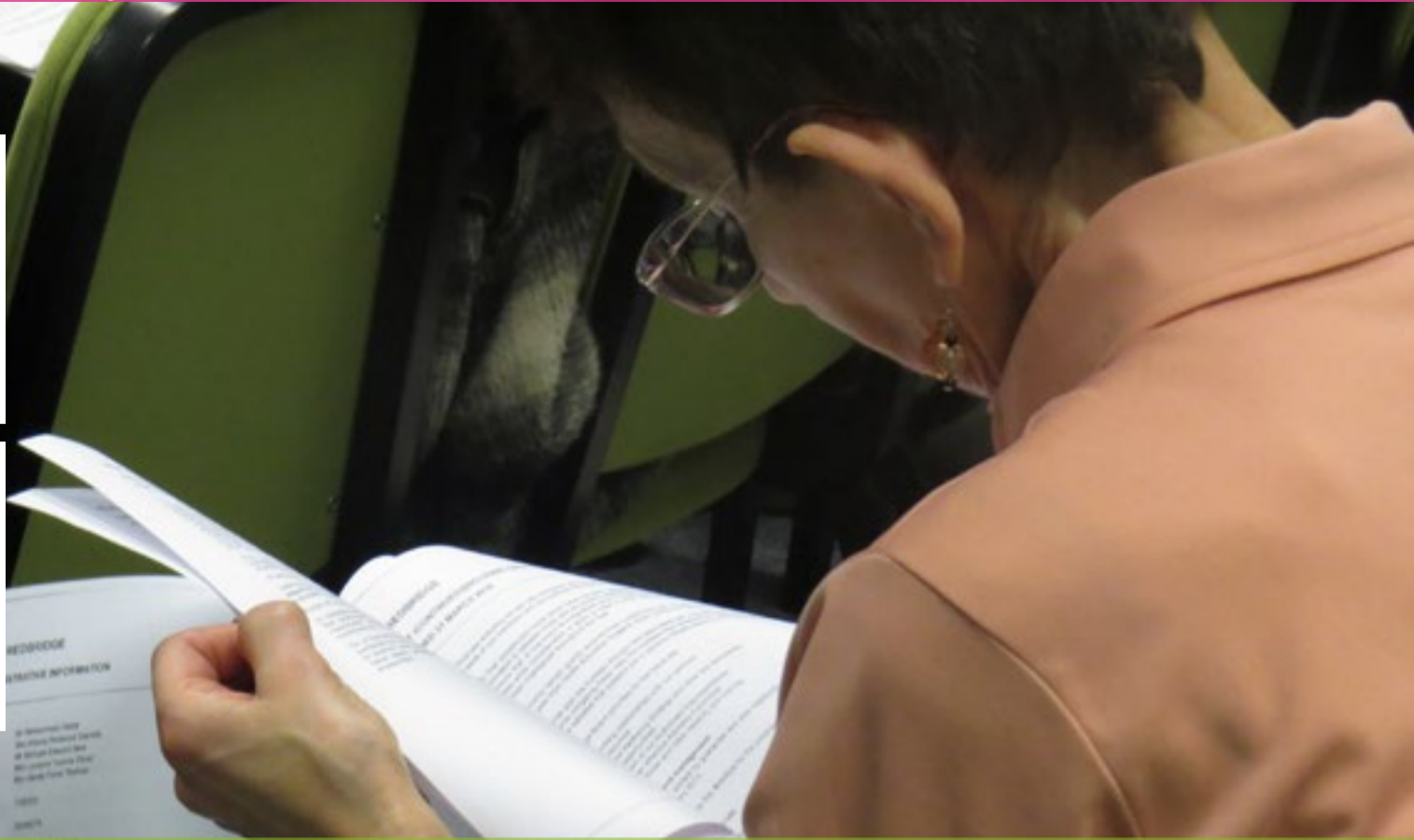
Skills such as financial management, communication, business development and lived experience; are essential to running Healthwatch Redbridge successfully.

Our Board members (Trustees) meet monthly in public with the minutes being published on our website. Trustees are responsible for ensuring the charity is properly run and controlled.

For more information about our Trustees, please go to our website.

[www.healthwatchredbridge.co.uk](http://www.healthwatchredbridge.co.uk)





SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1	2	3	4	5	6
7	8	9	10	11	12	13
14 World Blood Donor Day	15 Men's Health Week (15-21)	16	17	18 Autistic Pride Day	19	20
21	22	23	24	25 World Vitiligo Day	26 International Day against Drug Abuse and Illicit Trafficking	27
28	29	30				

**JUN** 2020

NOTES:

## Our finances

*How we spend our income*

This year we were in the unenviable position of having to re-tender for our Healthwatch contract. Although we were delighted to win the contract, we had to accept a reduction in our income.

In total, our funding decreased by almost 30% and we have had to review how we use our funding to achieve our results.

This has meant we cannot always hold regular public meetings or provide information in the form of printed newsletters.



<b>Income</b>	<b>£</b>
Healthwatch Contract 2018-19	116,400
Carried forward from 2017-18	5,851
<b>Total Income</b>	<b>122,251</b>
<b>Expenditure</b>	<b>£</b>
Operational	11,184
Staffing	86,134
Office	24,874
<b>Total Expenditure</b>	<b>122,192</b>
Carried forward to 2019-20	59

*Our annual report does not include audited accounts for this year. These will be presented at our next AGM.*

# Accident & Emergency



Keep a look out for other event days happening this month

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

# JUL 2020

NOTES:

## Some of your local services



When it's less urgent than 999

NHS 111 is free to call, from landlines and mobiles, when you have an urgent healthcare need. It's available any time of the day. Call when you're worried about an urgent medical concern. (For less urgent health needs, contact your GP or local pharmacist).

Depending on your situation, the person you speak to will give you self-care advice; connect you to a nurse, emergency dentist or GP; book you a face-to-face appointment; or send an ambulance directly, if necessary.

Tel: 111



(open for 24 hours a day, 365 days a year.) They can arrange for you to speak with a mental health professional.

They provide information on services that can give you the support you need.



If you feel unwell, even if it's a cough or a cold, seek advice from your pharmacist.

Free flu vaccines are available if you are pregnant, are aged 65 years or over, have a long-term health condition, or are a carer. Free flu vaccines are also available to children aged 2 or 3. Ask your GP, pharmacist or midwife about the free flu vaccine.



advocacy, making your voice heard

Pohwer's Independent Health Complaints Advocacy Service can help individuals make a complaint about the NHS, which covers all NHS funded treatment, including NHS hospitals, GP's, Ambulance Services, District Nurses, Mental Health Services, Dentists, Pharmacists or Opticians.

"Our service is free, independent and confidential. It is not connected or affiliated to the NHS in any way"

Our advocates will:

- Take time to listen to your experience
- Talk with you about what support you need to make your complaint
- Give you information about the different ways you can raise your concerns
- Help you think about what you would like to achieve
- Help with writing draft letters in relation to complaints
- Attend meetings to help resolve a complaint

Tel: 0300 456 2370 | [www.pohwer.net](http://www.pohwer.net)

Providing free, confidential and impartial advice online, by phone and in person (by appointment).



If you need help, you may find information online, using the resources on the Citizens Advice website. If you can't find an answer online you can phone them - but you need to be a resident of or work in Redbridge.

Advice line: 020 8514 1878 (open Tues 10am-1pm & 2-4pm) [www.citizensadviceredbridge.org.uk](http://www.citizensadviceredbridge.org.uk)



You can get in touch about anything that's troubling you, no matter how large or small the issue feels.

We listen to you and help you talk through your concerns, worries and troubles. We'll focus on your thoughts and feelings, and may ask questions to help you explore how you feel. We won't make decisions for you, our advice or opinions are not important for the call.

Call for free on: 116 123

If you'd like to talk to someone face-to-face in a quiet, private space, we'll welcome you.

Opening hours:

Mon: 10:30am-7:30pm      Fri: 8pm-9pm  
 Tue: 7am-10am, 5pm-9pm      Sat: 8pm-9pm  
 Wed: 8pm-9pm      Sun: 8am-10:30am  
 Thur: 10:30 am - 9pm

8 Mildmay Road, Ilford IG1 1DT

[www.samaritans.org/branches/ilford/](http://www.samaritans.org/branches/ilford/)



Tel: 020 8553 1236



Keep a look out for other event days happening this month

AUG 2020

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	NOTES:				
	Summer Bank Holiday					

## Our plans for 2019/2020

In March 2018, we held a celebration event to mark the end of our fifth year. Attended by people, including patient representatives, people working in the services and service users.

A market-place event was also held which enabled attendees to find out more about the organisations involved in our Community Cash Fund project.

### Setting our priorities:

Every year we encourage local communities to get involved and tell us what they feel we should concentrate on in our work plan.

Over the previous year, we looked for issues and concerns that have been highlighted through direct contact with us or through other organisations. We also looked at issues we've found (such as the concerns raised with us about communication problems at GP practices or through the report engaging with refugees and migrants).

We presented the results of our engagement findings and used these to support the development of our work plan for this year. Our work plan has guided our involvement with the statutory sector and our community partners.

### Help us plan our work for April 2020-March 2021

As always, we want to hear from you if you think there are issues or concerns that you feel Healthwatch could or should look at this year. You can contact our offices or complete this postcard to identify the issue you want to raise with us.

Please cut this card out and post back to us (freepost, no stamp required)

- Housing care: sheltered/retirement
- Pharmacies
- GP surgeries
- Hospitals
- Social care
- Older people's health
- Young people's health
- Mental health

Use this space to say why you have ticked that box (optional). Do not include personal details.

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Please tell us what is important to you: Tick the issue that matters most to you and your family. (only tick 1 box. More than 1 box ticked will not be counted)

## Contact us

**Address:**

1st Floor,  
103 Cranbrook Road  
Ilford, IG1 4PU

**Phone number:** 020 8533 1236

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

**Website:** [www.healthwatchredbridge.co.uk](http://www.healthwatchredbridge.co.uk)

**Twitter:** [@HWRedbridge](https://twitter.com/HWRedbridge)

**Facebook:** [Healthwatch Redbridge](https://www.facebook.com/HealthwatchRedbridge)

Our annual report will be publicly available on our website by 30 June 2019.

We will also be sharing it with Healthwatch England, CQC, NHS England, Redbridge Clinical Commissioning Group, Redbridge Overview and Scrutiny Committee, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address on the left.

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