



# Championing what matters to you

Healthwatch Bromley Annual Report 2022–23

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**“In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better.”**

**Louise Ansari, Healthwatch National Director**

# Message from our Committee

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We are pleased to introduce the HWB annual report HWB 2022 – 2023, another challenging year. Our volunteers do an excellent job, as can be seen from this report, but the post-COVID reluctance of people to volunteer is acutely reflected in Bromley and we need more of them.

A major change was the transfer of responsibility for publicly funded health and care from South East London Clinical Commissioning Group (SEL CCG) to South East London Integrated Care System (SELICS), allocating public money, planning and delivering services across SEL. Some Bromley decision making still exists but many healthcare decisions are made at SE London level.

We are working on a study of Social Prescribing, a relatively new service on which little data is yet available locally or nationally and will publish a report shortly. HWB published in-depth reports on diabetes information/education, and cancer information and support. We reported in January on a survey for London Ambulance Service with five other Healthwatch.

We completed eight 'Enter and View' studies of local health and care services, publishing reports with recommendations, incorporating users', staff and carers' views.

HWB is contracted to collect and document 2,400 patient experiences annually, which we exceeded, publishing four comprehensive reports highlighting positive and negative aspects, articulating patients' voices, increasing face-to-face engagements in an extended range of venues.

All reports were widely shared with local partners including SELICS, Bromley Council, service providers and voluntary organisations.

We launched a new website in autumn 2022 and maintain it as a source of information for local people, and for partners to consult them about health and care developments.

Our committee recruitment drive secured four new members, bringing local and professional knowledge/experience to strategic oversight, supporting the work of our two highly committed but hard-pressed staff in the largest London borough, one of the most populous, and representing HWB on numerous working groups.

We thank staff and volunteers for their dedicated work making HWB the independent champion of Bromley health and care service users, enabling their views to be heard and considered by those who provide, commission and monitor local services.



**Helen Norris**  
Healthwatch Bromley  
Chair

# About us

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## Healthwatch Bromley is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



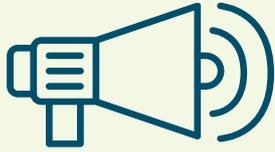
### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, government, and the voluntary sector – serving as the public's independent advocate.

# Year in review

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## Reaching out



**2,487 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**140 people**

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.

## Making a difference to care

We published

**13 reports**

about the improvements people would like to see to health and social care services.



Our most widely read report was

**Cancer Information & Support Services**

which aimed to identify and understand trends in the support needs of people, and their loved ones, living with or beyond different types of cancer.

## Health and care that works for you



We're lucky to have

**12**

outstanding volunteers who gave up 1,187 hours to make care better for our community.

We're funded by our local authority. In 2022-23 we received

**£74,000**

We currently employ

**3 staff**

who help us carry out our work.

# How we've made a difference this year

|        |  |  |
|--------|--|--|
| Spring |  <p>We worked with local partners to improve our quarterly Patient Experience feedback forms.</p>   |  <p>We shared five Enter and View (E&amp;V) reports and received responses from the managers to all our recommendations.</p>  |
| Summer |  <p>We completed our Cancer Information and Support Services Report and shared it with local partners for a response.</p>   |  <p>We conducted five (E&amp;V) in-person visits at two care homes, a support hub and a respite centre.</p>   |
| Autumn |  <p>We produced a project summary, methodology, interview questions and surveys for a social prescribing research project.</p>  |  <p>We took on an additional externally commissioned research project for the London Ambulance Service NHS Trust.</p>   |
| Winter |  <p>Our Social Prescribing patient and primary care professional surveys were distributed. We also conducted 16 interviews with Social Prescribing Link Workers over the course of two weeks.</p> |  <p>We participated in 342 engagement activities by the end of the year (195 more than 2021-2022) including patient participation meetings and representative meetings with local partners.</p> |

# 10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes who have stepped up and inspired change. Here are a few of our highlights:

## How have we made care better, together?

### Vaccine promotion

Supported the COVID-19 vaccination programme by promoting information on the walk-ins and pop-up vaccination clinics for Bromley and South East London.



### Representation

Healthwatch Bromley is represented on the Bromley Health and Wellbeing Board and many other groups and committees. We contribute to discussion around changes and adaptations through patient voice representation.



### Engagement

Strengthening engagement with seldom heard communities, e.g. travellers, faith groups, and BAME.



### Patient Experience

We contribute to the increased confidence and ability of people to influence the local health and care system. In 2022 and 2023 we exceeded our quarterly target of patient reviews by continuing to develop our Patient Experience Programme with the support of local partners.



### Enter and View

We continue to deliver our Enter and View programme, making and publishing reports on eight visits during the year.





# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services to help them improve.

# Patient Experience Programme

## 2022/2023 Summary of Patient Experience Data Collection



### 2,487 Reviews

From patients sharing their experiences of health and social care services with us through the patient experience programme, helping to raise awareness of issues and improve care.



### 70% Positive

Of patient experience reviews from service users were overall, positive.



### Presented at Board Meetings

At Borough Executive meetings, Health & Wellbeing Board Meetings and other local and South East London meetings to inform and advise decision makers on patient experience.



### Demographics

We actively seek to be representative of the population of Bromley, ensuring that we cover the length and breadth of the borough whilst also reaching for those who are often seldom heard. Every quarterly report includes the demographic information that we have been able to gather from residents who are happy to complete this section of our feedback forms.

## GPS: Top 3 positive and negative themes identified by service users in the Q4 Patient Experience Report

### Positive

- Quality of treatment
- Communication with patients
- Treatment and care – experience

### Negative

- Appointment availability
- Getting through on the telephone
- Booking appointments

# Cancer Information and Support Services Project

This year we embarked on a new project to hear from people living with cancer, their families, friends, and unpaid carers, to tell us about their experience of cancer information and support services.

To obtain feedback we launched a survey and carried out extensive engagement with local organisations and partners.

We received a total of 29 response from residents between March – June 2022. We analysed the data, collated the findings and wrote a report and recommendations based on them. The final report was shared with local partners, including King’s College Hospital, to help them implement improvements in this area.

## Key findings:

- 71% of respondents were unaware of any available Psychological support
- All respondents affected by prostate cancer ranked **Emotional** and **Relationship** support at the top
- 4 out of 7 responses for prostate cancer were from female partners who seek **Relationship** and **Group** support
- **Financial** support was the only category that was not considered 'Very Important'
- 80% of breast cancer respondents were aware of **Body Change** support being offered during their treatment. This is significant, as all respondents considered it 'Very Important'
- 80% of respondents who said they had skin cancer were **female**, with half in the **45-54 age group** and the rest **aged 65+**
- When we asked participants where they would like a new cancer information and support centre to be located, we identified 3 top locations:
  1. At **The Glades Shopping Centre**
  2. At **Bromley Civic Centre**
  3. Near **Beckenham Beacon Hospital**



“Support groups were very useful. Talking to people going through a similar experience was life changing.”

**Survey respondent**



“I was able to get counselling following a hospital admission. I was so grateful for that help.” **Survey respondent**

# Supporting development of 999 and 111 services

In collaboration with five Healthwatch organisations, Healthwatch Bromley developed a survey to support community engagement and feedback around the London Ambulance Service (LAS), which delivers both 999 and 111 services. The survey covered 3 main elements – 999, 111 and working with partners – with questions very closely aligning to the issues outlined by LAS in the project brief.

The survey was posted online in December 2022, distributed via digital networks and supported by social media posts, including paid for adverts.

On 13th December we visited Princess Royal University Hospital (PRUH). During this visit we went to the discharge lounge and some of the hospital ward areas and talked to people about their experiences of LAS. We gathered feedback from service users and wrote up their experiences.

## Key findings:

- 89% of respondents rated 999 and LAS emergency care **positively**. Patients reported exceptional care, compassion and treatment as well as an efficient and effective service
- LAS needs to increase capacity to meet demands and improve service provision. People recognise and experience issues in the service and most respondents feel more resources are needed
- Improving communication and joined up working between health and care partners was mentioned repeatedly by respondents
- A small number of respondents mentioned issues with hospital handover
- Suggested areas for improvement included listening, trusting patients' views/self-assessments, response times, LAS knowledge and personalised help e.g. taking a patient's wheelchair to hospital with them
- 82% of respondents rated their experience of 111 and urgent care as positive
- At times 111 call waiting is extensive and the triage process frustratingly long
- There is a positive role for LAS in impacting on socio-economic factors and improving inequalities, for example delivering training and providing involvement opportunities and support for young people and schools



““The ambulance staff came as soon as they could, showed tenderness, efficiency and knowledge.”

**Survey respondent**

# Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



## Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Healthwatch Bromley contributes to the increased confidence and ability of people to influence the local health and care system. We exceeded our quarterly target of patient reviews this year and continued to develop our Patient Experience Programme with the support of local partners. We carried out 169 face-to-face patient engagement visits at GP practices, 4 children and family centres, hospitals, wellbeing cafés, mental health services, and community centres.



## Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We enabled people to share their feedback and encouraged their participation in several opportunities, including:

- Mental Health Awareness Week
- Bromley Hospital @ Home co-design information sessions
- Polio and COVID-19 vaccination campaigns
- Bromley Self Care Week



## Improving care over time

Change takes time. We often work behind the scenes with services to raise issues and bring about change.

We carried out eight Enter and View in-person visits and made recommendations based on our observations and interviews. With each visit, partnership building is key, and we do a 6 month follow up with each service that we have visited to see what progress has been made since our E&V and if our recommendations have been implemented.



# Enter and View

**Enter and View (E&V) is a statutory power of a local Healthwatch, mandated by the Health and Social Care Act 2013. E&V 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 these 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.

# Enter and View Programme

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## We carried out eight E & V in-person visits this year.

We developed our methods, to ensure safety and infection control, and liaised with our colleagues in Bromley Council and our HWB Committee members to identify health and social care services for our visits.

We carried out E&V visits at:

- Antokol care home
- Bromley Dementia Support Hub
- Fallowfield nursing services
- Foxbridge House care home
- Hollybank respite centre
- Mission Care Homefield nursing home
- Mission Care Greenhill nursing home



## Our recommendations:

We produced several recommendations for each service we visited, for example:

1. Consider alternative carpet options to make the living room floor more dementia friendly.
2. Advise the home to display additional, nationally recognised dementia friendly signage.
3. Offer as many physical and mental activities as possible to residents, to promote their well-being.
4. The home must ensure that all staff know that safeguarding is the responsibility of all employees at all times.

“It’s really excellent here – they run a tight ship and it starts from the top. The Registered Nurse is excellent too. It’s both professional and warm.”  
**Resident**

“Very happy here, it is just like home. I have everything I want.”  
**Resident**

“We are providing care and support to the residents by maintaining their dignity and respect.”  
**Staff member**



# Hearing from all communities

Over the past year we have worked hard to ensure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

**This year we have reached different communities by:**

- Developing our Patient Experience programme
- Launching a new website
- Reaching out to local organisations and establishing new relationships within the community, e.g. children and family centres and faith groups
- Sharing our findings with local NHS leaders, council leaders and ICS.

# Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Launching a new website

It's important for local people to be able to share their experience of services with Healthwatch and access clear and up to date information and signposting about health and care services.

Healthwatch Bromley updated its website in 2022/23, reviewing and refreshing content and benefitting from the most up to date knowledge on design and accessibility. Our new website contains health advice and guidance on changes across the system, as well as practical information like how to register with a GP when you have no fixed address. You can find all our news and reports on the website, feed back your experience of care and more!



## Refreshing our Patient Feedback Form

Our Patient Experience Programme gathers 600+ experiences of health and care services each quarter. It is a cornerstone of our work enabling us to understand the real time challenges local people experience when accessing health and care services.

During 2022/23 we revamped our feedback form, updating it with questions that really matter to patients and service users. We aligned some questions with the national GP Survey so in future we will be able to do direct comparisons of results. We have also ensured our data can link easily to Healthwatch England's national database, enabling the voice of people from Bromley to have a stronger profile in national work.



## New Patient Experience Report

Our quarterly Patient Experience Report provides a vital overview of the themes and trends in access and care experienced at GP surgeries, our local hospitals and other health and care services.

Our report has been redesigned this year, making it more accessible and easier to use. What was once a 50+ page document with charts and detailed narrative has now been broken down into snapshot data and key overview information. Trends from quarter to quarter are clearly highlighted and service specific recommendations will help our staff and committee members champion the changes needed across the system, in the many meetings they attend!



# Representation

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**We attended 99 key strategic and operational meetings where we represented the voices of Bromley residents, encouraged public involvement and shared our intelligence.**

## **Examples of meetings where we presented patient voice:**

- Bromley Healthcare Patient Reference Group
- Bromley Healthcare South East London Engagement Practitioners Network Meeting
- Bromley Health and Wellbeing Centre Project Group
- Bromley Hospital @ Home Co-Design Group
- Bromley Safeguarding Adults Board (BSAB)
- Bromley Health and Wellbeing Board (HWBB)
- Bromley Health Scrutiny Sub-Committee
- Bromley Primary Care Oversight Group
- Gypsy Roma Traveller Working Group
- King's College Hospital Patient Experience Committee
- King's College Hospital Mental Health Advisory group
- King's College Hospital patient/public accessibility advisory group
- London Care Record Project Board
- One Bromley Communication and Engagement Sub-Group
- One Bromley Local Care Partnership Board
- One Bromley Community Champions
- One Bromley Vaccination Communications Action and Implementation Group
- Oxleas NHS Foundation Trust
- South East London Healthwatch Joint Working Protocol
- South East London Healthwatch Reference Group

## Championing people with lived experience on the South East London (SEL) Integrated Care System (ICS) level.

Healthwatch Bromley partnered with other local Healthwatch in SEL to establish a role of regional Director to ensure resident's voices are heard by the NHS South East London Integrated Care System (ICS). This is done through representation, advocacy, and challenge on the SEL Integrated Care Partnership and on the following key boards and committees in the ICS:

- Integrated Care Board (ICB) Planning and Finance Committee
- ICB Quality and Performance Committee
- Interim Digital Governance Group
- ICS System Quality Group
- ICB Engagement Assurance Committee
- ICS Population Health and Equity Partnership Advisory Group
- ICB Equalities Committee
- SEL Local Care Record Governance Board
- Data Usage Committee
- ICS Information Governance Group

The co-ordinated insight from SEL Healthwatch is used to inform strategies, decision making and add value to a wide range of SEL ICB and ICS work programmes. At system level Healthwatch Bromley has:

- influenced the approval and shape of data use case applications requesting access to support diabetes care and to analyse long term conditions.
- raised issues about the accessibility of language for communication about the London Care Record so that people and communities now have more accessible content and images on the digital assets produced.
- Shared insights across all priority areas in the development of the ICS Strategic Priorities so that people's views directly shaped the priorities.

## The SEL Healthwatch Reference Group

The SEL Healthwatch partnership established SEL Healthwatch Reference Group. The Group consists of people from each borough, who are affiliated to Healthwatch. SEL Healthwatch Reference Group members reflect a range of service user perspectives and experiences and balance their individual perspectives with broader patient and public interest.

As NHS SEL ICS continues to develop Healthwatch Bromley will continue to work with the Director SEL Healthwatch to provide consistent and harmonised insight and intelligence to the ICS. Healthwatch in SEL will play our part to end health inequalities by amplifying the voices of communities that go unheard and work with the ICS to reduce the barriers to services people and communities face.



# Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

## This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people trying to find an NHS dentist
- Supporting people to look after their health during the cost of living crisis.

## Advice and Information

140 people contacted us for advice and information. This has meant residents who need urgent treatment know their options and have clear information. We referred callers to appropriate local organisations, including Bromley Well, King's College Hospital and Oxleas NHS Foundation Trust's patient advice and liaison service (PALS), Advocacy for All, and NHS South East London Integrated Care System (SEL ICS).

Examples – one caller was in severe pain and wanted to see a doctor for a potentially cancerous hand. They wanted to know if the practice could provide them with transport to see a GP, as it would not arrange a home visit. We contacted the resident's GP practice to find out more about home visits and district nurses. As the case progressed, it became clear that the patient had longstanding issues, but they were ultimately informed that a general practitioner was able to visit. We followed up with the patient and gave them The Advocacy People's number in case any additional issues arose.



## Service registration and access

This year we saw increased complaints due to patients' inability to access services, particularly about registering with a GP and finding a local dentist who accepts NHS patients.

We realise many residents are unaware of how catchment areas work and are frequently upset when they are unable to register for their nearest GP surgery.

This was the case of a resident, a single father of two, who was desperate to find a GP close to him, after he had been refused by two practices. We asked him to share his postcode and used the free NHS website to find the nearest GP surgery. We also advised him to download Babylon/GP at Hand, an app that provides virtual and face-to-face appointments at a range of locations.

Another case involved a woman and her son who were unable to change their surgery. The resident contacted us because the surgery to which she wanted to transfer to did not allow patient transfers from their neighbouring GP. This was an interesting case, and we wanted to investigate why a surgery refuses to accept patients from a particular practice due to their proximity. After HWB contacted the Head of Primary Care in Bromley, the practice apologised to the patient and decided to proceed with the registration.

## Hospital discharge

We received positive feedback from a service user whose grandparent was taken into hospital for an infected long-term wound which had failed to heal due to their diabetes.

"...due to his age, being in unfamiliar surroundings and uncomfortable with hospital staff, he was diagnosed with dementia and his discharge was refused. We were concerned about consent issues, heavy sedation, nutrition and his negative prognosis.

I rang Healthwatch Bromley and explained the situation as I didn't know where to turn. I said that our family wanted him back home where he could spend his last days with some dignity. Within hours they had escalated the matter with the hospital and the director of nursing contacted me directly to resolve the situation.

My grandfather was back home the next day, supplied with a hospital bed and equipment needed for his care. Three months on, my grandfather's dementia has improved as he is back home in familiar surroundings. If it wasn't for the support received by Healthwatch Bromley, I feel my grandfather would have died within weeks in the hospital. I cannot thank Healthwatch Bromley enough for their urgent and immediate help in prolonging his life and enabling him to reach the milestone of being 100 years old, which is an achievement in itself."



## Increasing awareness of Healthwatch

Our Project Officer met with local partners from NHS South East London Integrated Care Board (ICB), and Bromley Well to put together health information packs for distribution in food parcels to support people looking for health and wellbeing services and information. The packs were delivered to Hope Church, where the food distribution hub is managed on behalf of the Transform Bromley Borough (TBB) partnership in Orpington. They delivered 1200 information packs in the new year.



# Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

## This year our volunteers:

- Engaged with the local community to promote their local Healthwatch and what we have to offer
- Gathered feedback and supported communities to share their experiences
- Carried out Enter and View visits to local health and social care services
- Reviewed and commented on service specifications
- Acted as representatives at meetings with local partners
- Supported data analysis and writing of research projects
- Promoted campaigns on our website and digital platforms
- Developed marketing materials for our Patient Experience programme.

## Theshvini

"I am completing a 40-hour work-placement at Healthwatch Bromley, which involves going on patient engagement visits to various hospitals and GP practices around Bromley and collecting feedback from patients about what is going well or what needs to be improved. This experience has allowed me to develop many skills such as communication and active listening skills from talking to the patients about their experiences, and organisation skills from carrying out surveys. I was also able to deepen my understanding of the current healthcare system in the UK from the surveys provided by Healthwatch Bromley, and through learning about the concerns of the patients and improvements that could be made to the services."



## Sally

"Working with Healthwatch Bromley has opened my eyes and taught me a lot about the NHS and U.K healthcare in general. I have gained knowledge of many different aspects of health and social care. I have attended several training sessions covering different health and social care topics, how to approach people with different lifestyles and circumstances and understanding dementia. I used my knowledge gained in training during patient experience visits at different hospitals, general practices and surgeries all around Bromley. I also visited the dementia support hub and social venues for people with dementia. During the visits and patient experience sessions, I have collected data which will be integrated into a report which I am currently learning how to write. Another task of mine has been helping the team with their website transition. So far during my internship I have had a taste of a variety of tasks which has been fantastic. I have grown as a person, gained more confidence and learned so much during my time with Healthwatch and am looking forward to growing and learning more."



## Tina

"As a new committee member joining in October, I have enjoyed being part of the Enter & View teams, community engagement in various venues, completing surveys, attending workshops, and reporting back. I have had a very warm welcome by the team and committee members and look forward to the next year."



## Graham

"Volunteering I thought, now there's an idea. There's so much to choose from. What universal subject affects all ages, genders and ethnicity. Yes, that's it, focus on "Health". Explore organisations that have the teeth to ensure sustainable change. In discovering Healthwatch Bromley I'm working with like-minded people who strive for the benefit of all. It's extremely rewarding knowing that when I do Healthwatch work, someone, somewhere, benefits."



## Katie

"I have enjoyed helping to improve the writing of reports from Enter & View visits – so that they clearly reflect the hard work and sound judgements made by staff and volunteers. As one of two representatives at SE London level, it has been interesting to learn about developments of the new Integrated Care System as they may affect Bromley residents."



### Do you feel inspired? We need you!

We are always on the lookout for new volunteers, so please get in touch today.

📍 [www.healthwatchbromley.co.uk/volunteer](http://www.healthwatchbromley.co.uk/volunteer)

☎ 020 3886 0752

✉ [info@healthwatchbromley.co.uk](mailto:info@healthwatchbromley.co.uk)

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

| Income (unaudited)           |                | Expenditure               |                |
|------------------------------|----------------|---------------------------|----------------|
| Annual grant from Government | £74,000        | Expenditure on pay        | £61,000        |
| Additional income            | £5,000         | Non-pay expenditure       | £8,000         |
|                              |                | Office and management fee | £10,000        |
| <b>Total income</b>          | <b>£79,000</b> | <b>Total expenditure</b>  | <b>£79,000</b> |

Additional income is broken down by:

- **£5,000 funding** received for the LAS project

## Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue tackling inequalities that exist, and work to reduce the barriers people face when accessing care, whether that is because of where they live, income, race, gender, age, language or any other factor.

## Top 3 priorities for 2023-24

1. Tackle health inequalities
2. Engage more with seldom heard communities
3. Further develop our Patient Experience programme and share our findings with key decision makers.



# Statutory statements

During this year, Healthwatch Bromley operated out of Community House, South Street, Bromley, BR1 1RH

Contract holding organisation: Your Voice in Health and Social Care (YVHSC), 45 St Mary's Road, London, E5 5RG

Healthwatch Bromley uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

# The way we work

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## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to give as many people as possible the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone and email, provided a webform on our website and through social media, and attended many meetings of community groups and forums. We make this annual report available as widely as possible by publishing it on our website and social media platforms and distributing it to local partners.

## Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our borough for example we take information to a broad range of governance meetings. Please see page 24 for a list of Representation.

We also take insight and experiences to decision makers in the South East London Integrated Care Board. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 7 local members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. In 2022/23 the Board met 7 times and made decisions on matters such as **quality account responses, service specifications, Enter and View, patient engagement, representation and research projects**. We involve local people and partners in deciding our work priorities.

## Responses to recommendations

There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.



# healthwatch

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