

healthwatch

Hillingdon

Annual
Report
2018/19

Young
voices
count
too



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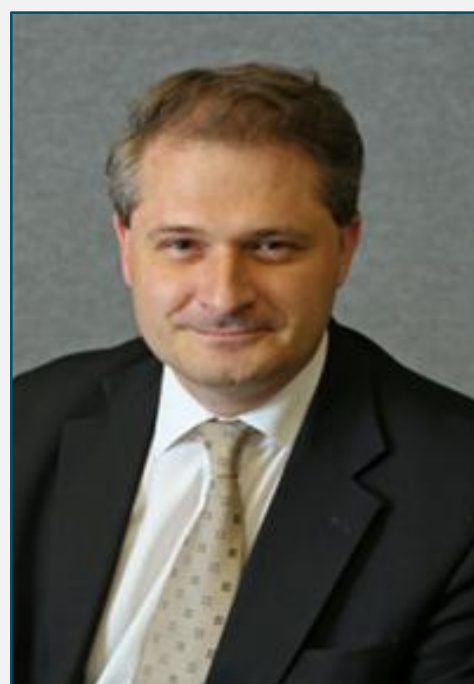
Foreword from our Cabinet Member

Once more it is my pleasure to welcome you to Healthwatch Hillingdon's latest annual report. You will see, herein, the valuable work Healthwatch undertakes on behalf of residents in what has been a full and challenging year.

I would like to place on record, on behalf of Hillingdon's Health and Wellbeing Board, our grateful thanks to Graham Hawkes who has now stepped down as Chief Executive Officer. Graham has been involved with Healthwatch Hillingdon since its inception and has been a full and welcome member of the Health and Wellbeing Board. We wish him well for the future.

I also congratulate the Healthwatch Hillingdon team: the voluntary Board of Trustees, the current interim CEO - Turkey Mahmoud the small staff team, and the number of volunteers who have made, and continue to make, the work of Healthwatch possible.

Last, but certainly not least, thank you to the public who have taken the time to tell your story, to engage and discuss so that the 'voice of the customer' can be heard. I encourage everyone to continue to do so.



*Councillor Philip Corthorne MCIPD
Cabinet Member for Social Services,
Housing, Health and Wellbeing,
London Borough of Hillingdon*



HILLINGDON
LONDON

Message from our Chair

I am delighted to bring you this year's annual report. It has been a year of change.

I have enjoyed my first term as Chair of Healthwatch Hillingdon, overseeing some important changes on behalf of our residents.

Our first priority is to our residents, we are here to listen and act on their behalf to ensure fair, efficient and effective services in Hillingdon.

This year Healthwatch Hillingdon won an award at the Healthwatch Network Awards 2018 for our 'Safely Home' hospital discharge project. It was a proud moment for us as it recognised the improvements we had brought to the discharge process of older people at The Hillingdon Hospital, representing the views of over 260 people.

This was just one of the projects that has been delivered to the benefit of our residents. You will read about more later in the report.

This is in addition to the many individuals who count on us to support them with their own experiences of health and social care services. These can be frustrating, disappointing, and in some cases very distressing, but we are here to listen and help.

I have had a long career in the health service and as a hospital Deputy Chief Executive, and Chief Operating Officer, I saw at first hand the challenges of our health service. I fully support all the staff in the NHS who go that extra mile to ensure excellent patient care.

In my first year I have also taken on the role as the appointed Healthwatch Governor for The Hillingdon

Hospital NHS Foundation Trust. This is particularly important in light of the recent CQC report in which many improvements have been specified and I am working closely with the Trust to ensure our patients are treated in a timely way and in an appropriate environment.

I am very proud of the work that Healthwatch Hillingdon is doing. We are meeting our aims, as well as going beyond, to give a voice to the youth of Hillingdon. **Young Healthwatch Hillingdon** is progressing in leaps and bounds, representing the views and struggles of young people in Hillingdon. It is exciting to see how young people can shape future serviceswatch this space!



Lynn Hill - Chair, Healthwatch Hillingdon



Changes you want to see

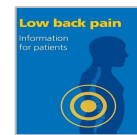
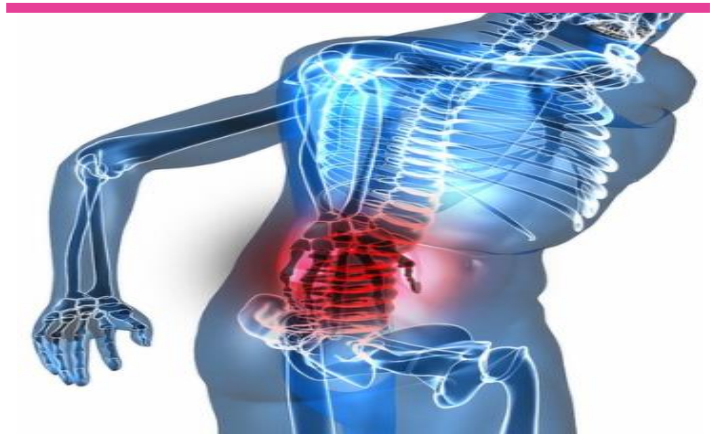
Last year we heard from 2820 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.

Need to see a GP or nurse in the evening or at the weekend?

Evening and weekend GP appointments are available to book near you
 Ask your GP practice receptionist for more details
 When your GP practice is closed call NHS 111.

@HealthierNWL
 NHS Stay Well
 www.healthiernorthwestlondon.nhs.uk

Cheril Sowell, Nurse



Patients of acupuncture and lower back injection treatments were unhappy about the process around decommissioning of the treatments.



Waiting time for an appointment is too long.
 GPs need to listen more.
 GPs need to provide more information.



Healthcare professionals should have a positive attitude and be empathetic.



Residents wanted the hospice at Mount Vernon re-opened after it had been closed.



Staff should take the time to speak to people about what to expect next.



Services should provide information so that people can make informed decisions about their care.

Healthwatch Hillingdon

We are here to make care better

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 who have 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.



Unlike other Healthwatch teams we are fortunate to operate out of a prime retail location, in the Uxbridge Pavilions Shopping Centre. Our shop is open on weekdays, and the door is always open to anyone who wants to drop in and talk to us.

We are a small, dedicated and caring team who want to make a difference for local people. We are supported by an excellent Board of Governors and Trustees who also want to improve care in Hillingdon.

Whether you have a health and social care issue, want to volunteer for us, or want to join our Board, please call in and see us!

Turkay Mahmoud
Healthwatch Hillingdon CEO (*Interim*)

Our vision is simple

Our aim is to give Hillingdon residents a voice to influence local change and to continue to highlight those services which fail to meet expectations.



Our purpose



We are here to help. We only know if the health and social care systems are working through what our residents tell us. Our purpose is to act on their behalf to improve services.




Our approach



People's views come first - especially from those that find it hardest to be heard. We champion what matters to people, and work with our partners to find solutions. We have a positive, collaborative approach to change.

People are at the heart of everything we do

We play an important role in bringing 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:

-  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.





Highlights from

our year



Find out about our resources and the way we have engaged and supported more people in 2018-19. Our resources:



We directly engaged with 2301 people who shared their health and social care story with us.



We have 52 volunteers, of whom 20 are Young Healthwatch, helping to carry out our work. In total they contributed 2716 hours.



919 people accessed Healthwatch advice and information by calling us or dropping into the shop.



We visited and/or surveyed 216 services and 68 community events to understand people's experience of health and care.



12 key improvements we suggested were adopted by services to make health and care better in our community.



29% more people engaged with us through our website and social media.



How we've made a difference



Young Healthwatch Hillingdon...making a difference for Hillingdon Youth

This year Young Healthwatch Hillingdon (YHWH) has gone from strength to strength. In 2018/19, members have exceeded our expectations, completing over 600 volunteering hours and successfully engaging with over 400 young people in Hillingdon in order to:

- 👍 Ensure their views are represented.
- 👍 Enable them to influence local health and care services.
- 👍 Educate and empower them to take responsibility for their health.

So what is Young Healthwatch Hillingdon all about?

The Office of National Statistics data shows that suicide rates in young people in England and Wales are rising.

There were 177 suicides among 15- to 19-year-olds in 2017, compared with 110 in 2010.

In December 2014 Healthwatch Hillingdon and Hillingdon Mind published 'Listen to Me', a report that highlighted the struggles of children and young people with mental health problems in Hillingdon and the effects these have on them and their families.



Following this work Healthwatch Hillingdon decided that young people needed more opportunities to be heard and represented, and with the help of some Big Lottery funding, Young Healthwatch Hillingdon was born.

By engaging young people in the work of Healthwatch we've had some amazing, innovative results, and we are very proud of what our young people are achieving given this opportunity.



National Citizenship Service (NCS)

Focus Groups

In July, YHWH members facilitated focus groups with 118 young people participating in the National Citizenship Service volunteering programme. The groups gave valuable feedback about mental health, body image and self-esteem and sexual health. This has already shaped, and will continue to influence, the work of YHWH.

Young people participating in the focus groups expressed that one of the most helpful things for them in times of difficulty is talking to people going through similar things. They suggested it would be useful to have 'safe spaces' in the community where young people could meet for supervised peer support sessions. This idea was fed back to the Hillingdon THRIVE Network for possible development.

Delivery of activities with groups of children and young people

During the summer holidays, YHWH delivered a series of activities for children and young people to raise awareness of health issues that impact on them as part of Hillingdon Council's #dosomethingthissummer programme. They ran sessions to get young people thinking about what body image and self-esteem are; what impacts on their body image and self-esteem; and the culture of online images and airbrushing.

They followed this up with a self-esteem and body image stall in The Pavilions Shopping Centre in Uxbridge. The YHWH members running the stall designed and delivered activities that helped to raise awareness of the topics of body image and self-esteem.

"I have struggled with eating disorders and you doing this is amazing. I just want to say thank you". Said by one young man who visited the body image and self-esteem workshop



Local Transformation Plan Focus Group with Hillingdon CAMHS

YHWH members ran a focus group with Child and Adolescent Mental Health Services (CAMHS) service users and staff members. The aim was to find out their views about local mental health and wellbeing services for children and young people and their ideas for what could be done to improve these services.

What has been the impact?

👍 The views of YHWH members along with feedback from the CAMHS focus group were included in the October 2018 refresh of the Hillingdon Local Transformation Plan for Children and Young People's Mental Health and Wellbeing (2016-2021).

Pavilions body image and self-esteem stall



Award Winners!

👍 In September 2018 we won the Outstanding Small Project Award from Hillingdon Community Trust for our Mental Health, Wellbeing and Life Skills Pilot Programme from the previous year. It's a peer to peer education programme that raises awareness of mental health stigma and discrimination, and encourages students to reach out for support if they need it. It also enables students to gain valuable life skills including public speaking and presentation, data review, project planning and deadline management. Following the success of the Barnhill Pilot, we successfully applied for funding from Catalyst London and The Hospital Saturday Fund to run the programme in a further three schools and an additional Peer Support Training Programme in five schools.

How Has Young Healthwatch Helped the Youth Community?...

YHWH members meet to discuss projects at our Uxbridge shop location in The Pavilions Shopping Centre.



Led by **Kim Markham-Jones, Community Engagement Officer (Children and Young People)**, projects are identified by the needs of our community from our database of resident feedback. Kim matches this need with a plan of developing skills and confidence in our young volunteers. This year they inspected Hillingdon Hospital signage to assess if it was adequate for partially sighted residents.



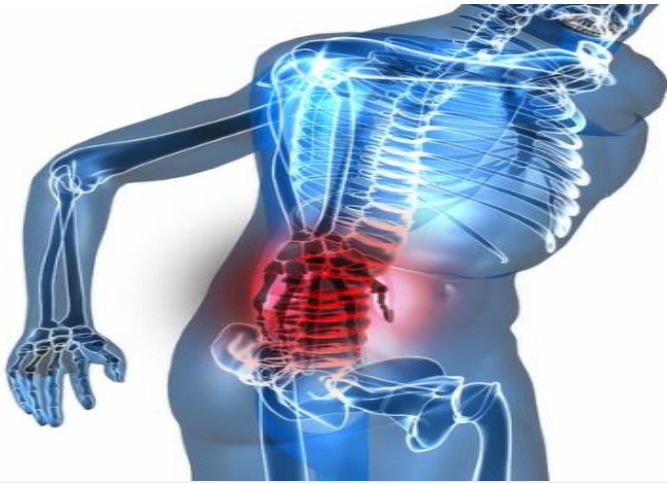
YHWH has brought me out of my comfort zone, inspiring me to try new things that I wouldn't have before. It has made me feel like part of a team, who are all aspiring to achieve the same goal and are passionate to make a change and impact others - Smriti (YHWH volunteer)

Healthfest 2018



One of the biggest achievements for YHWH this year was Healthfest 2018, a one-day event in September which engaged nearly 100 young people. The aims of the event were to raise awareness of YHWH, share important information about health issues and services for young people and gather feedback from them. YHWH members took responsibility for every aspect of the event from inviting stall holders, deciding activities to include and designing publicity, to promoting the event in their schools and on social media, writing the risk assessment and creating the decorations for the day.





Spinal injection and acupuncture treatments were cancelled at short notice

Decommissioning of Lower Back Pain Procedures in Hillingdon

Decommissioning of Lower Back Pain Procedures

In 2017, the eight North West London Clinical Commissioning Groups approved two new policies for the management of low back pain, which took effect on 1st April 2018.

The introduction of the Acupuncture Policy and the Low Back Pain and Sciatica Policy resulted in the decommissioning of acupuncture for all interventions, and several spinal injection treatments. This was on advice from NICE who said there was not enough evidence to support positive outcomes from the expensive treatments.

In June 2018, The Hillingdon Hospitals NHS Foundation Trust sent a letter to all patients affected by the implementation of the Low Back Pain Policies advising them that their treatments would cease.

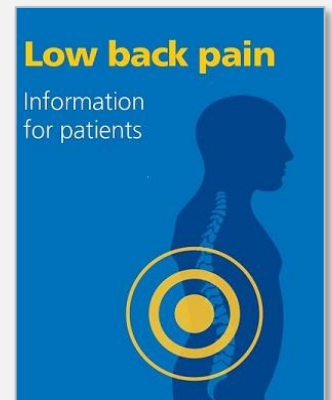
We were subsequently contacted by 40 individuals who were shocked and confused to receive the letter. They thought that there was a lack of information as well as a lack of support for them.

Patients wanted to know why they hadn't been told of the decision much earlier, and felt that they had been left without treatment for their condition.

None of the patients we had contact with had received the leaflet on managing lower back pain with their letter, which was unfortunate as the leaflet gave information and alternative ways of coping with back pain.

In fact this informative leaflet should have been sent out to patients - but an administrative error led to none being distributed.

Patients were frustrated at the lack of response and communication when they tried to contact the hospital. Healthwatch Hillingdon acted on their behalf and tried to get to the bottom of what had happened.



“The letter states that the hospital will be in touch with patients to discuss other options - but nothing has happened.”

The Outcome of Our Investigations



Hillingdon CCG in partnership with the Hillingdon Hospital Trust have responded very positively to the recommendations within the report and have stated that they have, 'developed a new process which sets out our shared approach to managing change and transformation' and in addition stated the following;

'We would like to thank Healthwatch Hillingdon for undertaking this valuable work both in regards to the report and the clear recommendations as well as for the support provided to patients during the process.'

The full report can be viewed on our website.



The Visual Impairment (VIP) Audio Book Group and Amigos Visual Impairment Group

Wayfinding and signage at The Hillingdon Hospital

Healthwatch Hillingdon met with the Visual Impairment (VIP) Audio Book Group in March 2018 to gain insight into some of the barriers they faced when accessing health and social care services.

The members of the Uxbridge VIP Audio Book Group were very candid about their experience of health and social care services. One of the main concerns raised by the group was poor signage at The Hillingdon Hospital. This was an issue that seems to cause many in the group a great deal of frustration and for some people, stress.

Healthwatch Hillingdon works closely with The Hillingdon Hospitals NHS Foundation Trust and regularly tells them about the experiences we hear from the public concerning the services provided at Hillingdon and Mount Vernon Hospitals. Healthwatch Hillingdon reported the issues raised by the VIP

Audio Book Group with the Experience and Engagement Group at the Trust. As a result, the Assistant Director of Facilities contacted Healthwatch Hillingdon and invited members of the VIP Audio Group and Amigos Visual Impairment Group to carry out a review of the wayfinding and signage at The Hillingdon Hospital.



"None of the signs says where X-ray is?"

The outcome of our Wayfinding project

👍 The issues raised by our visually impaired residents in difficulties that they had found with the Hillingdon Hospital signage were highlighted at the September Health and Wellbeing Board in 2018. As a result of our project The Hillingdon Hospital Trust have said they will take action on the recommendations.

"The findings of the review and the suggestions of the members has provided us with some very useful ideas about how we can make those improvements and make a difference. The Trust intends to do what it can to implement those as soon as possible." *Assistant Director of Facilities.*

The full report can be accessed on our website



Healthwatch Hillingdon has many links in the community, which provide working solutions in partnership

Where there's a will there's a way....

Mr and Mrs 'X' needed help for their daughter who is disabled and in a nursing home with only her sight and hearing senses working properly. They had been trying to get their daughter's ears syringed in the home but was told that this was not possible. Healthwatch Hillingdon contacted the Clinical Commissioning Group (CCG) and the CNWL Community Services. Under their contract, Community Services are unable to provide such services in the home but agreed in this set of circumstances that they would go into the care home and carry out the syringing if they received a referral from the GP.

We also brought up this case with the CCG Care Home Group to raise the issue and look for a

solution for other residents. This illustrates how the work we do highlights areas where improvements can be made to services.

Similarly, in another case, we assisted a deaf and mute individual in contacting the Department for Work and Pensions about their PIP claim as they were unable to do this themselves and could not find any other service which would help them.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

www.healthwatchhillingdon.org.uk

t: 01895 272997

e: office@healthwatchhillingdon.org.uk








Helping you find the answers



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 919 people access the advice and information they needed.

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

-  Specific advice and information blogs online
-  Our "contact us" form
-  At community events
-  Promoting helpful services across our social media channels
-  Over the phone

Historic sexual abuse

'R' came into the shop and told us about being in an historic mental health institution which no longer exists, but the experience of being sexually abused there will stay with her for the rest of her life. It was the first time she had told anyone about what happened to her. We were able to signpost her to appropriate organisations to begin the healing process.

'Very professional friendly service, gave me some useful contacts and it was all confidential.'



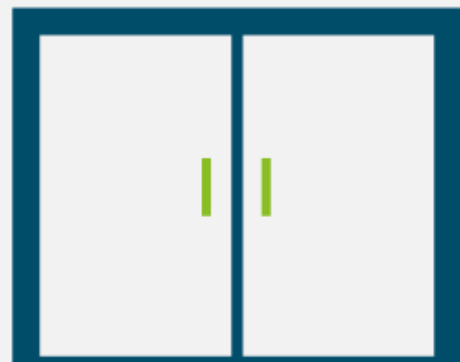
When hospital transportation makes life more than difficult...

We also helped an individual in their late 80s who underwent knee replacement surgery at Nuffield Orthopaedic Hospital. Their GP said they could not authorise hospital transport to take them to their follow up appointment because the hospital is too far and outside the GP's catchment area.

The individual ended up booking a taxi for the appointment which cost them £160. We were able to help by signposting the patient to the Healthcare Travel Cost Scheme, to see if the individual might be able to recoup the cost.



ENTRANCE





We can only help if we know about the problems our residents are having... come and tell us

Personal wheelchair budgets?

We received an email from an individual enquiring about the availability of personal wheelchair budgets in Hillingdon. The individual provided a link to the NHS England website which states that since April 2017, all clinical commissioning groups (CCGs) in England have been expected to start developing local personal wheelchair budget offers to replace the current wheelchair voucher system. The individual explained that they were keen to find out about such plans in Hillingdon. Healthwatch Hillingdon contacted the CCG to follow up on the issue. As a result, the CCG is using the feedback we have received from a number of individuals who have contacted us about problems with the current wheelchair service, in order to shape its plans for the future and improve the current commissioned service.

about being told by their GP practice that it would not provide ear syringing needed for her and her husband (both in their 80s). They were told they would have to pay to have it done privately. Mrs X said that it is very difficult for them to go elsewhere, particularly as they don't have transport. They feel this is a service that should be offered at the GP practice.

Mrs X wanted to flag this up with Healthwatch, saying: "I felt very secure coming here, because you helped us before."

We were able to inform Mrs X that the NICE guidelines recommend that GP surgeries carry out earwax removal if a build-up is contributing to someone's hearing loss. This went to public consultation in March 2019, with the result expected to be published in July 2019. This is another issue that we have highlighted to the CCG, as we have received similar feedback from other residents.

Can ears be syringed at the GP?

In another case, Mrs 'X' came in to the Healthwatch Hillingdon shop to give feedback

'I felt very secure coming here [to HWH], because you helped us before'





Our volunteers



How do our volunteers help us?

At Healthwatch Hillingdon we couldn't make such a difference without the support of our 32 volunteers, and 20 Young Healthwatch volunteers who work closely with us.



Janet West - Volunteer

"I first heard about Healthwatch Hillingdon from a friend following early retirement with RNIB (Royal National Institute of Blind People) in 2017. I went along to the volunteers open day HWH were holding in their shop in the Pavilions and had a chat with them about what they do and what opportunities there might be.

"At the time I just wanted flexibility, variety, and to meet people.

"I believed then, as I do now, that it is important for us all to have a voice and share our experiences (good or bad) of health and social care with a view to trying to make some positive change and wanted to play a small part in enabling people to have that voice."

Janet has proved invaluable in one of our mystery shopping projects. During May and June in 2018, Janet contacted GP surgeries in Hillingdon to see if they were following legal guidance when registering new patients. Following her sterling work we were able to make recommendations to the

Hillingdon Clinical Commissioning Group for improvement around the registration process. Janet has also helped us out in the community with events and outreach opportunities, proving to be a valued member of the team. She says of Healthwatch Hillingdon:

"They care about people's experiences and really listen to everyone's ideas. There is flexibility and volunteers are made to feel wanted and are appreciated"



Sebiha Payne - Volunteer

"I was looking for a job and decided in the meantime to volunteer to gain some work experience and build my confidence. I found out about Healthwatch Hillingdon whilst searching online for volunteering roles.

"I volunteer as an administrator and my role involves entering data onto Excel spreadsheets, and monitoring Healthwatch Hillingdon's social media accounts for Twitter, Facebook and Instagram. I have also participated in a public engagement event as well as a Focus Group. I enjoy data entry and carrying out research for their projects."

Sebiha has been a great asset for us and we can't thank her enough.

"...They appreciate and are grateful for their volunteers and do their best to make sure you enjoy volunteering with them."

Meet some more of our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Christine Thomas

I am recently a widow after caring for my husband who suffered with dementia for 6 years. I was looking for a voluntary role to fill my time, and asked Healthwatch Hillingdon if they had anything available. I was welcomed instantly and made to feel part of the team.

Young Healthwatch

“My experience with YHWH so far has been nothing but amazing. From the very first training day where I made friends to the most recent prideful feedback given about our PLACE inspection, my time volunteering for Healthwatch has been such fun and I can’t wait for our big summer event!” - Ema (Health Champion)



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at:

www.healthwatchhillington.org.uk

t: 01895 272997

e: office@healthwatchhillington.org.uk





Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £150855.

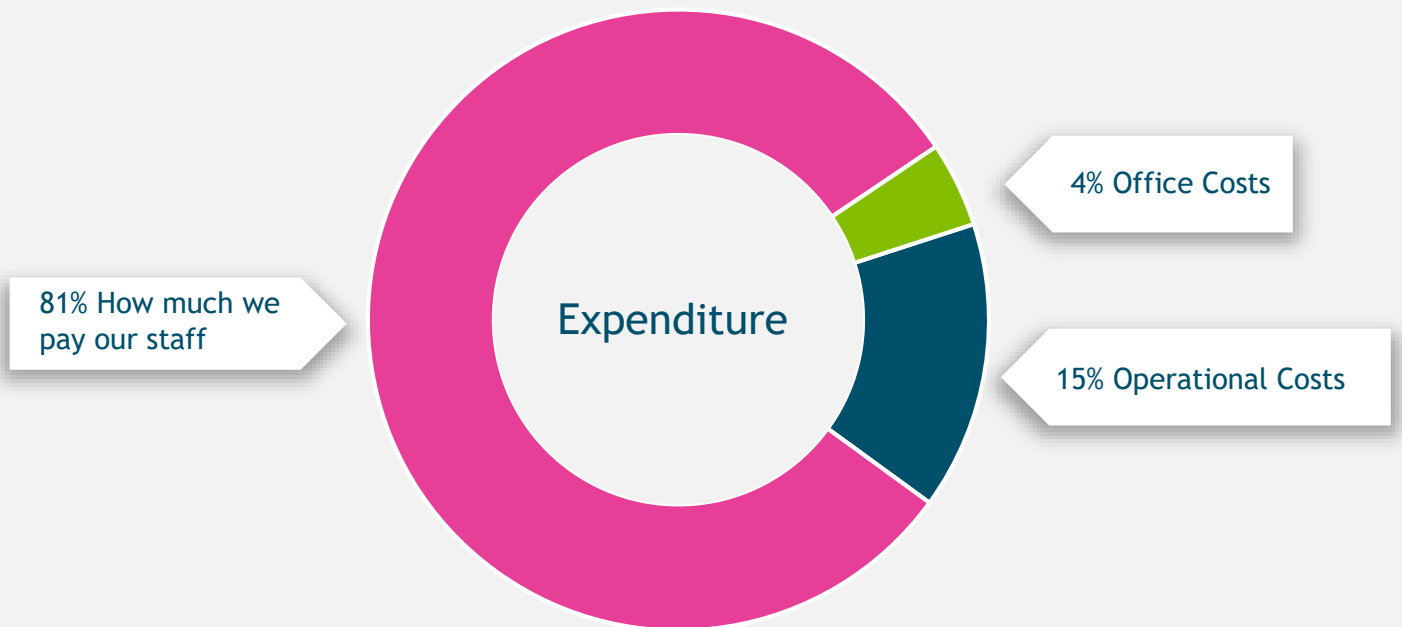
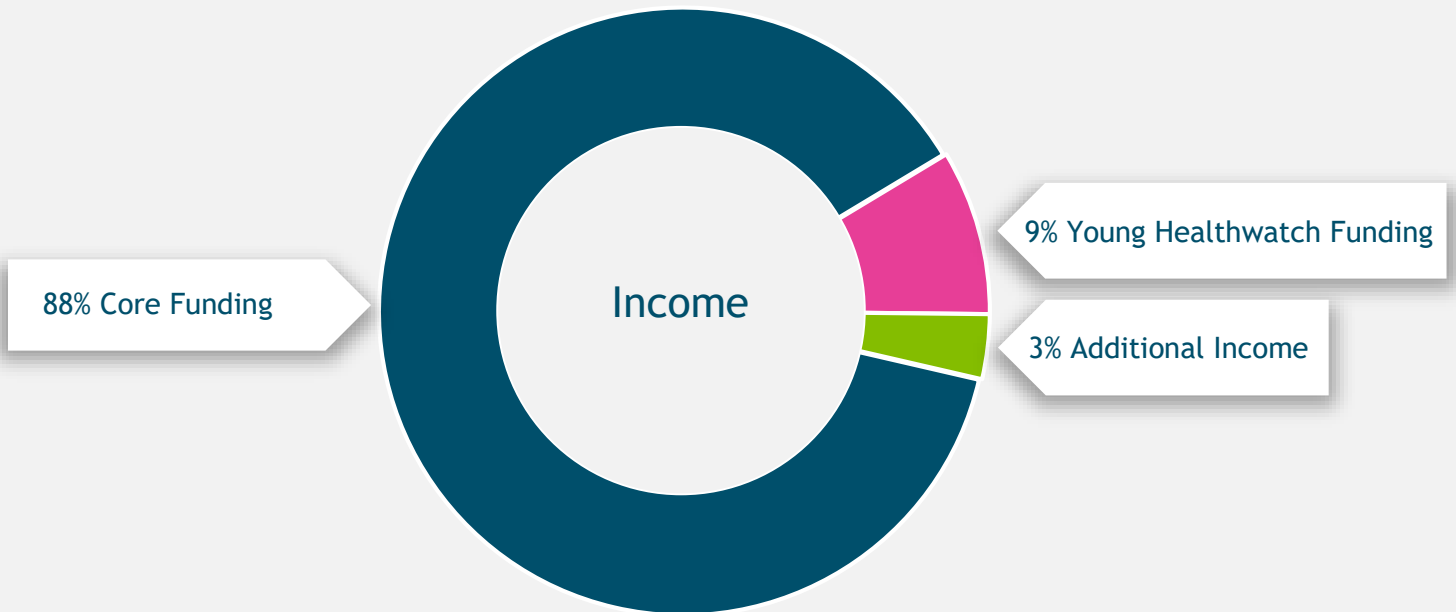
Income:

- + £ 158000 - Funding received from local authority
- + £ 6581 - Young Healthwatch Funding
- + £ 1400 - Additional Funding
- + £165981 - Total Income

We also received £6581 of additional income for our Young Healthwatch activities and £1400 for additional projects.

Expenditure

- + £ 22653 - Operational Costs
- + £ 121534 - Staffing Costs
- + £ 6684 - Office Costs
- + £150871 - Total Expenditure





Our plans for

next year



Our plans for next year will include some of the following activities

- Care Homes - The project with care homes will gather data and evidence of the care experienced by residents living in care/nursing homes in Hillingdon. It will also be an opportunity to work with residents' relatives and care homes to improve the residents' experiences through partnership working with the homes.
- Review CAMHS provision in the Borough to better understand how the enhanced provision (developed after our report, 'Seen & Heard - why not now?') is working. This will be led by our YHwH.
- Building on the success of Healthfest, YHwH will be holding another three events, two in the summer and a third event later in the year.
- Following on from our NHS Long Term Plan engagement we will publish our local report so that it helps to inform local decision makers about the views of Hillingdon residents regarding local healthcare needs.



- Review the Hillingdon Hospital discharge procedures to better understand how well the recommendations Healthwatch Hillingdon made in our 'Safely Home to the Right Care' have been implemented.
- Complete and publish our mystery shopping activity around dental surgeries, to better understand how accessible they are for people with disabilities.



'The delivery of our statutory role will always be our main priority. Focusing upon, and listening to what our residents are saying, and protecting their rights, is key to everything we do'.

Message from our interim CEO

Our CEO - Graham Hawkes - left in November 2018. We wish him every success in his new role. It has been a pleasure to take up the reigns, albeit on a temporary basis.

The work that the Healthwatch Hillingdon team does is remarkable. There is such a good relationship with partners who welcome us as a critical friend. This means we are able to seek solutions to the problems of our residents with confidence that there will be positive outcomes.

This last year has again delivered so many positive outcomes. The work done by our Community Engagement Officer (Children and Young People), Kim Markham Jones, in the consolidation of our Young Healthwatch Hillingdon has been an amazing achievement. There is now a growing understanding among our youth that it is okay to seek help. We are raising awareness of common anxieties and providing strategies for dealing with the pressures in our society. Kim will build on this in the coming year to ensure that the youth of Hillingdon has a voice and a support network.

The Healthwatch Hillingdon team is committed to helping others, it is a core value of our work. We are a small team with dedicated workers. Charmaine Goodridge - our Outreach & Volunteer Officer - recruits and guides our many wonderful volunteers to whom we are extremely grateful for giving up their time to help us fight the injustices and errors of the healthcare system. Alison Neves, our Signposting & Insight Co-ordinator, provides the public with information on access to local health and care services and complaints procedures, and reports on the feedback they give us. Pat Maher

maintains our budget and spending systems. Dan West has recently joined our team as Director of Operations and will have an important role going forwards.

Overseeing our fantastic team and its work, is our Board of Governors and Chair - Lynn Hill - who provide us with invaluable support and direction. So, a big thank you to all who make Healthwatch Hillingdon possible, without you we would not be here to work so hard on behalf of our residents.



'It is a privilege to assist any Hillingdon resident who is in need of our help'

Turkey Mahmoud
Interim CEO

A further thanks to you....

Thank you to everyone who is helping us put people at the heart of health and social care, including:

- Thank You** Members of the public who shared their views and experience with us
- Thank You** The voluntary organisations that have contributed to our work
- Thank You** The Hillingdon Hospitals NHS Foundation Trust
- Thank You** NHS Hillingdon Clinical Commissioning Group
- Thank You** NHS Hillingdon Primary Care Confederation

Thank You H4All (Age UK, DASH, Hillingdon Carers, Harlington Hospice, and MIND)

Thank You Central and North West London NHS Foundation Trust (CNWL)

Thank You Hillingdon Libraries

‘Making a difference together for the people of Hillingdon... listening, reporting, taking action’



Working in partnership with our friends at the Hayes Muslim Centre

Contact us



01895 272997



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Healthwatch Hillingdon



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https://www.instagram.com/healthwatch_hillingdon/



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Registered in England and Wales



Registered Charity Number: 1152553

We will be making this annual report publicly available at the end of June 2019 by publishing it on our website and submitting it to Healthwatch England, Care Quality Commission, NHS England, Hillingdon Clinical Commissioning Group, London Borough of Hillingdon, Hillingdon Health and Wellbeing Board and the External Services Scrutiny Committee.

Healthwatch Hillingdon has used the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

To request a hard copy of this report, or in an alternative format, please contact us.



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