

The value of listening

Healthwatch Bromley
Annual Report 2023–2024



Contents

Message from our Chair	3
About us	4
Year in review	5
Listening to your experiences	8
Hearing from all communities	14
Advice and information	17
Volunteering	20
Finance and future priorities	23
Statutory statements	25



"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

I am pleased to introduce the Healthwatch Bromley (HWB) annual report for 2023 – 2024, another year of partnership working with health and care service providers, voluntary organisations, Bromley Council, South East London Integrated Care Board and System (SELICB/SELICS) and its place-based local care partnership, One Bromley, enabling residents' voices to be heard and considered by those who provide, commission and monitor local services.

HWB faced serious staffing issues during the year with the departure of two staff members and an established intern. With recent recruitment we have the full complement of 2.2 full time equivalent staff in April 2024, but this level of staffing limits the range of work HWB can undertake to that for which we are contracted. HWB is one of the smallest Healthwatch in London and we continue to punch above our weight and deliver significant programmes to represent local people's voices.

We widened the range of venues used to collect patient experiences, to articulate less commonly heard voices, e.g. carers, young parents, asylum seekers, people with disabilities. We increased face-to-face engagements, collected more than our contracted annual target of 2,400 and published four comprehensive quarterly reports highlighting patients' positive and negative experiences.

We completed a research study of ophthalmic services available to Bromley residents, planned with providers and stakeholders, incorporating survey responses and in-depth case studies from service users. This year's other research project is on mental health service provision; survey work is complete and a report will be available soon. Additionally, we are reviewing aspects of patient transport. Last year's research report on social prescribing was very well received across the borough with indications that its conclusions would be used in future service planning.

We completed eight 'Enter and View' (E&V) studies of local health and care services, extending our range this year from the more usual care homes to independent living providers, publishing reports with recommendations, incorporating the views of users, their friends, families and carers, and services' staff. HWB reports incorporate provider responses and are widely shared with local partners.

HWB has seven active committee members who bring local and professional knowledge and experience to planning, research, reporting, local engagement and E&V. They attend many Bromley, SEL and regional meetings, extending HWB representation beyond that which staff could undertake.

You can read more about the above in this report. We thank staff and volunteers for their dedicated work making HWB the independent champion of Bromley health and care service users and residents.

Helen Norris

Chair, Healthwatch Bromley



About Us

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 voices 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.

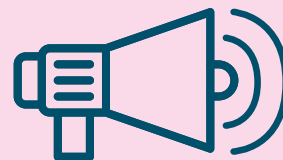


Year in Review

Reaching out

2,472 people

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



87 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

16 reports

about the improvements people would like to see in health and social care services. Our most widely read report was



Social Prescribing

which investigated how social prescribing was working in 2022 – 2023 in Bromley.

Health and social care that works for you

Over the year, we were lucky to have

60

outstanding volunteers who gave up **2,609 hours** to make care better for our community.

We're funded by our local authority. In 2023/24 we received

£82,000

which is £3,000 more than the previous year.





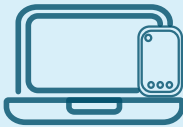

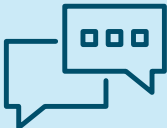



We currently have

3 staff (One full and two part time)

who help us carry out our work.

How we've made a difference this year

Spring	 <p>We completed our Social Prescribing Report and shared it with local partners for a response.</p>	 <p>In response to residents' queries, we helped callers by providing information on how to raise a complaint, contact PALS, and advocate for all.</p>
Summer	 <p>We responded to King's College NHS Foundation Trust, St. Christopher's and Oxleas NHS Foundation Trust's Quality Accounts, and One Bromley's South East London Strategy, Joint Forward Plan, and Bromley 5 Year Strategy.</p>	 <p>We shared two Enter and View (E&V) reports and received responses from the managers to all our recommendations.</p>
Autumn	 <p>We responded formally to Bromley Council's Adult Social Care Strategy and the Bromley Healthcare Quality Account 2022-2023.</p>	 <p>We decided our methodology for our Ophthalmology research study and began community engagement visits.</p>
Winter	 <p>We produced a project summary, methodology, interview questions and surveys for a community mental health services research project.</p>	 <p>Our Ophthalmology survey closed and we began analysing the data and identifying key findings to produce recommendations for local partners.</p>

Your voice heard at a higher level

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

This year we've worked with local partners across Bromley to:



Feed in people's experiences to identify, shape, and develop the six South East London Integrated Care System (SEL ICS) priorities, the principles that underpin them and the ICS Integrated Care Strategy. We also provided support for engaging the community in these developments.

Provide representation on 16 ICS and ICB Boards, Committees, and Groups. Through this participation, we brought an independent public voice to their meetings, and highlighted the insight and intelligence gathered by SEL Healthwatch to decision makers and health providers.



Develop south east London Healthwatch webpages, bringing together key Healthwatch reports in one place to facilitate health commissioners' access to people's views, experiences, stories, and recommended solutions.

Champion digital inclusion across south east London programmes and services so that as technology use becomes more widespread, the digital exclusion many people face is mitigated.





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 and help them improve.

Social Prescribing Report

Based on comments about the service from residents and our committee, we decided to investigate how social prescribing was working in Bromley in 2022 / 2023. The report was published in Spring 2023.

We developed two surveys – for patients and primary care professionals – and a set of interview questions for social prescribing link workers (SPLWs).

What did you tell us?

Patients said that the primary benefit of social prescribing is the time that SPLWs can devote to them.

When asked why people were referred to a social prescriber, the main reason was mental health issues, including depression, caring responsibilities, post-traumatic stress disorder (PTSD) and mental breakdown.

Key Findings

- 52% said their overall experience was either 5 (Excellent) or 4 (Good).
- The SPLW interviews identified the top five issues with which people ask for support as housing, isolation, caring responsibilities, emotional wellbeing and benefits.
- The majority of patients said waiting times were the main concern for them – both waiting for the initial SPLW contact and being signposted by an SPLW to another service.
- Almost all primary care professionals said that social prescribing could be improved by increasing the number of SPLWs, and that patients feel better heard and understood by discussing their non-medical needs with an SPLW.
- Our data indicates a lack of information and awareness within some GP practices and primary care networks (PCNs) about the role of the SPLW and the benefits of social prescribing.

The report contains recommendations based on our key findings for the South East London Integrated Care Board (SEL ICB), PCNs, and SPLWs. The SEL ICB shared this report and its recommendations with PCNs for consideration as to how they can use these insights to take the service forward. PCNs are the responsible providers for this service, against a nationally defined model. They are commissioned and funded via NHS England as part of a national programme to expand social prescribing.

Our report has led to sharing intelligence with Transformation Partners in Health and Care, contributing to the evaluation toolkit for social prescribing and an invitation to attend regular Social Prescribing meetings co-ordinated by the SEL ICB to reflect on developments.



“SPLW is so much needed for long term care. It means a huge amount having someone call up to ask how you are.”

Survey respondent

Ophthalmology Report

This year we embarked on a new research project on ophthalmology services (OS) available to Bromley residents.

We produced a report which includes key findings and recommendations. Survey responses indicated that service users are broadly satisfied with the range of services available, but case studies showed more negative aspects.

What did you tell us?

Patient reports of their experience of treatment, referral and communication were often positive, but some highly negative experiences were reported, especially in the in-depth case studies.

Key Findings

- Delays in the referral process, including the role of GPs
- Long waiting times at all stages
- Inefficiency of the appointments system
- Communication difficulties, between services and by services with patients, including by telephone
- Inadequate information given to patients before, during and after treatment
- Limited treatment choices offered to patients
- Service provision for housebound residents not always available
- Queries about the role and availability of the Bromley Minor Eye Conditions Service (MECS)
- Access difficulties for people with mobility issues or experiencing financial pressures (travel costs).

Analysing the demographic information we captured during our outreach and engagement activities, we identified a possible knowledge gap and suggest that further research should be carried out on paediatric ophthalmology services.

From our findings, we made evidence-based recommendations for actions to be taken by commissioning and provider partners to improve local ophthalmology services.

 *“The treatment received from the consultant and clinical staff was superb.”*

Survey respondent

 *“Was told to wait four weeks for someone to get in touch but that never happened.”*

Survey respondent

Community Mental Health Services Report

Our second research study this year focuses on working age adults aged 18–66, receiving community mental health (MH) support for more than 12 weeks or who have been discharged from this care within the last six months.

Attendance at events, representation on reference groups, and feedback from residents, MH service clients and carers highlighted a range of issues within community mental health services. These warrant further exploration, to gain a broader understanding of the issues and potential solutions from a lived experience patient and carer perspective. The value of this project is further supported by the recent Carnall Farrar report, impending implementation of the community mental health framework and ongoing transformation work within Oxleas NHS Foundation Trust.

Data analysis and report writing began in April 2024 and we plan to distribute our findings and recommendations in the summer.

King's Mental Health Advisory Group

The HWB representative on King's Mental Health Advisory Group was asked to join a patient safety/quality improvement project at Princess Royal University Hospital (PRUH), following incidents on a ward involving patients with mental and physical health needs, including a patient with a serious mental illness admitted through the Emergency Department (ED), as part of the rollout of the new Patient Safety Incident Framework (PSIF).

This PSIF enabled new ways of working, responding to incidents and improving services. Traditionally, key stakeholders such as frontline staff, patients and carers had often been excluded from these processes.

An initial mapping exercise was undertaken, involving patients, carers, clinicians, nurses, wider stakeholders and partners including Oxleas NHS Foundation Trust (the psychiatric liaison service provider). It excluded dementia, prioritised the ED, and recommended various actions. A task and finish group was established, co-chaired by the HWB representative. Operational pressures and the size and scope of the identified improvements mean the project will continue throughout 2024–2025.

Changes made so far include improved communication and teamwork between the trust and psychiatric liaison team, better patient information and improved support and training for ED and other acute staff. Wider system changes to better support patients and improve their experience are anticipated.



“Without the support from Healthwatch, gaining access to patients and carers with mental health needs would have been a barrier to co-producing improvements. The patient/carers group has not only been instrumental in the improvement group, but held us to account, kept us focused, provided insight and differing perspectives and allowed us to push forward meaningful improvement.”

Patient Transport

Patient and carer feedback about the new non-emergency patient transport service (NEPTS) and new national standards suggested this might be a research project for 2024 – 2025, so we undertook a scoping exercise to examine the issues. This was led by two HWB committee members working with GP practice Patient Participation Groups (PPGs), enabling us to build relationships with PPGs across Bromley (also to benefit future HWB work).

We engaged with the relevant leads at King’s College Hospital NHS Foundation Trust (KCH) and SVL Healthcare Services (the transport provider) and thank them for their co-operation and openness during discussions, including our invitation to the provider/trust transport forum. The positive working relationships developed will enable improved future sharing of patient and family experience to support service improvements.

Reviewing the discussions with the transport provider and KCH and the PPG feedback we concluded that a full research project was not necessary, though PPG feedback highlighted some concerns, including lack of awareness of the transport provider app and delays in collecting people after appointments. These themes can be explored and addressed in the coming months.

KCH and SVL Healthcare Services are undertaking a patient experience survey and SVL has launched an innovative app for use by patients and families when waiting for transport.

Work on the project will continue into 2024-2025 to benefit patients and carers and a final report detailing the outcomes and learning will be produced in due course. We will use learning from the project to further enhance our capacity and improve outcomes for Bromley residents.

“It offers patients who don't have transport and cannot use public transport the ability to get to a hospital appointment.”

Patient Participation Group

“Enabling the patient to attend the appointment on time without the need to access public transport.”

Patient Participation Group

“Often patients are left for a long time after their examination (sometimes 2 hrs plus). This is difficult for patients who are in a chair but need to lie down, or if they have dietary restrictions or diabetes.”

Patient Participation Group



Three ways we have made a difference in 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 about personal experiences and their impact on people's lives provides them with a better understanding of the problems.

We contribute to the increased confidence and ability of people to influence the local health and care system. We exceeded our quarterly target of patient reviews and continued to develop our Patient Experience Programme with the support of local partners. We carried out 253 face-to-face patient engagement visits (84 more than 2022-2023) at GP practices, 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 forums, including:

- Suicide prevention and awareness
- Ethnicity and Breast Cancer Patient Participation Group
- ClearCommunityWeb Hub's free digital skills programme
- London Patient Voices for Social Prescribing Programme



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. On these visits, we take a partnership approach with providers and follow up each one to check progress and offer support to meet our recommendations.



There is a summary of other outcomes we achieved this year in the Statutory Statements section at the end of this report.



Hearing from all communities

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

This year we have reached different communities by:

- Contacting 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 the South East London Integrated Care Board (SEL ICB).

Enter and View Programme

One of our statutory functions is to carry out Enter and View (E&V) visits into health and social care services in the borough.

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.



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 – so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

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

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 suitable for the programme. We visited the following:

- Mission Care Elmwood
- Florence Nursing Home
- Mission Care Willett House
- Burrows House
- Springfield
- Hestia Mental Health Flexible Support Service (MHFSS)
- Beckenham Park Care Home
- Queens Court

“Always been totally happy and satisfied with the care. And communication given by staff. A great team.”

Family member, Willett House

“I love living here in Springfield, the staff look after me well, I will be lost without this place.”

Resident, Springfield

“Regular in-person visits. Encouraged to perform my tasks and superb assistance as regards to my medication.”

Service user, Hestia MHFSS

Reporting our findings

Each service provider is required to respond to a Healthwatch report and its recommendations within 20 days of the receipt of the report (exceptionally, up to 30). They should describe actions to be taken, or reasons for no action.



Mission Care Elmwood, 12 June 2023

Based on the analysis of all feedback obtained, we made seven recommendations for the service and the home responded positively to all. These included:

Recommendation: We advise the management team to purchase garden parasols for the tables to help protect residents from the sun during hotter months.

Response: Parasols have been put on benches in the garden as a sun protection measure.

Recommendation: There are good elements of dementia friendly décor throughout the care home, such as handrails painted in a contrasting colour with the wall. However, we did not identify dementia friendly clocks in communal areas. We advise management to purchase dementia friendly clocks and to display them on each floor.

Response: Three calendar clocks have been ordered to be placed in each lounge.



"E&V visit was very helpful last year, and all the recommendations provided have been implemented too as mentioned in our response a year ago."

Elmwood Home Manager



Springfield, 01 November 2023

Based on the analysis of all feedback obtained, we made six recommendations. These included:

Recommendation: We advise the manager to review the bedding on offer to late night staff and look into replacements, when possible, to support staff health and wellbeing.

Response: High quality mattresses and beds have been recently purchased for staff who do sleep-in.



"At Springfield, we greatly appreciate the outcome of this report which will allow us to reflect and work around those recommendations and how to better enhance the lives of the people we support and our staff team as well so that we provide a high-quality service delivery to those concerned."

Springfield Manager



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, making 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, including NHS dentists
- Supporting people to look after their health during the cost of living crisis.

How we deal with safeguarding concerns

We have a duty to raise a safeguarding concern if we think someone is being abused or neglected.



Following an E&V visit, we identified an issue and raised a safeguarding concern. A resident who spent two years in a care home was unhappy and believed their health had deteriorated since moving there.

The resident has diabetes and had bariatric surgery before moving into the home. During the interview, they told us that the nursing home refused to provide fresh fruit and salads. Consequently, they had gained 10kg and they were unable to leave their room because of their size.

We reviewed the case and contacted the Lewisham and Bromley Safeguarding Adults Boards to raise it as a potential concern. A referral was completed and passed on to Penge & Beckenham Adult Services Team. They completed the initial enquiries and responded quickly and effectively to all our concerns, prioritising the service user's safety and wellbeing.



Flu and COVID-19 vaccinations

It's essential that people have clear, accurate communication about their care.



We were contacted by a local resident, a full-time carer for their elderly mother who had heard nothing about her vaccinations, which were due. It was unclear whether the GP referral had reached Bromley Healthcare (BHC), the service managers.

We reached out to BHC who responded quickly, reassured the enquirer and provided the necessary information to arrange the vaccinations.



Making a complaint about a service

It is important that we listen to people's complaints and provide appropriate information and signposting.



We received a complaint about a care service from a local individual. The caller has power of attorney for a resident and was unhappy with how the service provider was caring for this person, who is in their 70s and has Alzheimer's.

We quickly contacted our Bromley social care contacts. The Quality & Provider Relations Team, Safeguarding, Practice and Quality Improvement (Adult Services) explained the Bromley borough complaints procedure. We passed this on to the caller and discussed their way forward.



Getting the right support

Sometimes a complaint can be hard to deal with and exhausting. Having an advocate means someone is there to support you.



We received a call from a local resident who accessed a community dental service. She has several long-term conditions and felt the health care professional did not support her during her appointment or take her medical history into sufficient consideration.

She raised a complaint with the service and called Healthwatch for advice and information, having struggled to get the support she needed due to her health conditions.

We signposted her to Advocacy For All and spoke to her several times, over one month. She later called our team to thank us for being there to listen during this difficult time.





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 well and what needs improving.

This year our volunteers:

- Engaged with the local community to promote Healthwatch Bromley and what we have to offer
- Gathered feedback, supported communities to share their experiences and drafted reports
- 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 project reports
- Produced marketing materials, including a bi-monthly newsletter.



"Another challenging year giving back to the community that has served me so well for many years. From Biggin Hill to Penge, from Orpington to Beckenham, throughout Bromley borough, consulting with the public and health community on behalf of patients. Being able to contribute to the development and maintenance of health and well-being services throughout the borough this year has been extremely satisfying. As a volunteer I can use my life experience to help patient satisfaction feedback assist Healthwatch Bromley, to drive the changes required to deliver first class health and social care."



"My time spent as an intern at Healthwatch Bromley was one of the most rewarding experiences. On my first day, it became apparent how inclusive, supportive, and collaborative the team was, which enabled me to join the mission while feeling like part of a family. I had the privilege of working alongside patients, interviewing them about their experience with services provided by the NHS, and directly advocating for change to local authorities. As a future physician, I learned invaluable skills that I plan to use in my future practice. Through every encounter, the importance of listening to a patient's concerns and creating realistic and attainable treatment plans was reinforced in my heart. I highly recommend HWB to anyone interested in health and social care!"





"I thoroughly enjoyed my time as a Healthwatch Bromley intern. I was welcomed openly into the team from day 1 and supported throughout. During my internship, I had the opportunity to complete several tasks such as engaging service users in the hospital, GP practices and children and family centres, to name but a few. I also had the opportunity of accompanying my Supervisor to a day centre to understand that side of her role. The internship not only expanded my knowledge in a crucial subject which will undoubtedly aid me in my future career, but it also allowed me to expand my skill set was an invaluable stepping stone to my future career."



"Volunteering with Healthwatch Bromley in community engagement has been a transformative and enriching experience. Working closely with this dynamic organization has provided me with valuable insights into the intricate dynamics of public health at the community level. Engaging with local residents and stakeholders has been a hands-on and immersive journey, offering a unique perspective on the diverse healthcare needs and challenges faced by the Bromley community. What makes the experience even more rewarding is the exceptional team at Healthwatch Bromley. The dedication and passion exhibited by each team member have created a supportive and collaborative environment."



Do you feel inspired?

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

 www.healthwatchbromley.co.uk/volunteer

 **0203 886 0752**

 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		Expenditure	
Annual grant from Government	£82,000	Expenditure on pay	£62,000
Additional income	£0	Non-pay expenditure	£8,000
		Office and management fees	£12,000
Total income	£82,000	Total expenditure	£82,000

*These figures are unaudited.

ICS Funding

Healthwatch Bromley received no funding from the Integrated Care System (ICS). However, ICS funding goes into a Healthwatch South East London regional post hosted by Healthwatch Greenwich. Please refer to their report for further information.

ICS funding

Healthwatch across [ICS area] also receives funding from our Integrated Care System (ICS)

to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
	£0
	£0
	£0

Next steps

Over the next year, we will keep engaging with people across Bromley, especially those in the more deprived areas, and pass on their views and experiences of health and social care services to those with the power to make positive changes. We will address the issues which concern local people the most, including GP appointments, waiting times and access to services. We will work with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff listen to and learn from patients, to make care better.

Out top three priorities for 2024–2025 are:

1. Residents who are housebound
2. Children and young people
3. Communities from which we hear least often.



Statutory Statements

During this year, Healthwatch Bromley operated from Waldram Place, London, SE23 2LB.

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

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

Our Healthwatch Committee consists of seven local volunteer members who provide direction, oversight and scrutiny to our activities. They ensure that decisions about priority areas of work reflect the concerns and interests of our diverse local community. In 2023 - 2024 the Committee met seven times and decided 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.

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 into their experiences of using services. During 2023 - 24 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.

Responses to recommendations

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

Taking people's experiences to decision-makers

We pass on the insight and experiences shared with us to people who can make decisions about health and care services. In our local authority area, for example we take information to a broad range of governance meetings across Bromley - see page 27 for a list of these.

We also take insight and experiences to decision-makers in the South East London Integrated Care System. For example, we produce an integrated report of all SEL Healthwatch reports published every quarter, which is shared widely. In addition, we provide updates on Healthwatch activity to the ICB Engagement Assurance Committee and to the System and Concerns Group. Our SEL Healthwatch Reference Group has influenced the Digital Strategy and the Anchor System Programme engagement. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view (E&V)

This year, we completed **eight** Enter and View visits and **two** research studies.

Location	Reason for visit	What you did as a result
Elmwood (Mission Care),	Last CQC inspection took place in 2021. Whilst the service was inspected, it was not rated.	Eight recommendations made.
Florence Nursing Home (Lorven Housing)	During the last inspection, February 2022, the provider had made improvements to address issues identified at the previous inspection - monitoring of the quality and safety of the service.	Ten recommendations made.
Willet House (Mission Care)	Mission Care is the only elderly care provider in the borough with a block contract with Bromley Council	Six recommendations made.
Burrows House (Gold Care Homes)	A high percentage of Bromley Council funded residents. (Last E&V report – December 2019)	Seven recommendations made.
Springfield (Leonard Cheshire)	A service provider to people with physical disabilities	Six recommendations made.
Hestia Mental Health Flexible Support Service (MHFSS), Bromley	Chosen by Bromley Council and the Healthwatch Bromley committee.	Six recommendations made.
Queens Court (Lorven Housing),	Purchased from previous owners, formerly named Archers Point, when rated inadequate. Newly registered in January 2023	13 recommendations made. The report is being finalised and will be shared with the home's manager in April 2024.
Beckenham Park Care Home (Avery Collection)	Previously a Signature Care home and recently changed ownership. The service has been running for less than 3 years.	The Enter & View took place in March 2023, and the report will be shared with the home's manager in May 2024.

Research project

Project	Outcomes achieved
Social Prescribing Report, Spring 2023	11 recommendations made. We have been invited to attend Social Prescribing meetings, led by SEL ICB, where key partners collectively review how Social Prescribing meets the needs of service users. This includes a clear communication strategy to inform all clinical and non-clinical staff about the SPLW role.
Ophthalmology Report, Autumn/Winter 2023	14 recommendations made. The report was shared with main stakeholders in March 2023 and a formal response requested by April 2024.
Community mental health services report, Spring 2024	Engagement and survey deadline was the end of March. Data analysis and report writing began in April 2024.

Representation

We attended 162 key strategic and operational meetings in 2023 – 2024 where we represented the voices of Bromley residents, encouraged public involvement and shared our intelligence.

Examples of meetings where we presented the patient voice:

- Bromley Healthcare Patient Reference Group
- Bromley Healthcare Quality Improvement 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)
- BSAB Training & Awareness Group
- BSAB Communication Service User Engagement Group
- Bromley Health and Wellbeing Board (HWBB)
- Bromley Health Scrutiny Sub-Committee
- Bromley Primary Care Oversight Group
- Dental Transformation Group
- Gypsy Roma Traveller (GRT) 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
- King's College Hospital and NHS complaints advocacy services
- London Care Record Project Board
- One Bromley Communication and Engagement Sub-Group
- One Bromley Local Care Partnership Board
- One Bromley Community Champions
- Oxleas NHS Foundation Trust and SEL Healthwatch services
- Pharmacy First Steering Group
- South East London Healthwatch Joint Working Protocol
- South East London Healthwatch Patient Reference Group

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