

Healthwatch Westminster Priorities 2022 – 2023

Re-ablement services	<ul style="list-style-type: none"> • Meeting with commissioners to better understand what the re-ablement service is commissioned to offer, and what feedback has been received about the service • Establishing how we can engage with service users and carers to report on their experiences
A&E and Urgent Care Centre access, triage and re-procurement	<ul style="list-style-type: none"> • Working with commissioners to ensure Healthwatch Westminster is embedded in the planning and evaluation of access to same-day emergency care services in the bi-borough, with a particular focus on Westminster
Ambulance services	<ul style="list-style-type: none"> • Working with the system to understand how the ambulance service contract is monitored, what the areas of concern are, and understand their patient engagement
Podiatry	<ul style="list-style-type: none"> • Addressing challenges accessing podiatry, chiropody and nail care by working with the service to include patients and the public in their transformation process
Access to talking therapies	<ul style="list-style-type: none"> • Working with commissioners and mental health engagement networks to understand what is known about talking therapies, and agree how we can bring additional insight to support improvements

Working across the bi-borough

Some of our priorities will be shared with Healthwatch Kensington & Chelsea, and we will work together across the bi-borough to carry out work in these areas:

Mental health: Impact of changes to the Gordon Hospital

We are undertaking Enter & View visits to inpatient wards St Charles Hospital to understand whether the service offers culturally appropriate support, that there is parity of therapeutic activity across the wards, and the impact on carers visiting their cared for person. We will also be doing the visits with Healthwatch Brent who will be visiting Park Royal Hospital, with the same objectives. Visits will be in November 2022.

Learning Disability

Our host organisation The Advocacy Project wants to ensure we investigate the experiences of people with a learning disability using health and social care services. The Advocacy Project delivers a health equality service with people with learning disabilities in the bi-borough, and so we are working with them to understand which services they have heard are working well and where there are challenges.

All other work that we are approached to support will fall outside of the funding available from the Local Authority. We are confident we could add value to many areas of health and social care project work, supporting health and care stakeholders achieve their objectives. We welcome all such opportunities which will further improve health outcomes for people in the local area and in particular address existing health inequalities and avoid future inequalities.