

**Together**

**we're making health  
and social care better**

Healthwatch Croydon  
Annual Report 2022-23



# Healthwatch Croydon Annual Report

Croydon Health and Wellbeing Board

17 April 2024

# Our year in numbers

1 April 2022 to 31 March 2023 (under Help & Care)

## Reaching out



**860 people**

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

**75 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 shared **8 reports** about the improvements people would like to see to health and social care services.



Our most popular report was **Urgent and Emergency Care** which presented the customer journey and experiences of over 1000 Croydon residents and helped decision-makers allocate new GP Hubs and support further transformation.

## Health and care that works for you



We're lucky to have **20** outstanding volunteers who gave up **953 hours equal to 25.7 full days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received **£149,411**

This was 1.5% less than the previous year

Up until 31 March 2023, we employed

**4 staff**

who help us carry out our work.

# Our reports

**Informing Urgent and Emergency Care Transformation:** Over 1000 patient responses informed changes to services including focusing on making NHS111 a reliable first step and ensuring a closer integration between primary care and other urgent and emergency care services, particularly at Croydon University Hospital.

**Improving access for those who do not speak English:** We interviewed French African, Latin American, Ukrainian, Tamil residents about their experience in accessing services. This contributed to Healthwatch England's wider report *Lost for Words*. We also worked with local stakeholders to find out ways to reduce gaps in support particularly around translation and interpretation.

**Supporting better GP websites:** We reviewed all 54 GP websites across over 20 measures and shared these with each GP as well at South West London ICS to make improvements in access due to improved website accessibility as well as empowering individuals to register with their GP.

# Our reports

**Providing insight for a new dementia strategy;** Working with the Alzheimer's Society, we spoke to those with dementia, their carers, and their family and friends. We found that there was a need for greater understanding, education and training, as well as support to enable those with dementia to see Croydon as more dementia-friendly. This, with other patient insight gathered, helped underpin the new Croydon Dementia strategy, published in 2023.

**Assessing patient experience of MyCare patient portal:** We heard from Croydon University Hospital outpatients about the new portal and fed back insight to improve communication and usage including linking this to the NHS app and providing community training.

**Raising awareness of asylum seekers experiences in Croydon:** We gathered valuable insights into well-being experiences of asylum seekers in Croydon. The project focused on key areas such as access to information, access to services, ease of access, and barriers. Through interviews the project shed light on the challenges faced by asylum seekers in Croydon which was shared with the Croydon Health Inclusion Steering Group.

# Our reports

**Providing insight for London Ambulance Service's strategy:** We collated views on Croydon resident's views on LAS as part of a cross-London insight project to help redefine LAS strategy. Senior leadership at LAS recognised our contribution this project at the strategy launch in September 2023.

**Raising issues about young peoples' mental health:** We heard from 470 Croydon secondary school children about their mental health needs and use of services, including the focus on supporting friends and family and schools. We shared this with commissioners and understand this aligns with similar recent research taking place about young people.

**Ensuring communities are heard in regional decisions:** We have worked with our colleague in Healthwatch across South West London to support the development of an independent Executive Lead who represents Healthwatch at ICS level and also coordinates joint working. Together with our colleagues we have produced over 100 reports that were used to help define the ICS strategy. We have also championed dentistry across the region and also worked on some shared insight work together around barriers to virtual wards.

# Healthwatch hero: Sally Andrews

As a Healthwatch England Inclusion Ambassador, Sally played a crucial role in promoting diversity, inclusion, and engagement within the local Healthwatch network.

A dedicated volunteer, she brought her invaluable insights and experiences to the table, ensuring that people from protected and inclusion health groups had a voice in shaping the future of health and social care services.

Sally's impact was truly transformative. She actively supported three Healthwatch teams in reviewing their inclusion practices, focusing on inclusive volunteering. Through her guidance, Healthwatch Croydon successfully recruited individuals from diverse backgrounds, including young volunteers and individuals facing health inequalities.



# Questions

