



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Ealing

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

As a relatively new member of the Ealing Healthwatch Committee, I have been hugely impressed with the team's commitment to ensuring the voices of our community, including some of the most vulnerable, are heard with regards to the health and social care services in the borough.

The Ealing Healthwatch team is extremely dedicated and, despite needing to operate in a resource constrained environment, have successfully conducted a number of projects over the past year including:

- Enter and view visits to the Ealing Community and Diagnostic Centre
- Several enter and view visits to the borough's mental health hostels
- The Homeless experience in Ealing research project
- Surveys on eyecare and vaccines in partnership with the NHS



The team are striving to feedback the results of the projects to key partners in an effort to shape local services with the community's needs in mind. I understand that future work includes a project on local Careline services and I look forward to supporting the Ealing Healthwatch team going forward."

Dr. Sophie Legg, Chair of Healthwatch Ealing Committee

About us

Carleen
Duffy
Area
Manager



Ruchi
Wadhwa
Project &
Engagement
Officer



Stuart
McMichael

Patient
Experience
Officer



David
Crawley

Project
Officer



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

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



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

We've supported more than **5,411** people to have their say and get information about their care. We currently employ **4** staff and, our work is supported by **22** volunteers.

Reaching out:



5,174 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

237 people came to us for clear advice and information on topics such as **getting an advocate** and **finding a GP**.

Championing your voice:



We published **11 reports** about the improvements people would like to see in areas like **Mental Health Hostels, Community Diagnostic Centres**, and **Patient Experience**.

Our most popular report was our Annual Report 2023-24, highlighting our previous year's work in the borough

Statutory funding:



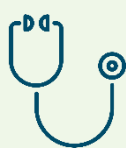
We're funded by Ealing Local Authority. In 2024/25 we received £120,000 which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in **Ealing**. Here are a few highlights.

Spring

We developed a survey to capture resident concerns that helped develop our workplan.



We promoted our findings from our vaccine study to the Ealing Health and Wellbeing Board, highlighting the discrepancy in gender uptake for the HPV vaccine.



Summer

Launched our Enter and View Program to examine the state of Mental Health Hostels in Ealing.



We began interviewing asylum seekers as a part of our examination of how those without homes interact with the NHS.



Autumn

A stock take of 65,000 people's NHS and social care experiences revealed the barriers many face to timely care.



In partnership with Hope for Southall Street Homeless, we begin a series of visits to talk to rough sleepers about their experience with the NHS.



Winter

Delivered three outreach events in high-need settings targeting asylum seekers, people facing homelessness, and Tamil community members. For the NHS winter vaccine campaign

We Conducted 30 interviews with ethnic minority patients through outreach at community groups and Moorfields Eye Hospital to see how those from ethnic backgrounds were experiencing eye care.

Working together for

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Ealing are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at North West London ICS.

This year, we've worked with Healthwatch across North West London to achieve the following:

A collaborative network of local Healthwatch:

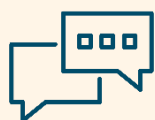


We actively participate in meetings with the other seven Healthwatch teams that operate in North West London (NWL), to identify where we might align our efforts and share best practice.

This year we jointly raised concerns to the ICB about the low level of engagement on their same day GP access plans which resulted in them extending the consultation time to ensure that resident voices are reflected in decision-making processes.

We also attend the NWL Integrated Care System meetings which aim of nurture collaborative working, sharing information and exploring effective strategies that yield positive tangible impacts

The big conversation:



Across the Healthwatch teams we supported the ICB to raise awareness of the NHS 10-year plan consultation, especially to seldom heard groups and those more likely to face health inequalities.

We also attend the NWL Integrated Care System meetings which aim of nurture collaborative working, sharing information and exploring effective strategies that yield positive tangible impacts

Building strong relationships to achieve more:



We attend key strategic meetings including the Health and Wellbeing Board, Co-production and patient experience meetings where health and social care representatives come together with the aim of feeding back residents views to support alignment of efforts and resources that have the greatest positive impact. We look forward to continuing to collaborate to make care better.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Ealing this year:

Getting services to involve the public



Working with the NHS roving team, we helped to increase vaccine uptake in the borough

We Increased vaccine uptake in underserved populations through direct engagement and accessible service delivery. Identified key barriers to uptake such as misinformation, unclear processes, and lack of culturally appropriate information. This approach not only improved vaccination rates but also strengthened trust in local health systems and encouraged more proactive health-seeking behaviours.

Mental Health Strategic Work



All aspects of our work program over the last year has had an element of mental health within it.

In partnership with the Ealing Mental Health team, we are developing a mental health strategy for the borough based on our work that will aim to help improve service outcomes for individuals.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Listening to Patients Improve Mental Health Care

Our work with West London NHS Trust helped identify key areas for improvement in mental health units, making care better for patients in Ealing, Hammersmith and Fulham, and Hounslow.

By listening to the voices of **430 patients**, we supported the Trust in making practical changes to improve care, facilities and support after leaving the hospital.

What did we do?

From April 2024 to March 2025, we visited Hammersmith & Fulham (H&F) and Lakeside Mental Health Units every month. We spoke to 172 patients in H&F and 258 in Lakeside.

We used surveys, one-on-one chats, and group discussions to understand their experiences with care, facilities, activities, and support after discharge.

The Trust worked closely with us, actively gathering patient feedback through these visits and using it to make services better. We shared our findings with the Trust, which led to **45** practical recommendations to improve patient care and experience across both units.

Key things we heard:



79%

patients wanted clearer information about their treatment plans and about what happens after they leave the hospital.

65%

raised concerns about ward cleanliness, including issues like mice and uncomfortable bedding.

52%

said they needed more help with things like housing and jobs after leaving the hospital.

Listening to your experiences

Listening to Patients Improve Mental Health Care – continued

What difference did this make?

The Trust took our feedback seriously and acted on many of our 45 recommendations. Key outcomes for patients included:

- 1. Clearer Communication:** The Trust responded to patient feedback by setting up regular ward meetings and providing written care plans to make treatment and discharge information easier to understand.
- 2. Cleaner, Safer Wards:** Patient concerns about cleanliness led the Trust to improve pest control and provide better bedding for comfort.
- 3. Better Support After Leaving:** The Trust introduced new resources, like discharge booklets and family involvement plans, to help patients settle back into their communities.

These changes, driven by the Trust's commitment to listening to patients, have made wards safer and more comfortable and helped patients feel more supported when returning to their communities.

Listening to your experiences

Patient Experience in Ealing

This financial year, we spoke with 5,013 residents to understand their experiences using the NHS and health and social care services in the Ealing borough.

What did we do?

We conducted 201 health care visits, with the majority being visits to GP surgeries, and a large portion at Ealing Hospital. We also, towards the end of the quarterly year, started conducting patient experience visits to the recently opened Ealing Community Diagnostics Centre.

Key things we heard:

53%

of users reported challenges with the availability of appointments.

84%

stated their overall satisfaction with the quality of treatment and care received.

82%

Reported concerns about the lack of staff available during their hospital visit.

With the push from GP surgeries to implement a more online booking process and less reliance on calling in the mornings for appointments, we have seen mixed feedback on how patients feel about it. This is an adjustment period that should be monitored.

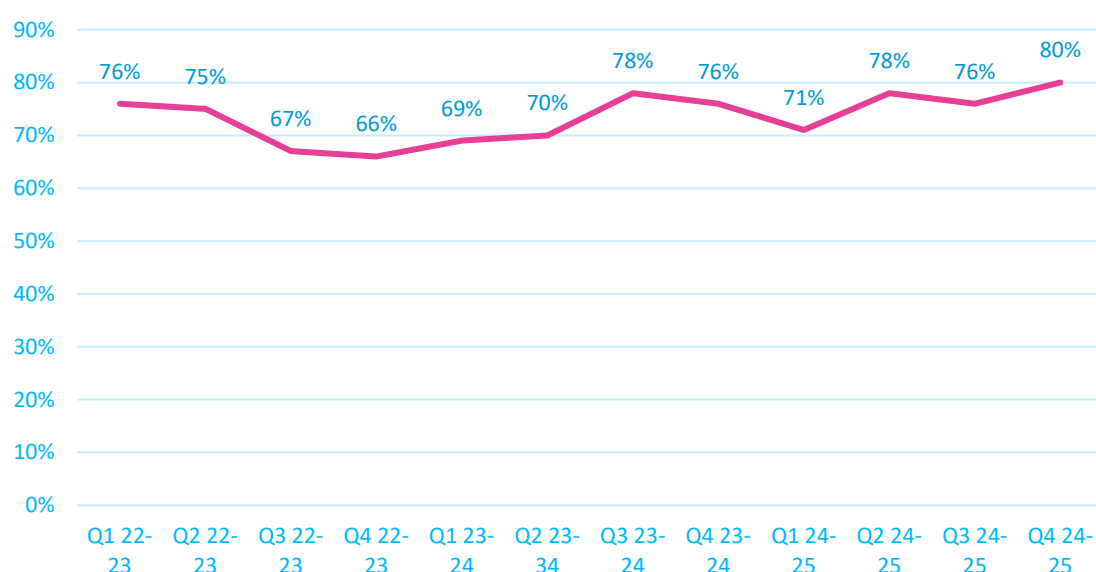
What difference did this make?

Through our patient experience program, it allowed us to engage with the community in different areas and provide feedback to NHS GP surgeries to help shape and improve services for residents in the Ealing borough.

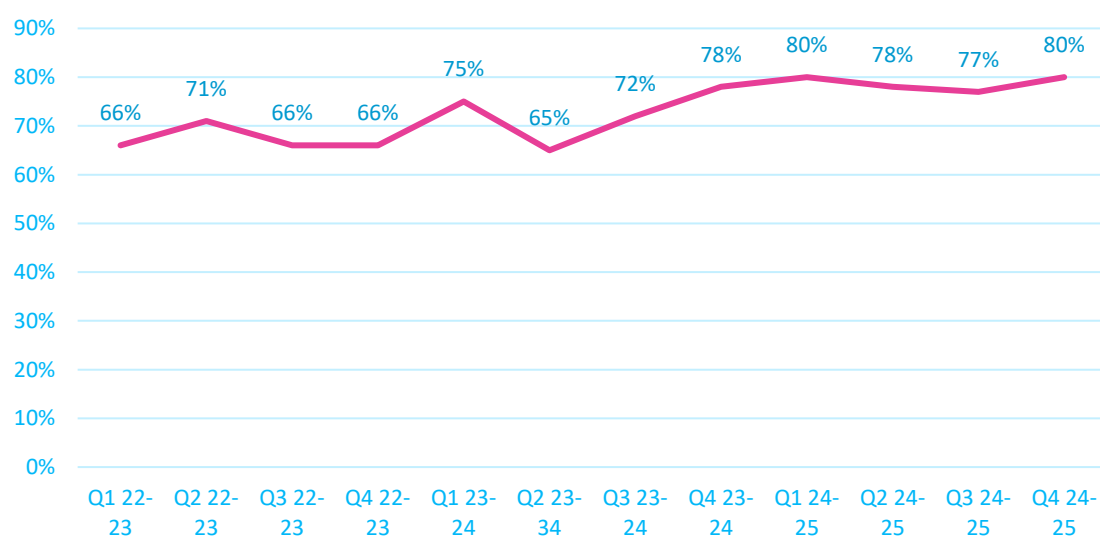
Patient Experience in Ealing

The below charts show the levels of satisfaction in Ealing GPs and Hospitals since Q1 of 22-23.

GP Positive Feedback



Hospital Satisfaction



Responses from GP Surgeries

We identified the six key issues by engaging with patients in the waiting area at GP surgeries:

- Promote Online Booking Systems to reduce pressure on phone lines
- Less reliance on Locum doctors
- Improve Appointment Booking
- Improve Telephone Access Efficiency
- Address Staffing Levels to Improve Continuity of Care
- Increase the Quality and Accessibility of the Online Form

We emailed GP practices here to gauge their perspective on the identified issues and what they are doing to address them. Here are some of the responses we received:

"We are currently pushing the online booking system to all patients who have internet access. In a deprived area, the number of patients is not extremely high, but our NHS App uptake is increasing, and as demand increases, we will offer more online appointments. We currently offer 12-15 online and eConsult appointments daily, but hope to increase to 60% of all appointments by the end of the year. We have started to recruit GPs who have worked at the surgery as long-term locums a salaried. This offers continuity of care to the patients. We have a new cloud-based telephony system which advises patients where they are in the queue and offers a callback service without them losing their place in the queue. We continue to recruit specialist professionals to treat patients with certain conditions, i.e. Diabetes Specialist Nurse, Paediatric Asthma Specialist, Pharmacists, etc."

"We already enabled all our GP and some nurse appointments for online booking. we are the only practice in our PCN to open appointments twice a day - at 8 am and 12 pm. A shame that patients book online at 8 am for a 10 am appointment, don't turn up and then re-book at noon again. we also have those who book every day for trivial things that they could have gone to the pharmacy for. We are fully staffed and don't have a big staff turnover. We are also providing the most number of appointments in our PCN. Our telephones have a call queuing system with callback."

"eConsult online booking service within core hours has been a part of our service for years, we promote this on our website and telephone system as well as opportunistically to patients. We continue to expand our permanent clinical staff. We have recently instituted an improved triage system to ease patient access to appropriate care. We have had cloud-based telephony in place for more than 12 months, including a callback service. The Online Form (eConsult) has undergone rigorous procurement procedures. Access is via our website and the NHS App."

Listening to your experiences

The Homelessness Experience in Ealing

Last year, we spoke with 27 rough sleepers and asylum seekers to understand their experiences in the healthcare system.

Given that Ealing has one of the highest populations of people without permanent accommodation we wanted to find out how they interacted with the healthcare system, and what gaps existed in coverage.

What did we do?

In co-production with other third sector partners, we developed a survey that we used in 1:1 in person interviews to understand what the experience in healthcare was like. We also spoke with clinical and non-clinical workers in healthcare to understand their perspective on this issue.

Key things we heard:



80%

of individuals told us that they felt that they had been treated differently in a healthcare setting due to their living situation.

30%

Did not know how to register with a GP

33%

Told us that the support they wanted the most was help finding a job.

What difference did this make?

Highlighting the dependence on the third sector will allow for better communication and relations between them and local authorities in order to help service the homeless population.

Listening to your experiences

Enter and View Program: Mental Health Hostels

As a part of our continued effort to ensure mental health services are operating effectively in the borough, we visited 7 locations dealing with mental health rehabilitation

We spoke with over 23 residents and 14 members of staff and 5 managers about their experiences living and working in mental health hostels.. Their voices helped us understand how the system works, what they liked, and what could be improved

Key things we heard:



3.7 Years

The average travel time in a MH Hostel

Gardens/Activities

The most common request for improvements amongst residents



"[The staff] are very nice and friendly, feel completely comfortable. They are there if I need to talk" - Resident of 50 Community Road

What difference did this make?

This Enter and Views helped inform research for a larger mental health project that will be undertaken in the 25-26 workplan.

Our recommendations have led to immediate change, for example locations where we highlighted issues with the gardens immediately sought quotes for improving their outdoor areas.

Listening to your experiences

Enter and View Program: Community Diagnostic Centre Part 2

Following up from our visit during its limited opening last year, we visited the CDC again once they were fully operational in order to get a complete understanding of what the centre offers the people of NWL.

We spoke with over 7 residents and 7 members of staff and 2 managers about their experiences using and working in the Community Diagnostic Centre in Ealing.

Key things we heard:



40 Minutes

The average travel time for a patient to attend the CDC

3 Weeks

Average time to get an appointment at the CDC



“[The Staff] are very thorough, explained everything, answered whatever questions I had.” “The receptionist and staff made this a very positive experience.”

What difference did this make?

Due to our recommendation regarding how emergency cords were being dealt with, a policy was put in place to ensure that they were able to freely reach the floor. Highlighting and promoting patient safety.

Enter and view

This year, we made 9 Enter and View visits. We made several recommendations as a result of this activity.

Location	Reason for visit	What we did as a result
50 Community Road / Sunnyside Road & Ignlis Road	A council run hostel and step down services. Visited to understand what is being offered from the public sector for those in need of rehabilitation and step-down services.	Our recommendation regarding better communication channels with other third sector partners will be advocated for by us in Health and Wellbeing Board Meetings
Community Diagnostic Centre	The CDC had become fully operational since our last visit, and we wanted to get a whole picture of what the site offers for residents of NWL.	Our recommendation around emergency pull string alarms in restrooms led to an immediate change in policy to ensure that rules and regulations were being followed.
Dame Gertrude Young House	Visited as an example of a male only home.	An issue regarding resident cleanliness was addressed in a community meeting due to one of our recommendations. Residents will continue to be supported in order to gain the skills to clean their spaces.
Marron House	An example of a privately run home.	Assisted in developing a framework to implement needed changes.
Serenity Point – 14 Madeley Road	An example of a recently renovated home.	Identified actionable improvements including implementing a greater variety of activities and improving outdoor spaces
Shirley Gardens	An example of a hostel with a smaller bed amount	Our recommendations highlighted resident safety, and asked that rules about entry be enforced for both staff and residents.

Hearing from all communities

We're here for all residents of Ealing. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

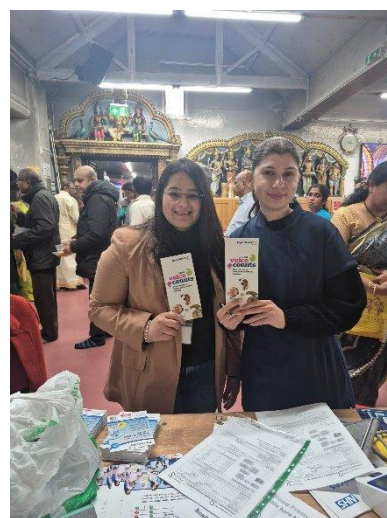
- ❑ Attending vaccine uptake events in areas of the borough with populations that are unheard from.
- ❑ Eye care project focusing on the experience of ethnic minorities.



Hearing from all communities

Improving social understanding of flu and COVID-19 vaccinations

We helped promote seasonal vaccines – such as the flu and COVID-19 boosters – within the borough of Ealing. Focusing on the target population of those facing homelessness and those seeking asylum, we had success in delivering community engagement and accessible information for those in need.



How we engaged with our community

We reached approximately 170 people within the four events we hosted at Southall Homeless Day Centre (for those experiencing homelessness), Hilton Hotel Ealing (for asylum seekers), and Tamil Temple in Ealing (for the Tamil community who has reported low vaccine uptake).

We distributed multilingual flyers designated to raise awareness about how and where to access primary care services. We conducted one-on-one interviews with over 34 people, and collected qualitative insights on vaccine knowledge, attitudes, motivations, and barriers.

Our partners offered Every Contact Counts which provided free blood pressure and vital sign checks which over 85 attendees participated in.

We assisted nearly 30 individuals to either receive vaccines on-site via our partners roving team or to book appointments with local pharmacies, overcoming immediate access challenges.

Hearing from all communities

Key findings



Our engagement and interviews revealed mixed awareness about how to book flu vaccinations and whether GPs still offered them. Additionally, there seemed to be communication gaps between vaccine options and younger age groups.



Motivations for vaccinations were mainly personal health protection and safeguarding vulnerable family members, while non-uptake reasons included beliefs that vaccines weren't necessary for healthy individuals, not following up despite intent, and concerns about side effects or prior negative experiences. Unvaccinated individuals often cited mistrust, competing priorities, reliance on natural immunity, or misunderstandings about vaccine effectiveness.



A recurring theme was the desire for better information about what happens after vaccination, including transparent discussions about common side effects, their normal course, and the ingredients of vaccines.

Recommendations



Provide more clearer and accessible booking information via GPs and pharmacies with direct links and multilingual materials.



Empower healthcare professional and community leaders to provide consistent advice and address concerns amongst the community.



Raise awareness on the information gap for vaccine options amongst the youth.



Expand flexible, walk-in, and pop-up clinics in trusted local settings to improve access, especially in groups with lower uptake.



Continue local involvement, tailored messaging, and resident feedback to facilitate trust and vaccine uptake.

Information and signposting

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 212 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Below is a list of examples of the signposting we did throughout the 2025–25 quarterly year:

Available GPs in Catchment Area

Reason for Calling: My parents moved house and they are marginally just outside the catchment area. Wanting to know available GP surgeries in the catchment area they are now in, and clarity on referrals from GPs.

Signposting: Recommend Westseven GPs, Cuckoo Lane Practice, and gave ratings of last quarter and recommended to compare to Google reviews. Passed on information regarding referrals from GPs.

Advocacy Support

Reason for Calling: Family member passed away in the Hospital. The treatment was appalling. Looking for a complaints advocacy.

Signposting: Voiceability.

Discrimination from the GP

Reason for Calling: Negligence from their GP

Signposting: North West London NHS and Voiceability

Residential Issues

Reason for Calling: Wanted to get the planning permission number from the Ealing Council, their neighbours built something and it has gone over to her side of the garden. Not happy with mental health medication.

Signposting: Numbers for: Planning Permission Ealing Council, SPOA, and West London NHS Trust

Showcasing volunteer impact

We're lucky to have worked with **22** outstanding volunteers who gave up **128 days** donating the equivalent of **£11,086.20** of their time at the rate of the minimum wage. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"Volunteering with Healthwatch Ealing has been an incredibly fulfilling experience. As a doctor with a background in public health, I am passionate about bridging the gap between communities and healthcare services. This role has allowed me to listen to people's experiences, advocate for meaningful change, and contribute to a healthcare system that truly serves its people. It's rewarding to see how collective voices can drive improvements in care and accessibility. I would also like to say thank you to my Patient Experience Officer, Stuart, for being so supportive and flexible for volunteers."

Fatima



"During my time at Healthwatch, I developed skills like writing reports, creating social media posts, and I learned quite a bit from patient experience. I gained more confidence in my communication skills with the patient experience survey as this was a new experience for me. This role has helped me fine-tune my Microsoft skills and I learned about data collection and input. My time at Healthwatch provided a lot of insight into the workforce and learned new skills that I can apply towards future roles."

Jaya



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchealing.org.uk



020 3886 0830



Info@healthwatchealing.org.uk

Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"My time at Healthwatch has offered me a unique opportunity to explore a different approach to healthcare, providing valuable insights into both the strengths and challenges within the NHS. One of the most impactful aspects of this internship were the mental health visits, which gave me firsthand exposure to a sector of healthcare I had not yet encountered. The team at Healthwatch Ealing and Hammersmith & Fulham have been incredibly welcoming, further enhancing my overall experience and making my time here enjoyable."

Maddie



"Being a member of the committee has meant that I can see how Ealing Healthwatch is developing and that we follow the statutory regulations particularly ensuring that the "Enter & View" requirements are fully meet. I am a trained Enter & View authorised representative, unfortunately these days I cannot commit the time to get involved in the visits. However, I do spend time reading the draft reports and making hopefully useful comments. It is nice to see how well the reports are accepted by the service providers."

Alan Cook



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Quotes from Partners

Stakeholder feedback is key because it helps us make sure our Healthwatch model fits everyone's needs, builds trust, and improves teamwork to create a fairer and more effective health and care system.

"Ealing Council and Healthwatch have worked closely together over the last 12 months to bring effective and strong challenge, and support, to how we provide services to the communities we serve in the borough of Ealing. We have built on the strong partnership arrangements which have been in place for a number of years with our partners in Healthwatch and work closely together to ensure that their interventions have the maximum beneficial impacts on local people."

Kerry Stevens Strategic Director of Adult Social Services and Public Health.

As a key champion of health and social care, Healthwatch Ealing empowers local residents to voice their experiences. By collaborating with the NHS, it helps drive meaningful improvements and ensures accountability among care providers by identifying and reporting issues that may not be immediately visible to service professionals.

Dr. Vijay Taylor

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Quotes from Partners

Stakeholder feedback is key because it helps us make sure our Healthwatch model fits everyone's needs, builds trust, and improves teamwork to create a fairer and more effective health and care system.

"Hope for Southall Street Homeless (HSSH) was very pleased to be approached by Ealing Healthwatch Staff because HSSH's main support for a high number of rough sleepers is for their health. While HSSH registers new arrivals on the street immediately to gain the certificate of entitlement to NHS treatment, what Ruchi and David brought to individuals was a sharper sense of their own health being a priority, and so needing to take care it. HSSH deeply appreciated the preparation for engaging with our guests, and more so Ruchi and David's working in the challenging setting of a busy, noisy and crowded Day Centre session to give time to our guests. The value of their work was precisely in giving individuals, often referred to as belonging to 'that group', a level of dignity and respect that their experience was worth listening to. Thank you, Ruchi and David."

HSSH

"Healthwatch Ealing provides invaluable insight and expertise that strengthens our scrutiny of local health and social care services. Their contribution is essential in holding providers and commissioners to account, and in ensuring that the lived experiences of residents inform the work of the panel."

Cllr Ben Wesson, Chair of Health and Adult Services Scrutiny Panel, Ealing Council

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Finance and future priorities

We receive funding from Ealing Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£120,000	Expenditure on pay	£86,000
Additional income	£4,800	Non-pay expenditure	£16,415
		Office and management fee	£19,000
Total income	£124,800	Total Expenditure	£121,415

Additional income is broken down into:

- £2,000 received from Healthwatch England for work on a project
- £2,000 received from the local ICS for joint work on a project
- £800 funding received from a local charity to support their project

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. The Journey through the Mental Health System.
2. Careline User Experience..
3. Non CQC Regulated Care Homes.



Statutory statements

Healthwatch Ealing and the contract holding organisation Your Voice in Health and Social Care (YVHSC) are located at 45 St. Mary's Road, London, W5 5RG. Healthwatch Ealing uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Statutory statements

The way we work

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

Our Local Advisory Committee consists of 4 members who work on a voluntary basis to provide local intelligence on the ground, as well as direction and scrutiny of our activities. Our Committee ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2024/25, the committee met 5 times and made decisions on matters such as access to NHS 111 and London ambulance services, what is a dementia friendly care home and engaging with seldom heard communities in Ealing. We ensure wider public involvement in deciding our work priorities through our patient experience feedback, engagement/community events, patient participation groups and patient reference groups we attend/facilitate, voluntary sector networking meetings and our 'Have Your Say on Healthwatch' annual survey

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

Methods and systems used across the year to obtain people's experiences
We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2024/25 we have been available by phone, email, WhatsApp, face-to-face at local health and social care services, provided a webform on our website and through social media, as well as attending meetings and events of community groups, drop-in sessions and forums. We ensure that this Annual Report will be made available to as many members of the community and partner organisations as possible. We will publish it on our website, take copies to engagement events, promote in a newsletter launch, social media posts, and share it via email with our past project participants and all local and NWL partners.

Statutory statements

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. For example, in our local authority area, we take information to our Health and Wellbeing Board, Health and Adult Social Care Policy and Accountability Committee, WLNHST SUCE, London North West University Healthcare NHS Trust PPEEG, North West London engagement and communications meetings, Ealing Primary Care Executive Group, West London Trust Carers Council and Safeguarding Adults Board. We also take insight and experiences to decision makers at North West London (NWL) integrated Care System. For example, we meet with our 7 other Healthwatch at the NWL level and discuss local issues, current projects and insights with the NWL ICS engagement team and feed our reports into the NWL insight reports. We attend the NWL Vaccination and Immunisation board, and we attend the Integrated Care Partnership Strategy Forums. We also share our reports with Healthwatch England to help address health and care issues at a national level. Healthwatch Ealing is represented on the Ealing Health and Wellbeing Board by David Crawley Healthwatch Ealing Project Officer. During 2024/25 our representative has effectively carried out this role by raising insights and data evidence of access barriers to dentistry,, mental health provision, suicide prevention, maternity services, vaccinations and care homes. Healthwatch Ealing is represented in Ealing Integrated Care Partnerships by Carleen Duffy Area manager at the Primary care executive group, and at North west London engagement meetings. Healthwatch Ealing is represented at London No

Our Impact: 2024 – 2025 Outcomes

Project/Activity	Outcomes Achieved	Impact
NHS Ealing Community Forums	Our engagement efforts have helped to increase our networking and visibility with our stakeholders . These networks have helped us establish strong partnerships for future projects. Furthermore, this increased collaboration ensures that diverse community perspectives are integrated into our research and future decision-making progress.	<ul style="list-style-type: none"> •The improved networking and visibility with stakeholders has led to more effective information dissemination and signposting, ensuring residents receive timely and relevant support. •Strong partnerships formed through these forums facilitate future projects and initiatives. •The integration of diverse community perspectives into research and decision-making processes results in more inclusive, representative, and responsive health and social care services, ultimately improving the overall well-being of the community.
Experience of rough sleepers and asylum seekers with the NHS	Research was conducted to understand the experiences of homeless individuals with the NHS in North-West London (NWL). Based on these findings, recommendations were made to NHS Trusts across NWL to improve support and care, .	<ul style="list-style-type: none"> •By implementing these recommendations, NHS Trusts in NWL can ensure more equitable and supportive care for all. • Improved communication practices between the public and third sectors in order to improve best practices for this cohort. •Strengthened support networks and collaboration, leading to better service delivery for asylum seekers •Better understanding of asylum seekers' needs, leading to targeted solutions and improved support services
Information and Signposting Service	Provided information, signposting, or assistance to 237 people.	<ul style="list-style-type: none"> •Helped residents navigate health and social care services effectively, ensuring they receive the support they need

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CDC Enter and View Visited the Community Diagnostic Centre (CDC) during the preview period and provided impactful recommendations.	Visited the interim CDC site and provided impactful recommendations.	<ul style="list-style-type: none"> Improved access to facilities and processes at the CDC new permanent site, ensuring a smoother opening and better patient experience and care quality from the start. Improved the bathroom safety system for disabled toilets by affirming that regulations need to be followed.
Ealing Mental Health Hostel Enter and View	Conducted visits to eight care homes, identified areas for improvement, and shared best practices.	<ul style="list-style-type: none"> Improved mental health practices, improved resident satisfaction, better family involvement, and more activities for residents.
Vaccine Hesitancy Research	We conducted a comprehensive investigation into public attitudes towards vaccination, In both adults and children. This research helped us to understand the key barriers and support NHS and public health leads devise strategies to improve vaccine uptake.	<ul style="list-style-type: none"> Addressing the barriers to vaccination requires a multifaceted approach that includes education, accessibility, community engagement, risk communication, and trust-building. By implementing these strategies, we can improve vaccine uptake and protect public health.

Project/Activity	Outcomes Achieved	Impact
INT Meetings	We sit on several Intergrated Neighbourhood Team Boards in order to better our knowledge of healthcare issues in the borough.	<ul style="list-style-type: none"> •Helped inform our background knowledge for the homelessness report and our future work supporting the council with various initiatives such as the changeover for the careline service.
West London Trust Friends and Family Feedback	Collaborated to increase uptake and make recommendations based on carers' feedback. We achieved response rates slightly above average and expanded the availability of courses for carers at the Wellbeing College.	<ul style="list-style-type: none"> •Improved engagement and participation from residents in providing feedback. •The Trust's commitment to listening and responding to resident feedback has strengthened support for carers and promoted a more inclusive and responsive healthcare environment across West London.
Mental Health Inpatient Engagement	Engaged with 321 inpatients, made 92 recommendations on patient engagement, access to sanitary products, multi-faith spaces, dietary preferences, and online food ordering systems in mental health units . We also connected patients with community support groups	<ul style="list-style-type: none"> •Improved patient satisfaction and involvement in their own care. •Reduced stress and discomfort associated with lack of access to sanitary products. •Fostered a sense of inclusion and respect for cultural diversity. Increased patient autonomy and satisfaction by allowing them to choose their own meals. •Widened patients' social support networks, which may support long-term recovery.

Healthwatch Ealing
45 St. Mary's Road
Room 18
London W5 5RG



www.healthwatchealing.org.uk



020 3886 0830



Info@healthwatchealing.org.uk



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