



Speaking up for better care

Healthwatch Ealing annual report 2025/26

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Acting Chief Executive
Chris McCann

“

“The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our chair

This needs to be a short overview of the last year and how your organisation has delivered for local people.

Here's what you could include:

- How have you listened to and included everyone in the local community?
- Have you analysed people's experiences to spot trends and create change?
- Have you acted on feedback to drive change and improve services for people?
- How has your work made a difference in people's lives?
- How have you made sure that your local community is heard by your NHS at the Integrated Care Systems level?
- How have you worked together with other Healthwatch to be effective and influence decisions taken by Integrated Care Boards and Partnerships?



Chair
Professor David
Croisdale-Appleby



“Ape in porioreius. Untur, ea volupti quam ratem se cus quae quos accusam, sit volorate veliquo discipi catquos ma nonserum veri te posaecus et volore natus, atus nonse ipietus sus ut ulpa voluptatiur aliquatet quo occus.”

About us

Healthwatch Ealing is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



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.

About us

Healthwatch Ealing is your local health and social care champion.

Our Staff:

**Carleen
Duffy
Area
Manager**



**David
Crawley
Deputy
Operations
Manager**



**Stuart
McMichael**

**Patient
Experience
Officer**



**Sadie
Edmonson
Mental
Health
Project
Officer**



Our year in numbers

In 2025/2026 we supported more than 5684 people to have their say and get information about their care. We employed 4 staff and, our work was supported by 26 volunteers.



Reaching out:

5,442 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

242 people came to us for clear advice and information on topics such as **how to register with a GP, how to make a complaint about an NHS service** and **finding an NHS dentist**.



Championing your voice:

We published 16 reports about the improvements people would like to see in areas like **older adults' care, mental health, and patient experience**

Our most popular report was the **Annual Report 2024-2025**, highlighting our work that year.



Statutory funding:

We're funded by **Ealing Council**. In 2025/26 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

Presented findings from our homelessness health study to the Health and Wellbeing Board and Adult Social Scrutiny Panel, raising awareness of the issues people without a fixed address experience in health care.



Took over the inpatient mental health work commissioned by the West London Trust to continue our commitment to improving mental health care at the Hammersmith & Fulham and Lakeside Mental Health Units.



Summer

Conducted a co-production survey with residents and partners to understand how we can improve our engagement to ensure everyone can provide feedback on services in a way that is accessible to them.



We began our Enter and View program, examining the conditions of non-CQC regulated facilities to determine what is going well and what could be improved for residents.



Autumn

We toured the careline call centre in Harrow to examine what the conditions are like for workers and to determine how they were delivering services for the residents of Ealing.



Attended events throughout the borough to better understand the concerns for the residents of Ealing.



Winter

Wrote our Mental Health Services Annual Report. Highlighting our years work at Charing Cross and Lakeside in partnership with the West London Trust.



Published and presented our report on the Careline service. Our findings showed that while the transition of service providers had not affected quality, more work is needed to raise awareness of the service and its benefits.



Working together for change

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

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 also attended the NWL Integrated Care System meetings, which aim to promote collaborative working, sharing information and exploring effective strategies that yield positive tangible impacts.



A big conversation:

We work alongside other charities in North West London, such as Age UK, to better understand the challenges faced by particular populations in Ealing. Through these partnerships, we are able to share knowledge, identify community trends and support vulnerable residents. These relationships strengthen our understanding of local inequalities and help us respond to the diverse requirements of the community.



Building strong relationships to achieve more:

We have continued to engage with local stakeholders and voluntary organisations in order to best understand the challenges faced by certain communities living in Ealing. We co-produced our Careline experience questionnaire alongside Age UK Ealing and the co-chair of the Carers Co-Production Board,

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

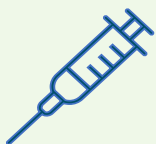
We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Ealing this year:



Understanding the scope of older adult care

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

As part of our careline service user experience study, we went to several events in Ealing that focused on Older Adult Care. These include Dementia Awareness Week events, as well as Falls Prevention Week. We engaged with older residents and heard their experiences with accessing care as they have gotten older.



Advocating for Vaccine Education

We continue to advocate for change even if our project has concluded

From 2023-2025, we had projects dedicated to vaccines and how members of our community access them. Despite not having a vaccine project in 25-26, we continued to advocate for change based on our recommendations in meetings such as the Adult Social Services Scrutiny and Health and Wellbeing Board.



Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

In 2025, we went back to Georigan House Nursing Home, which we had visited in 23/24, to see what impact our recommendations had had. We were able to determine that several of our recommendations were followed through on, which led to better outcomes for residents.

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 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 **428 patients**, we supported the Trust in making practical changes to improve care, facilities and support after leaving the hospital.

What did we do?

From May 2025 to March 2026, we visited Hammersmith & Fulham (H&F) and Lakeside Mental Health Units every month. We spoke to 208 patients in H&F and 220 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 **35** practical recommendations to improve patient care and experience across both units.

Key things we heard:

58%

Patients were satisfied with the quality of their care



20%

Patients rated the comfort of facilities as unsatisfactory. There were repeated concerns about cleanliness, particularly in bedrooms and bathrooms

51%

Said they were not aware of any available talking therapies.

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 35 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 more regular cleanings of shared spaces.
- 3. Better Access To Talking Therapies:** information about available talking therapies was displayed clearly on notice boards in common areas of the wards.

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.

Enter and View Program: Mental Health Hostels

As part of our continued efforts to ensure mental health services are working effectively in the borough, we visited 7 hostels dedicated to mental health rehabilitation.

What did we do?

We spoke with over 23 residents, 14 members of staff and 7 managers [Note to self double check these numbers] 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:



3.3 Years

The average duration of stay in a MH Hostel

More Activities

The most common request for improvements amongst residents



"[The staff] are very nice and friendly; they help me the best they can" - Resident of George Dooley House

What difference did this make?

Our recommendations, based on feedback collected during the visits, have led to immediate changes to improve the care provided. For example, we recommended that the garden space at one of the hostels be improved to encourage residents to spend more time outdoors, improving their physical and mental wellbeing. The hostel management immediately started the process of implementing improvements.

The feedback from the Enter and View visits will also help inform a larger mental health research project which will be carried out in the 2026-27 work plan, leading to longer-term improvements in mental health care in the borough.

Careline Service User Experiences

Last year, we sought to understand the experiences of service users of the Careline service – a 24-hour personal emergency alarm for vulnerable people living at home.

After the Careline service provision transitioned from Ealing Council to Harrow Council in 2024, residents raised concerns about continuity of care under the new service provider.

What did we do?

We launched a survey to understand the impact of the transition on user experience and to learn how the service has been operating since the transition. We conducted face-to-face interviews with service users and Careline staff and collected feedback using an online version of the survey.

Key things we heard:



86%

Of users reported that the service made them feel safe and independent

5%

Of the users had issues with the transition of the service

20%

Of the 106 people we approached were aware of the Careline service

What difference did this make?

Our work showed that an orderly transition was completed and that service users and Careline employees were happy with the service.

However, we found low awareness of the service in the wider community and concerns about the communication around the transition, with many service users unaware of the transition until after it had happened.

Based on this feedback, we recommended strengthening communications about service changes and increasing public awareness of Careline and its benefits.

Understanding residents' experiences of GP and Hospital Services in Ealing

This financial year, we spoke with 4,784 residents to understand their experiences using the NHS and social care services in the Ealing borough.

What did we do?

We conducted 197 health care visits, the majority in GP surgeries and a large portion at Ealing Hospital. Towards the end of the fiscal year, we also began conducting patient experience visits to the recently opened Ealing Community Diagnostics Centre.

During these visits, we collected feedback from patients using a survey that asks them to rate access, waiting times, staff attitude, and quality of care treatment. It also asks people to tell us in their own words what works well and what could be improved. Patients can provide feedback on up to 5 different services, including dentists, pharmacies, opticians, and mental health services.

Key things we heard:

60%

Of users reported challenges with the availability of appointments.

74%

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

57%

Reported concerns about the length of waiting times at the hospital or GP visits

What difference did this make?

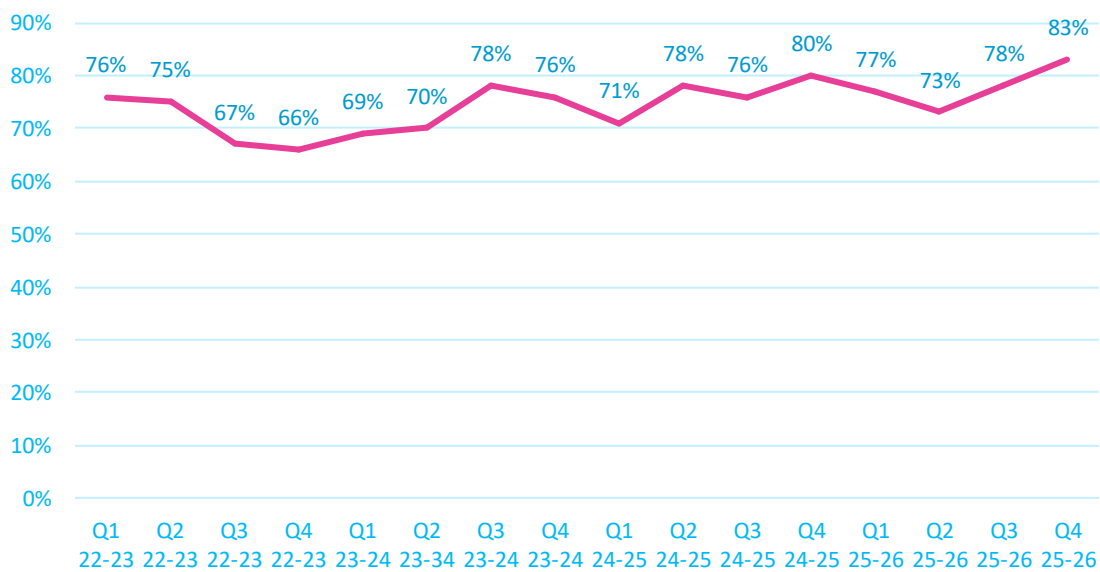
Our patient experience program allows us to engage with the community in different areas of the borough and provide feedback to NHS GP surgeries to help shape and improve services for residents in Ealing.

For example, with the push from GP surgeries to implement a more online booking process with less reliance on calling in the mornings for appointments, we have seen mixed feedback from patients. While some people told us this has made it more convenient for them to book GP appointments, we found that older adults and people with limited digital skills and access struggle with the new online booking systems. This is something that we will continue to monitor in the next financial year and report back to the commissioners and service providers.

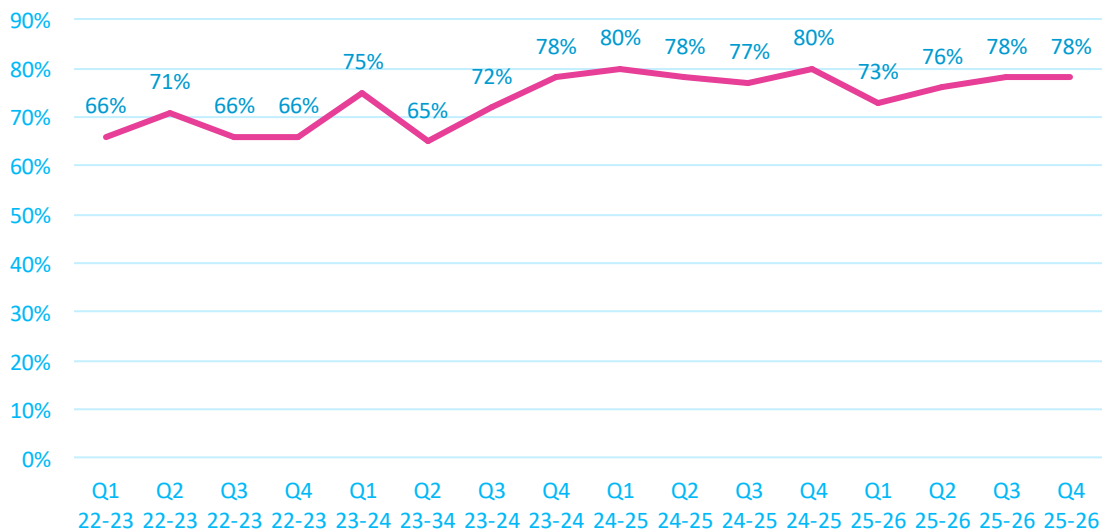
Patient Experience in Ealing

The below charts show the levels of satisfaction in Ealing GPs and Hospitals since Q1 of 22-23. This details how our findings have changed over time showing a general improvement of satisfaction since the covid-19 Pandemic.

GP Positive Feedback



Hospital Satisfaction



Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 242 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

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



Helping a mother with a child with visual impairments get the care she needs

Thanks to Claudia's feedback, service providers are looking at ways to simplify the process of arranging for a dentist to visit a care home.

Susan's daughter has visual impairments. She had been referred back and forth to different teams and was not getting the correct help for her child. We were able to signpost her to the appropriate team with the local authority and she was able to access appropriate care.



“Healthwatch Ealing are the only ones who have done anything to stop me going around in circles.”

Helping residents get advocate services

One of the main reasons people call Healthwatch Ealing is to get guidance on how to make an official complaint against an NHS service

Ibrahim reached out to us because of poor treatment he received at Ealing hospital. We listened to their concerns and provided step-by-step guidance on how to make a complaint, as well as signposting them to an advocacy service that would be able to help them further in the process.

Showcasing volunteer impact

Our fantastic volunteers have given **138 Days or 965 Hours** to support our work. Donating the equivalent of £11,783 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.

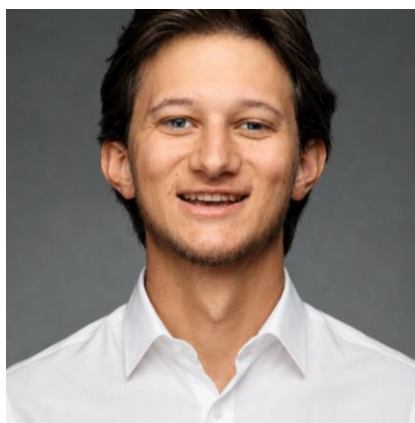
This year, our volunteers:

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



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.



Dylan

"Through my time at Healthwatch Ealing I was exposed to a variety of amazing experiences. As someone who is fascinated by the realm of health and care I found this role to be quite fulfilling as it allowed me to interact with patients in the community and hear their stories about their experience with the care they have received. I also very much enjoyed working with a group that ensures that the people have a voice in order to maintain and improve the healthcare they receive. This made the experience so much more rewarding and enjoyable knowing you're making a positive impact. I would like to thank the Health Ealing team and specially my supervisor, Stuart, for the incredible opportunity and if anyone out there is interested in volunteering I highly recommend Healthwatch as a place to make a start"

"My experience working in Healthwatch was incredibly rewarding. I had the opportunity to engage with diverse communities, helping people feel heard, valued, and cared for. A key part of my role was empowering individuals to share their experiences and recognize that their voices truly matter in shaping healthcare services. Through this work, I strengthened my interviewing and communication skills, particularly when engaging with people of varying backgrounds and abilities. I also developed a deeper understanding of the healthcare system. Overall, it was a meaningful experience that reinforced my passion for advocacy and community-centered work."



Mary

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

Quotes from Partners

Quotes from our partners in the health and public sphere regarding our work this year

"Healthwatch Ealing continues to play a vital role in ensuring the voices and experiences of local residents help shape health and social care services across our borough. Their work in championing patients, engaging communities, and holding services to account makes a real difference, particularly for those whose voices are too often unheard. Healthwatch are also an active and valued contributor to the Health and Adult Social Services Standing Scrutiny Panel, helping to strengthen transparency, challenge and resident-focused decision-making. I would like to thank the whole Healthwatch Ealing team for their continued commitment and partnership working over the past year." - Cllr Ben Wesson

This report highlights the vital role Healthwatch plays in strengthening our local health and care system. At its heart, this work ensures that the voices of residents are heard, understood and acted upon. The scale of engagement and the translation of lived experience into practical improvements across services is particularly impressive. Healthwatch provides a crucial bridge between communities and decision-makers, helping us better understand both what works well and where we must improve. I would like to thank the team and volunteers for their continued commitment to ensuring services are shaped around what matters most to our residents and look forward to our continued partnership. - Anike Tilleray Acting Strategic Director Adults & Public Health.

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

Finance and future priorities

We receive funding from **[your local authority]** 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	£124,456
		Office and management fee	£95,217
Total income	£120,000	Total Expenditure	£380,869

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

Integrated Care System (ICS) funding:

Healthwatch across **[ICS area]** also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
	£
	£
	£

Finance and future priorities

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. Continue our work into examining Mental Health Care in the borough.
2. Understanding the experience of carers of those with cancer
3. Examining the experience of those using medical equipment services.

Statutory statements

Healthwatch England, 2 Redman Place, Stratford, E20 1JQ

Your Voice in Health and Social Care / Healthwatch Ealing, Room 18, 45 St. Mary's Road. Ealing W5 5RG

Healthwatch Ealing 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 Board consists of **3** members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met **5** times and made decisions on matters such as **the workplan for the year, and areas we should pay attention to such as 111**. We ensure wider public involvement 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 ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website **[include details of anywhere else it will be made available]**.

Statutory statements

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to 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 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 representatives

Healthwatch Ealing is represented on the Ealing Health and Wellbeing Board by **David Crawley, Deputy Operation Manager**

During 2025/26, our representative has effectively carried out this role by data evidence of access barriers to GPs, mental health provision, homeless health, asylum seeker health, 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.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Farndale Crescent	Part of our mental health work	Wrote a report with recommendations – the service followed up on these, and patient experience
16 Shackleton Road	Part of our mental health work	
Kingsdown Ave	Part of our mental health work	Authored a report highlighting examples of damage in the home, the management committed to renovations to correct these instances.
6 Minterne Ave	Part of our mental health work	Created a report highlighting the need of resident choice.
26 Shirley Gardens	Part of our mental health work, an example of an all male facility.	Authored a report with recommendations surrounding damage in the home and alleged stealing occurring between residents.
9 Old Oak Road	Part of our mental health work. A home that focuses on ensuring that staff are trained on individual disorders.	Wrote a report with recommendations highlighting issues that required renovation in the home.
George Dooley House	Example of a co-ed high intensity mental health rehabilitation facility	Wrote a report with recommendations surrounding activity choice and outings
Georgian House Nursing Home	Follow up from a previous visit to measure impact.	Wrote a report with recommendations regarding resident choice, which has led to a commitment to increase choices.

Statutory statements

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Ealing Mental Health Hostel Enter and View	Conducted visits to Seven mental health hostels, identified areas for improvement, and shared best practices.
INT Meetings	We sit on several Integrated Neighbourhood Team Boards in order to better our knowledge of healthcare issues in the borough.
Mental Health Inpatient Engagement	Engaged with 428 inpatients, made 135 recommendations on patient engagement, quality of care, access to multi-faith spaces, dietary preferences, and talking therapy availability.

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Healthwatch England
National Customer Service Centre
Citygate, Gallowgate
Newcastle upon Tyne NE1
4PA

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