

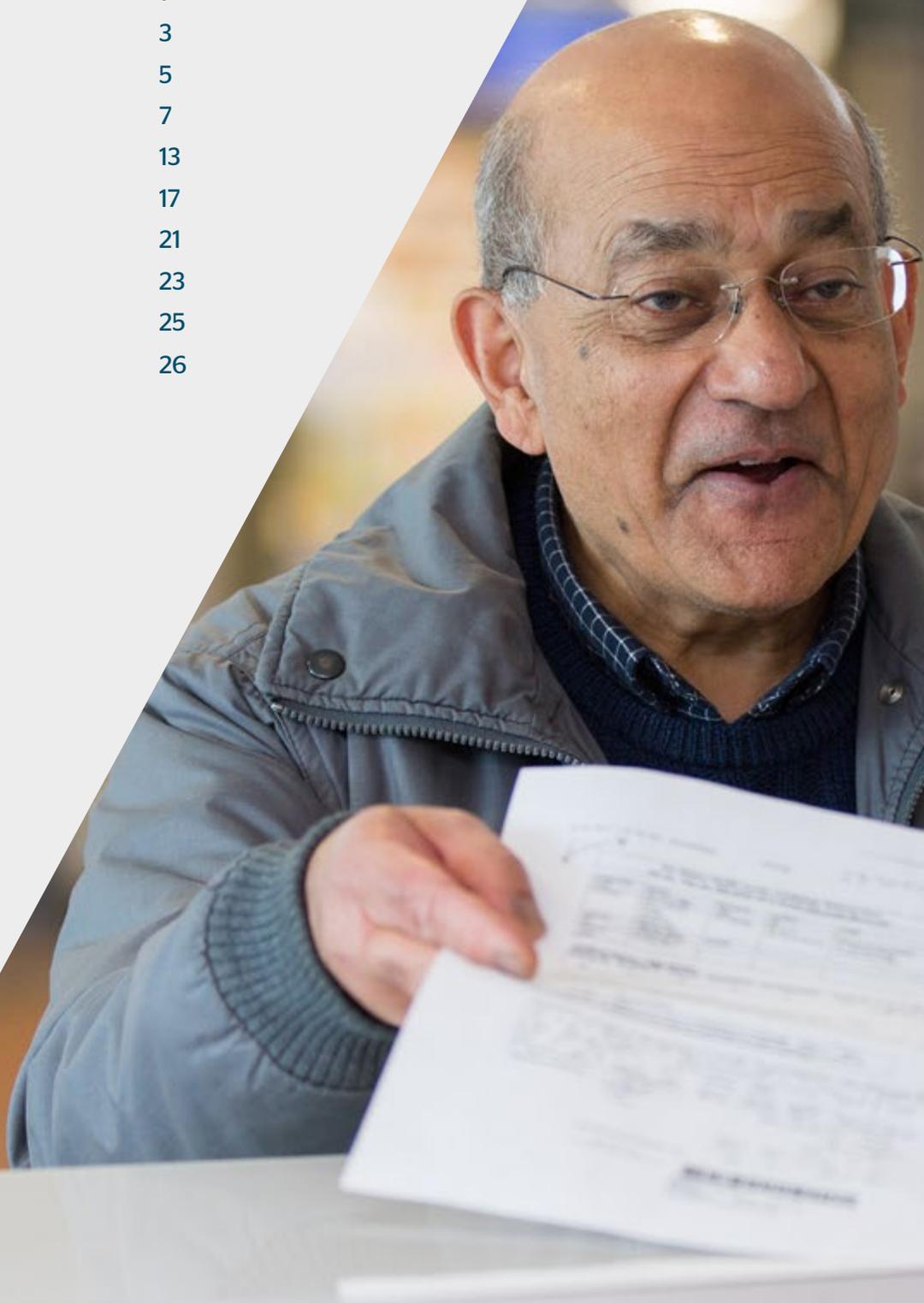


Annual Report 2018-19



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Message from our CEO

Healthwatch Barking and Dagenham has been delivered by LifeLine Projects. LifeLine exists to impact individuals and influence systems. Characterised by renewed hope, developed confidence and improved skills, the programmes that we offer give people the chance to grow, expand their horizons, and become agents of change in their own community. We focus on empowering and enhancing the lives of those people most isolated and vulnerable, building their confidence and helping them to learn new skills, so that they may fully live their lives and become a part of their community.

I want to thank everyone who has contributed to the work of Healthwatch, particularly our volunteers and Champions who make a huge contribution, often unseen. They serve us with office tasks, Enter and Views, getting members of the public to give feedback by filling surveys, assist with focus groups and events - and are brilliant at raising the profile of Healthwatch in the local community. We couldn't do this without them. Secondly, I'd like to thank all the members of the public who have taken part in our projects, shared their stories, and contributed 2219 pieces of information, ensuring the needs of Barking and Dagenham residents are central to the way services are shaped.

This year, we have developed a stronger working relationship with commissioners and providers by taking a partnership approach. Acting as the critical friend who highlights the views and concerns of the residents, while listening to service providers, we've been able to offer solutions to ensure action is taken for the benefit of those who access health and care,

We have worked on improving the quality of a number of services, such as access to GPs. In the coming year we will continue to work with local GPs to deliver the recommendations. Through this work nine Enter and Views were undertaken as a result of concerns raised by the public. These

highlighted issues with access and availability of services. But it's also important to note that patients reported many positive aspects of the service. This is important because processes that are working well in one area can be used to improve others.



Acting as the critical friend who highlights the views and concerns of the residents, while listening to service providers, we've been able to offer solutions to ensure action is taken for the benefit of those who access health and care,

Our mental health project focused on young people. We all know that mental health services need more investment, however, one of the things that became evident was the need for young people to have a trusted adult to speak to. This speaks for the need for statutory services to work ever more closely with the voluntary sector to provide mentoring for young people.

The next step for this project will be to look at how the recommendations can be implemented to achieve the best outcome within the available resources.

Our work on communicating the changes to urgent care services to the public will assist commissioners to ensure people are aware of what's available and where and how they can access these. As part of this work we found that the changing demographics of the borough means more attention should be paid to those who don't have English as their first language.

Our plans for next year are based on our statutory duties and the evidence gathered over the year as we've spoken to local people. We are committed to local people being able to influence the delivery and design of services, so the intelligence is used to determine the main areas of focus for the coming year. In 2019/20 this will include domiciliary care, and further developing the recommendations from the GP project. In addition, we will:

- + Undertake an immediate, independent evaluation of the social prescribing pilot, in preparation for the full role out of this initiative across all three GP networks in the borough
- + Continue to represent and champion the voices of Barking and Dagenham at relevant statutory bodies.
- + Provide a free confidential information and signposting service.
- + Continue to raise our profile through pop-up engagement events across the borough, a strong social and traditional media presence and involvement with ward and borough-wide events.
- + Respond to the themes that emerge through the year.
- + Undertake quarterly analysis of what people have shared with us and use this information to share and challenge when needed, commissioners, service providers and relevant stakeholders.

Undoubtedly we will proactively respond to other areas of concern that arise throughout the year. I would like to encourage people who live in the borough to continue to share their stories of accessing health and care and make a difference to the way health and care is delivered in Barking and Dagenham.



Nathan Singleton
CEO, LifeLine Projects

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

In summary, local Healthwatch is here to:

- + help people find out about local health and social care services
- + listen to what people think about those services
- + help improve the quality of services by letting those running services and the government know about people's experiences and what they want from care
- + encourage people running services to involve people in changes to their provision

Everything that Healthwatch Barking and Dagenham does will bring the voice and influence of local people to the development and delivery of local services; putting local people at the heart of decision-making processes.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Barking and Dagenham, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





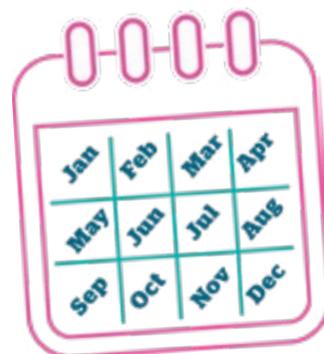
Highlights from

our year

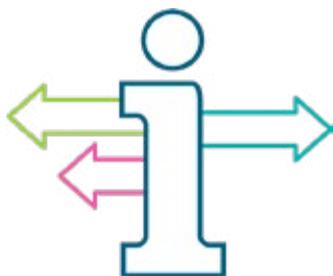
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



We received 2219 pieces of information from the local community about their experiences and views of health and care services.



We have 16 volunteers helping to carry out our work.



179 people accessed Healthwatch advice and information online or contacted us with questions about local support, 92% more than last year.



We visited 9 services to understand people's experience of care. From these visits, we made 43 recommendations for improvement.



28 improvements we suggested were adopted by services to make health and care better in our community.



11% more people engaged with us through our website and social media.



Meet the team

and board

The Healthwatch Team



Elsbeth Paisley
Manager, Healthwatch
Barking and Dagenham



Manisha Modhvadia
Healthwatch Officer



Richard Vann
Healthwatch Officer

The Healthwatch Board



Daniel Singleton
Interim Chair



Robert Calderia
Member



Kim Blyth
Member



Barbara Sawyer
Member



Val Shaw
Member



Zahra Ibrahim
Member



**How we've made
a difference**

Listening to people

Methods used to collect people's experiences and identify what they need from health and care services.

The team at Healthwatch Barking and Dagenham have proactively encouraged the local community to share their stories. By listening to their experiences we are able to:

- + monitor trends in the health care field and investigate
- + challenge those who provide services and those who pay for services on your behalf.
- + champion the voices of local people.
- + help improve services.

We use a number of different methods to listen to and collect the views of people. This is in the recognition that Barking & Dagenham's residents are diverse, with a varied cultural heritage and numerous languages. Giving local people the opportunity to share their views in a number of ways enables us to work more intelligently with local services to adapt their offer to better suit the needs of a changing population.

Staff and volunteers have received feedback from the public as a result of a programme of engagement 'pop-up' sessions in various community settings and events including Marks Gate Community Centre, Barking Folk Festival, supermarkets across the borough including Co-Op, Tesco and Sainsbury's, Mecca Bingo Hall, Kingsley Hall, Barking Library and Dagenham Library, Riverside Café, Coventry University, Barking College, Dementia Carers Group, Highgrove GP Practice, Thames View Shed Life, Gables Surgery, Queens Hospital, LifeLine School, William Bellamy Childrens Centre, Barking Job Shop, and the Womens' Group run by Linda Rice and Osborne Partnership.

We also undertook sessions at the following stations:

- + Chadwell Heath
- + Dagenham East
- + Barking Station
- + Becontree Station

Settings selected for engagement were chosen following feedback received from the public in our annual survey in answer to the question 'Thinking about venues you go to: where would you like someone from Healthwatch to be available to speak to?'

A number of focus groups were also held across the borough about different topics to gain feedback from the wider community. This is because we believe that those who are using the service are in the best position to give first-hand experience of what has worked and not worked, and how services could be improved. Focus groups provide an opportunity to gather qualitative evidence about specific topics in more depth.

In total this year, we have received 2219 pieces of information.

We have also undertaken nine *Enter and View* visits to seek feedback and listen to local people accessing services.

Engaging with young people under the age of 21

Young people have specific health and care needs. This includes the need for their views and experiences to be heard and expressed, in order to help shape future services, ensuring that services develop in quality and are fit for purpose.

This year we have developed an increasingly close relationship with Barking college and Coventry University, to ensure that young people who live and study in the borough have their voice heard. The LifeLine School also continues to be a good partner with 30 young people providing regular input on a range of local health and social care services, including GP services and urgent care services.

Healthwatch Barking and Dagenham welcomed 11 students from Coventry University's Health and Social Care course during the year to undertake their placements, some of whom have returned multiple times. One student has become a Healthwatch Champion.

One student commented, *"I found going to the GP practice and Barking walk-in centre to be interesting and really fun. I enjoyed the fact we were allowed to go out in the community and be productive rather than doing simple admin work I really felt like part of a team in a work environment."*

Another commented, *"The whole experience was very enjoyable and I liked talking to people. Communicating with strangers was one of my biggest fears before completing this work placement."*

The placement offered students the chance to get involved with local healthcare by finding out what matters to people who live in Barking and Dagenham and using these views to contribute to the work of Healthwatch.

Bev Prynne, **Careers & Employability Officer for Coventry University**, said, *"Placements are beneficial for our students at CU London as they gain practical experience relating to their course. Our new partnership with Healthwatch in Barking & Dagenham has taken off since September [2018] and working together has had proven success with our first group of students working in the local community engaging with employers, other support services in the borough and residents."*



This year Barking and Dagenham College invited us to return to take part in their healthy living week, where a focus group was undertaken with young people about their mental health and wellbeing. This was in addition to an interactive, peer-led session which started to explore the topic of mental health and social isolation with a group of 80+ young people.

Five work experience students from four local schools and sixth forms completed a week or two work experience with Healthwatch. This challenged their perspective of health and care and gave them a chance to explore what health and care means to the local community.

People working in the borough

People who work or volunteer, but may not live in the borough are also welcome to contact us and take part in our work. Service providers and their staff have the opportunity to complete our annual survey which looks at how well we are doing as a Healthwatch and gives the local populace, and those who work or volunteer in the borough the opportunity to consider what areas of work we should consider for the forthcoming year. Enter and Views give an opportunity for people working the borough or accessing services to give feedback.

People with Learning Disabilities

Healthwatch has developed a good relationship with people who have Learning Disabilities in the borough. They have been empowered and supported to give their feedback which has been included in the body of evidence collated for the GP project. They were also consulted on how the approaching changes to urgent care would be best communicated.

Continue reading to find out how sharing your views has led to positive changes to health and social care services in Barking and Dagenham. When people tell us about what is important and we present the evidence to providers, care is improved for all.

Your story makes a difference!



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

w: www.healthwatchbarkinganddagenham.co.uk

t: 0800 298 5331

e: info@healthwatchbarkinganddagenham.co.uk

twitter: @HealthwatchBD

facebook: Healthwatch.BD

Access to GP services in Barking & Dagenham

GPs are a universal service that most of us have accessed. GPs play a pivotal role in the community, through the provision of advice, referrals and free healthcare. It is a vital service - and usually the first point of contact for many when something 'isn't quite right' with their health.

Yet over the past year, in common with patients across the country, patients have increasingly contacted Healthwatch Barking and Dagenham about a number of issues including:

- + Appointments that need to be booked more than two weeks in advance
- + Short contact time with GP
- + One issue per appointment

During the course of this project Healthwatch have gained feedback from 250 residents and spoken to all of the GPs in Barking & Dagenham. Both GPs and local people have referred to the importance of notifying the GP if appointments are no longer required, recognising that no shows (or DNAs - did not attend) cost the practice time and money. Furthermore, both GPs and local people also shared concerns about patients taking urgent appointments to have letters written by their GP.

To understand the issues further, Healthwatch Barking and Dagenham undertook a project to understand the problems and barriers local people face with aim of being solution focused. We held a number of focus groups, undertook pop up engagement sessions and gained feedback through a survey.

Some of our findings include:

- + A lack of privacy within waiting rooms in the practices
- + A discrepancy in understanding: some patients were aware that they could book a double appointment to discuss more than one issue, others were not.
- + Some GPs had noticed some patients 'block-booked' appointments to give themselves more time
- + Variations in waiting times for a routine appointment: 38% of the respondents said they waited between 1 to 2 weeks, 33% said they waited over 2 weeks, 12% waited for one week and 16% waited for less than a week.
- + Inconsistency in quantity and quality of information displayed on boards
- + The need for information about other services the patients could access to support their non-medical needs.
- + Difficulties in getting through on the phone
- + Majority (77%) of the people we spoke with described their GP as either good or excellent. 81% of patients we spoke to described their nurse as excellent or good.

Impact

At the time of writing this report we are waiting to receive a response from the commissioners and service providers. However, initial findings show that GPs and practice staff have a far better understanding of the role of Healthwatch and are more willing to discuss solutions to the problems universally experienced at and by their practices which impact negatively on patient experience.

Individual practices have also taken action on some of the recommendations we made through some of the nine enter and views undertaken as part of the project. The practices we visited included:

- + GP practice - Child and Family Doctors Surgery
- + GP practice - Porters Avenue Doctors Surgery
- + GP practice - Five Elms Medical Practice
- + GP practice - Tulasi Medical Centre
- + GP practice - Abbey Medical Centre
- + GP practice - Hedgeman's Medical Centre
- + GP practice - Heathway Medical Centre
- + GP practice - Dr Kalkat's Surgery, Thames View Medical Centre
- + GP practice - Laburnum Health Centre

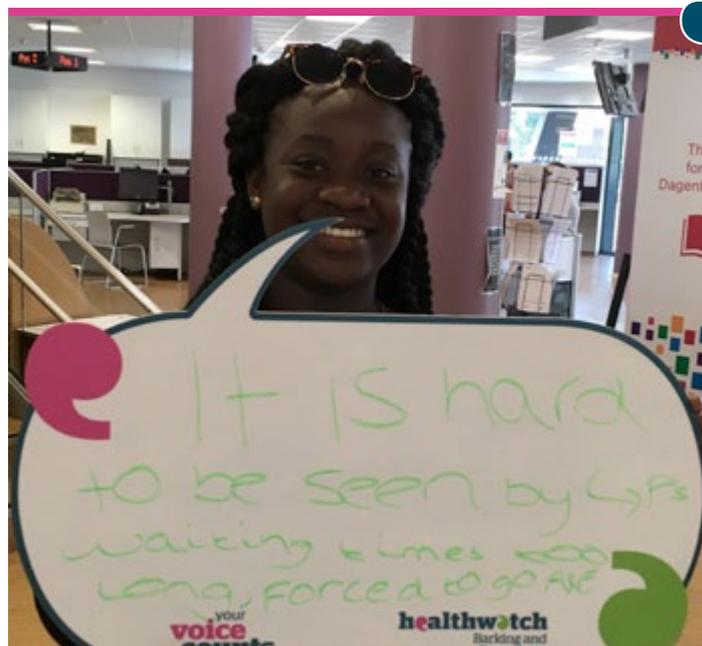
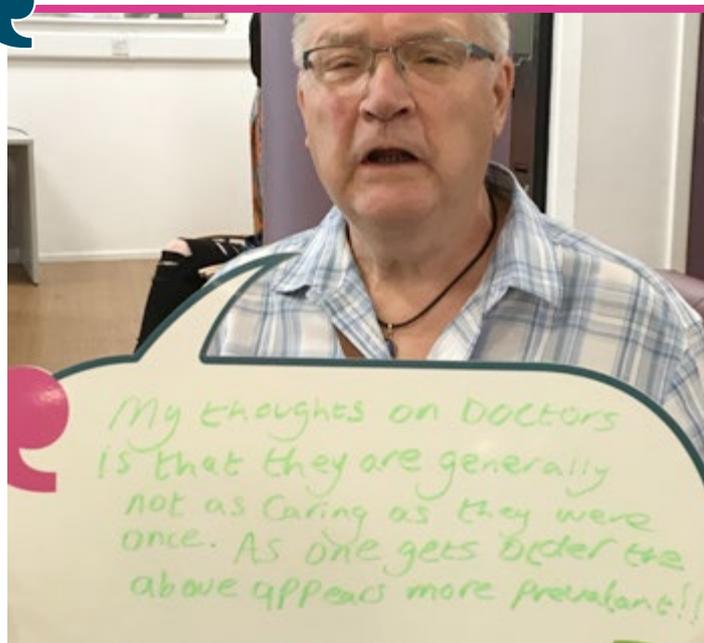
Recommendations for practices included:

- + Improvements to patient access to privacy in waiting areas,
- + Giving patients the option to talk about more than one issue per appointment by booking a double appointment
- + Communication on urgent care services
- + Solving the issue of busy phone lines for urgent or routine appointments.

The majority of the practices welcomed the reports, have taken on board a number of the recommendations and are implementing changes to improve patient experience.

Healthwatch Barking and Dagenham did not receive a response from the GP practices at the Tulasi Medical Centre and the Heathway Medical Centre.

Full reports can be found on our website www.healthwatchbarkinganddagenham.co.uk



Chemotherapy

Healthwatch Redbridge, Havering and Barking and Dagenham were asked by the Outer North East London Joint Health Scrutiny Committee to gather the views of patients using chemotherapy services in Barking and Dagenham, Havering and Redbridge University Trust (BHRUT).

The service was changed in October 2018 without public consultation and resulted in the closure of chemotherapy provision at King George Hospital in Redbridge. All chemotherapy services for the residents of the London Boroughs of Barking and Dagenham, Havering, and Redbridge are now provided uniquely from the Queens Hospital site in Romford in the London Borough of Havering.

A focus group was held with patients and carers who had recent experience of using chemotherapy services at Queens and King George's Hospitals.

The focus group discovered:

- + That patients and their families felt the staff were 'really welcoming, nurses were great, amazing, caring, wonderful volunteers, professional and brilliant'.
- + Patients felt the atmosphere of the services was calm, some told us they felt safe and supported.
- + Some patients told us the day unit was 'outstanding', while others said they felt there was little privacy in the very limited treatment space which did not provide any natural light.
- + Although patients and carers felt the staff were amazing, they were equally concerned that there was clearly a failure to provide safe and supportive treatments.
- + Specific systems are required for cancer patients who also need to seek treatment at A&E or urgent care services, to ensure that they are quickly identified, preventing circumstances that could further put their health at risk.

The recommendations based on the findings were reported back to the Barking Havering Redbridge University Trust who accepted the findings.



**“[Patients] were ...
concerned that there
was clearly a failure to
provide safe and
supportive treatments.”**

Urgent care

It has become clear over the past few years that local people find the current range of urgent care services confusing. They want it to be easier to know where to go for help for urgent health needs or need to get advice or treatment on the same day.

Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs) developed a case for change for community urgent care services. This identified key themes that need to be addressed through a new model of care. Following a 14-week public consultation last year, Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs) agreed a new model of care for community urgent care services.

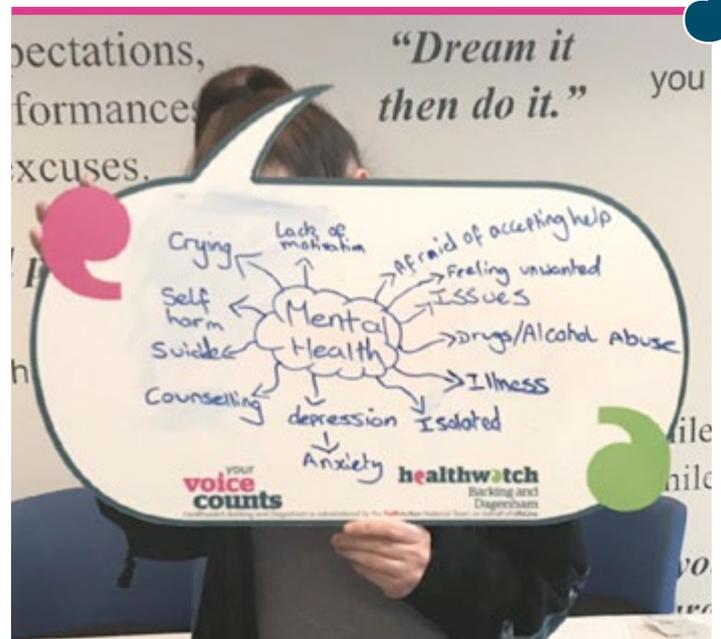
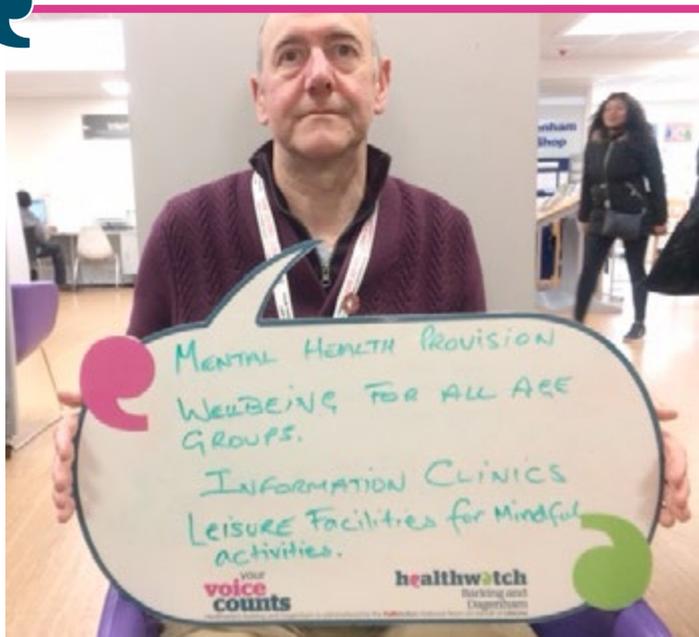
Barking & Dagenham Healthwatch identified the need to consult with the public about the best ways to communicate the changes and as a result BHR CCGs commissioned Healthwatch Barking and Dagenham, Healthwatch Havering and Healthwatch Redbridge to consult with the public on their behalf. Each Healthwatch was asked to speak to at least 100 residents in their own borough. We spoke to just over 140 people, including women who were learning English, people caring for people with dementia, parents of disabled children, younger people and older people.

The target audience were those who were identified as the most prolific users of urgent care services but not regularly consulted:

- + Parents of young children
- + Carers
- + Older people (aged over 60)
- + Younger people (18-25) and young teenagers

In total we spoke to 143 people.

The feedback we gathered and recommendations made will influence how the CCG engage with residents to ensure that those accessing urgent care services receive the right care, at the right time at the right place.



Mental health and social isolation

Healthwatch Barking and Dagenham undertook this project to discover the issues young people in the borough face when accessing mental health services and the impact that this has on them. They were asked about their experiences in relation to social isolation and wellbeing.

Healthwatch spoke with 138 young people between the ages of 15 and 23, this was during voluntary engagement sessions held in local schools, Barking & Dagenham College and Coventry University.

The specific areas we focused on included:

- + determinants of anxiety and depression
- + the impact these had on the everyday lives of individuals
- + whether they felt isolated as a result

We conducted five focus groups and three engagement sessions.

Our findings included:

- + The biggest and most apparent issue was the lack of male students who were willing to participate and give their views on mental health and wellbeing.
- + 60% of young people said that the most important people and influence on them was their families, mainly their parents. Guidance and a sense of safety and wellbeing was recognised as the main source of support students felt they benefited from.
- + 40% referred to the influence of a variety of activities, including listening to or playing music, spending time on the internet, social media and eating.
- + Half of the young people did not know how to access local services that supported mental wellbeing, showing the need to improve service- and support-literacy among young people
- + 44% said they would talk to somebody about their mental wellbeing
- + 56% did not respond to the questions.

At the time of writing this report we were waiting for a response from the commissioners and service providers.

Working with others

Throughout this report we have highlighted the statutory organisations with whom we have worked in partnership on particular areas of work including the Clinical Commissioning Group, the Hospital Trust and the Local Authority. In addition to specific pieces of work mentioned, we have also continued to attend a number of boards, steering groups and informal meetings, where we represent the voice and concerns of those who have shared their experiences with us.

These include:

- + Health and Wellbeing Board
- + Quality Surveillance Group
- + Mental Health Sub Group
- + Carers Strategy Group
- + Learning Disabilities Board
- + Primary Care Commissioning Committee
- + Clinical Commissioning Governing Body
- + Social Prescribing steering group

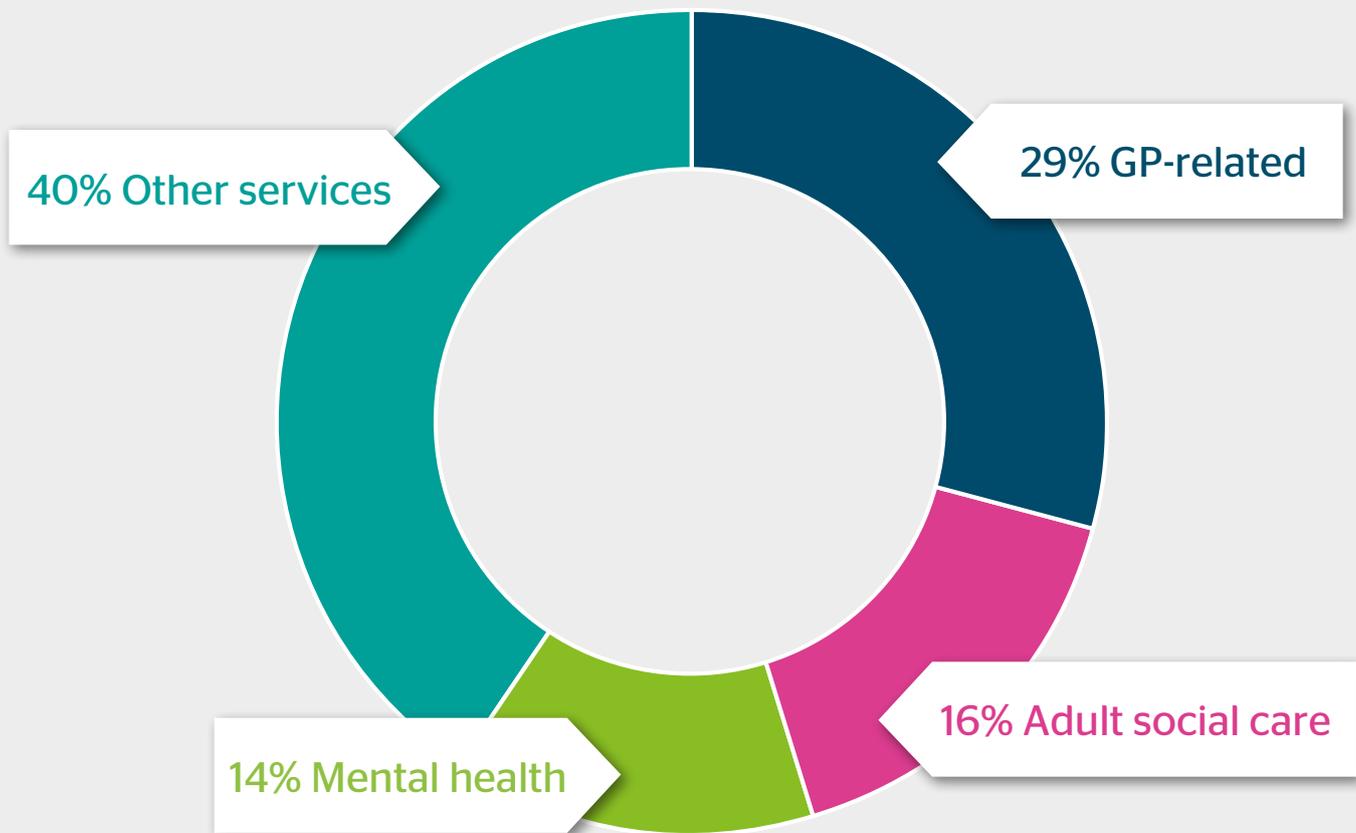


**Helping you find
the answers**

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped 179 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information blogs online
- + Our contact us form
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone

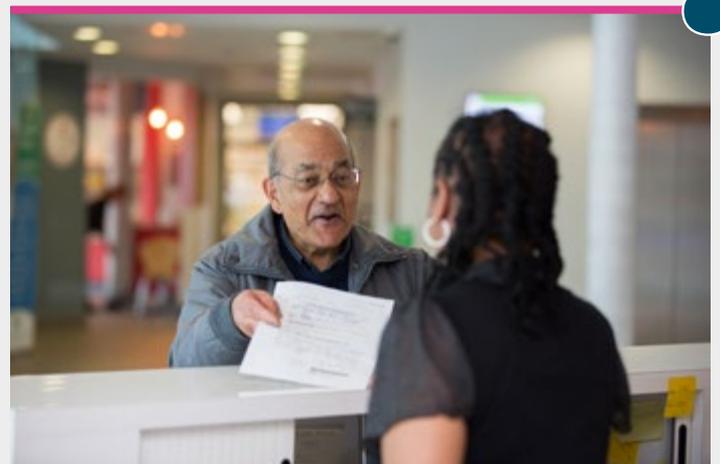


Access to urgent care

While undertaking focus groups about the best way to communicate imminent changes to urgent care services with women who were learning English, we found that most of the women were unaware about the differences in urgent care services within the borough and how they could be accessed. Our team gave a breakdown of the different urgent care services, opening times and how these could be accessed during the session. The women were well informed by the end of the focus group.

Nursing homes safeguarding

A local resident called the Healthwatch information and signposting service to discuss his concerns about a nursing home his parents were residing in. The resident had Lasting Power of Attorney (LPA) for his father. He requested the care home to provide him with details about how often medication was being administered to his father because he felt that the home was not giving the medication adequately. However, the nursing home refused to provide any information. This was raised at the Quality Surveillance Group by a Healthwatch officer, and the local authority used the information received to process a safeguarding concern.



“We found that most of the women were unaware about the differences in urgent care services within the borough and how they could be accessed.”





Our volunteers



How do our volunteers help us?

The commitment of our volunteers is crucial to the work of Healthwatch Barking and Dagenham. Our volunteers increase the capacity of Healthwatch Barking & Dagenham to help make health and care services better for our communities. Volunteers are central to how we facilitate community engagement and represent the local community.

Our volunteers help us in a number of ways:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports

The Healthwatch Board

The Healthwatch Board is made up of lay members and representatives of local groups, all of whom are local residents. The Board influence the work of team delivery, they support guide and challenge the recommendations being made to ensure evidence is robust and we truly represent the views of the local community.

Our Enter and View volunteers have an important role when undertaking Enter and

View visits. Volunteers are involved in the E&V process from the initial complaint through the visit to report writing and follow-up. This year we undertook nine visits as part of a wider work programme. Our volunteers, along with the Healthwatch team, examined the findings and made recommendations for each practice to consider for improvement of their service. In total we made 43 recommendations and 28 were acknowledged and accepted.

Healthwatch Champions

Healthwatch Champions are volunteers who specifically represent us to local residents and are our eyes and ears of what is going on across all 17 wards within the borough. They undertake engagement events and support

with focus groups to gain feedback on different health and care services. At the time of writing we have 16 Healthwatch Champions.

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Bonnie

Volunteering for Healthwatch has really helped me in developing very important relationships. I have also learnt new skills like blog writing, working with SurveyMonkey, running focus groups and more. Though some of these activities were new to me in the beginning, the quality of the support given to me made me to like them and allowed me to contribute effectively. This has given me a sense of fulfilment in seeing improvement being achieved through things I've contributed to.

Penny

I'm deaf and I had a bad experience of local services, as my mum did with her care. I have learned during my time with Healthwatch that I am not on my own and that Healthwatch helps people like me to have a voice when services don't work well and an opportunity to say so when they do! Volunteering with Healthwatch has helped me to help other people like me, so that when they don't know what support is available, or have a lot going on [in their life], it is good to know there is a free service for local people.



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering, get in touch!

w: www.healthwatchbarkinganddagenham.co.uk

t: 0800 298 5331

e: info@healthwatchbarkinganddagenham.co.uk

Healthwatch Champions

Now Recruiting Volunteers!

Do you enjoy getting out and about, getting involved with local community activities and chatting to people?

Could you promote Healthwatch Barking and Dagenham within the area you live and gather people's views about healthcare services?

Could you be an active connector between Healthwatch and your local community?



If so, this could be the volunteering role you've been waiting for!

- **Represent** a group/ward within the Borough of Barking and Dagenham, gather people's views on local health and social care services, and feed findings back to the Healthwatch team
- **Promote** Healthwatch Barking and Dagenham events and projects to local people in your area or to the group you represent
- **Support** Healthwatch staff with promotional stands within your ward and across the borough
- **Train** as a Healthwatch volunteer
- **Inspire** people within the ward/group you represent to engage with Healthwatch
- **Connect** with people

Interested? Get in touch for an application form!

0800 298 5331

manisha.modhvadia@healthwatchbarkinganddagenham.co.uk

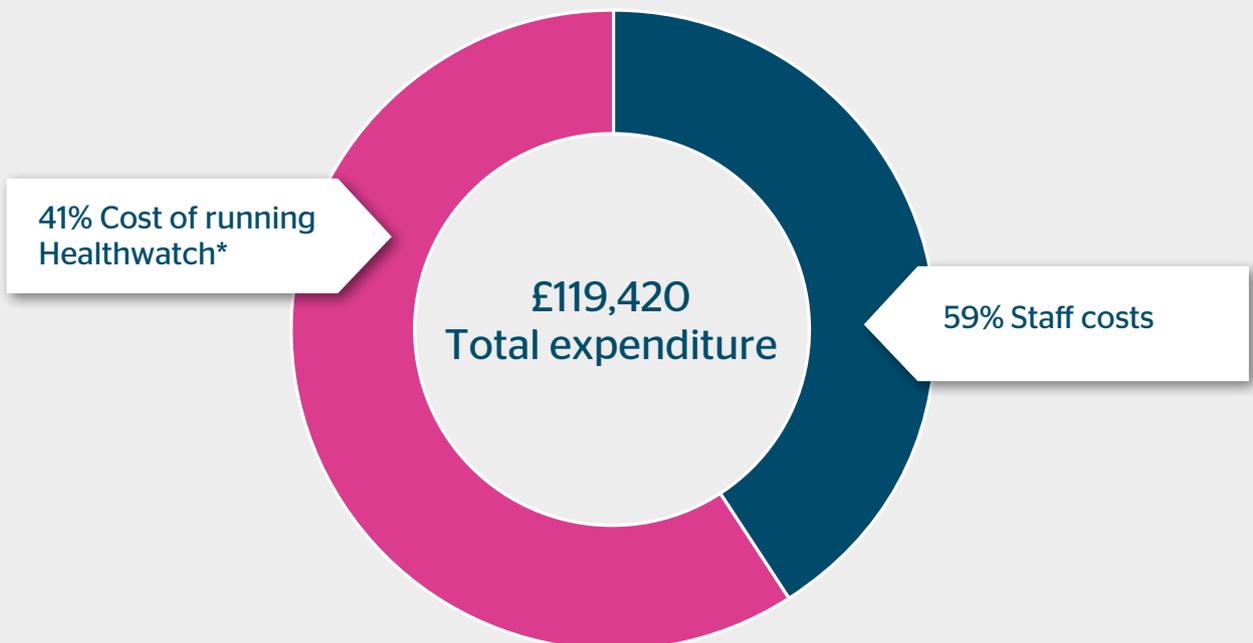
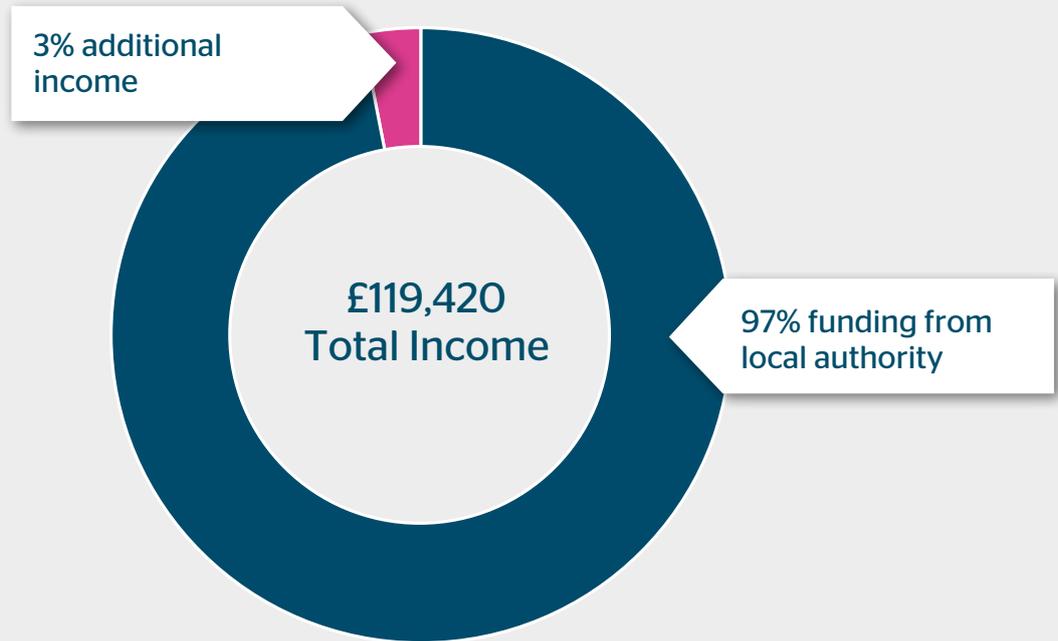


Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £119,420.

We also received £3,500 of additional income.



*including operational costs

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work

Having Healthwatch embedded within local charity, LifeLine Projects, has been highly beneficial. It has brought an added 'solution-focus' and dynamism to the Healthwatch Barking and Dagenham. I'm delighted with their work which is effective in challenging local health and social care services

*–Catherine Kelly
Commissioning Manager
Adults' Care and Support
London Borough of Barking
and Dagenham*



Contact us

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Healthwatch Barking and Dagenham is managed by LifeLine Projects, a charity registered in England no. 1084634.

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We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

healthwatch
Barking and
Dagenham

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