

**Healthwatch
Barking and Dagenham**

Annual Report 2017/18



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Message from the Manager

Welcome to Healthwatch Barking and Dagenham's Annual Report for 2017-2018. This year local charity, LifeLine Projects, based in Neville Road, Dagenham was appointed by the council to bring a new lease of life to Healthwatch. LifeLine commenced delivery of Healthwatch on 1st September 2017.

I would like to take this opportunity to thank the board, volunteers and staff for all their hard work and contributions to the first year of Healthwatch under LifeLine.

It is with great pleasure that I say Healthwatch Barking & Dagenham has made a positive impact on a number of areas in local health and care services. The team's first public initiative under LifeLine was to host the borough's major event on World Mental Health Day. The day was a great success with over 200 people attending and discovering what support was available to them across a marketplace of 20 stalls. Healthwatch listened to what local people had to say about the mental health services available to them. Service providers said that the event enabled them to get a better idea of all the services – statutory and voluntary – that were available across the borough as well as facilitating introductions that would make future referrals easier. Residents simply asked for better referral pathways and greater access to services that would improve their mental health.

A vital part of Healthwatch's role is to represent the views of people who use health and social care services to commissioners and service providers. As a new provider, it was essential for LifeLine to get a clear picture about how the current service could be improved as well as which parts were already working well. Using the annual survey "Who Knows", Healthwatch spoke to 274 residents and found that more work was needed to raise the profile, ensuring that local people knew why, where and how they could use Healthwatch. It also helped to identify which social media channels to use and work priorities for 2018-19.

We have undertaken three Enter and View inspections this year. All three visits were conducted after receiving evidence from local people. Our recommendations from the visits, based on patients' and residents' feedback were received positively by the service providers and acted on.

This year 93 people have been assisted by the team to navigate health and social care services. Our annual survey results highlighted the fact that people were unaware that we offer a signposting service, therefore one of our priorities for next year will be to increase knowledge amongst the local community.

One of the main challenges for both commissioners and service providers, is to ensure that services are of good quality and meeting patients' needs. Healthwatch continues to be a critical friend by supporting stakeholders to identify good practice, highlighting areas of improvement and influencing decision makers.

I would like to thank all the partners who have worked with us this year, and we look forward to the challenges of the year to come.

Highlights from our year

This year we've had 1,680 followers on social media



Our volunteers help us with everything from administration to Enter & Views



We've carried out 3 Enter and Views of local services



Our reports have tackled issues ranging from Dementia to Oncology



Hello

Hi

We've spoken to 41 people about dementia services.

93 people have accessed our signposting service.



Who we are



You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us – both good and bad. We use your voice to encourage those who run services to take positive action to improve what matters to you.

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 make sure your views help shape the services you need.

People's views come first – especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to do the best we can to make a difference.

As well as championing your views locally, we also share your views with Healthwatch England who challenge government to put the views of people at the heart of care nationally.

Our Statutory Duties

Promoting and supporting the involvement of local people in the commissioning, the provision and scrutiny of local care services.

- + Enabling local people to monitor the standard of provision of local care services and whether and how local care services could and ought to be improved.
- + Obtaining the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known.
- + Making reports and recommendations about how local care services could or ought to be improved. These should be directed to commissioners and providers of care services and people responsible for managing or scrutinising local care services and shared with Healthwatch England.

Providing advice and information about access to local care services so choices can be made about local care services.

- + Formulating views on the standard of provision and whether and how the local care services could and ought to be improved; and sharing these views with Healthwatch England.
- + Making recommendations to Healthwatch England to advise the Care Quality Commission to conduct special reviews or investigations (or, where the circumstances justify doing so, making such recommendations direct to the CQC); and to make recommendations to Healthwatch England to publish reports about particular issues.
- + Providing Healthwatch England with the intelligence and insight it needs to enable it to perform effectively.

Meet the team



CEO
LifeLine Projects



National Executive Director
FaithAction



Elsbeth Paisley
Manager, Healthwatch Barking and Dagenham



Manisha Modhvadia
Healthwatch Officer



Richard Vann
Healthwatch Officer

The Healthwatch Board



Daniel Singleton
Chair



Robert Calderia
Member



Naomi Cranmer
Member



Barbara Sawyer
Member



Val Shaw
Member



Zahra Ibrahim
Member

Your views on health and care



Gathering people's experiences of health and care services and understanding their needs is at the heart of what we do. The team believes that those who use the services are in the best place to give us first hand experiences of what has worked and areas which need to be improved. This year, we have visited a wide variety of community venues, giving local residents the opportunity to speak to us. This remains an effective way of hearing people's views and collecting intelligence, as well as raising our profile.

The team have held engagement activities and spoken to people in various settings including: GP practices; Carers' Rights Day; International Day of Disabled People; LifeLine School; The Hub at Castle Point, the Corner Coffee House; Dementia Service Memory Cafe; Dagenham Library; Barking Learning Centre; Children's Centres; Walk in Centres; Porters Ave Health Centre; Forum for the elderly; Open Doors, Mental Health Therapy Group; Cherry Orchard Nursing Home

Evidence collected at these events help us to paint a picture of the quality of different services. This ensures we can challenge service providers and commissioners to take into account the service users' perspective; especially when looking at the design of new or development of current services. We have undertaken 25 engagement sessions this year.

This year, one of our priorities has been to raise awareness of the role of Healthwatch Barking and Dagenham. To accomplish this, we have worked on a communications and marketing plan which has started to be implemented and will continue to be used in the coming year.

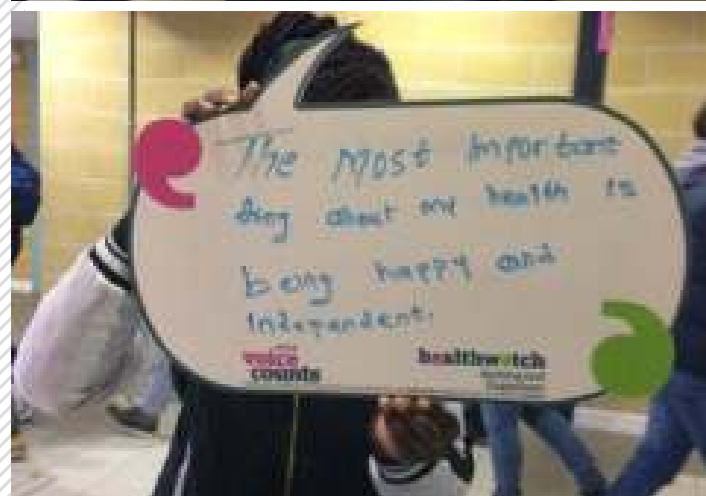
To make sure we can hear from all sections of the community, we have a range of ways people can contact us:

- + Follow us on Twitter: [@HealthwatchBD](https://twitter.com/HealthwatchBD)
- + Like us on Facebook: [@healthwatch.bd](https://www.facebook.com/healthwatch.bd)
- + Talk to us on the phone: 0800 298 5331
- + Visit us at our offices: LifeLine House, Neville Road, Dagenham. RM8 3QS
- + Use our website: www.healthwatchbarkinganddagenham.co.uk
- + Write to us: info@healthwatchbarkinganddagenham.co.uk
- + Meet us in person at engagement events throughout the borough

Engaging with the younger population

This year we have started to build our profile among young people in the borough. For example, young people at the LifeLine Institute were consulted on the future of urgent care services. Barking and Dagenham College invited us to take part in Healthy College Week; this was an opportunity to build a relationship with our local college and to explore the views of young people accessing health and care services.

Check out what some of the young people told us:



Work experience students have also benefitted from their time with Healthwatch, learning about working life and contributing to the work we undertake.

One of our work experience students this year said:

Well my personal view of work experience was educational the reason being is because I learnt a lot through most things that happened. During my time here at Healthwatch I learnt that you should always be on time and that whenever you're doing something don't be scared to ask for help, and Healthwatch/LifeLine House made me feel welcome and made it seem like I had worked here with them before they had told me that there is never a correct answer for everything and that you should always face your fears no matter what for example at first I was nervous to make a mistake or get things wrong but then when I did make a mistake I fixed it which was a lesson.

LifeLine helped me realise that you can achieve your objectives if you work as a team well I guess my colleagues were a big influence to me during my time at Healthwatch and I have to thank Manisha, Richard and Kim for all of the help and support that I needed throughout my work experience.

I thank you all for this lovely, educational experience and good luck at the Coffee Morning.

Engaging with the older population

This year we consulted older people about dementia services in the borough and the future of urgent care services. Their views will be incorporated into the work the clinical commissioning group undertakes around improving and delivering these services.

Residents of a local care home were also consulted during an enter and view visit.

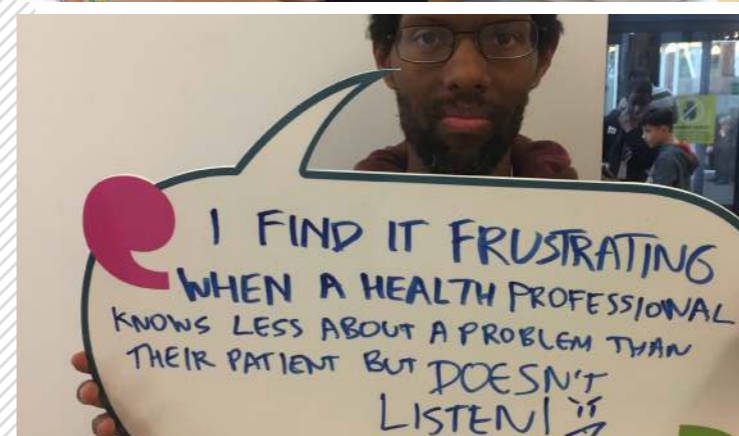
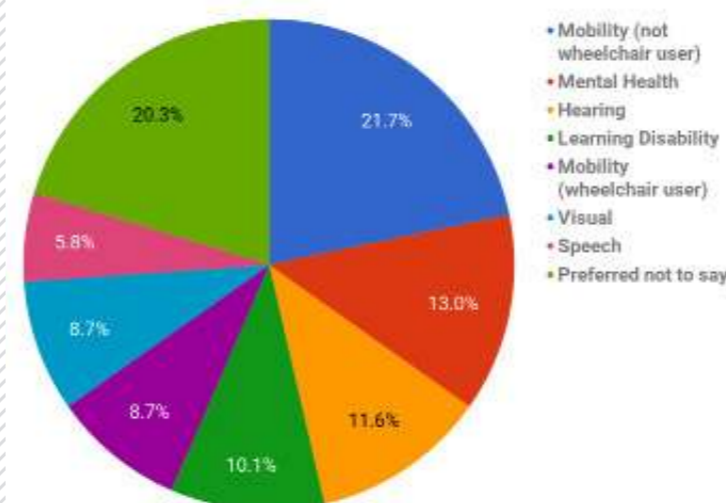
The majority of people who access health and care services are older, therefore engagement will remain a priority throughout the forthcoming year.

The Healthwatch team will be looking at innovative ways in which we can engage both the younger and older population in the coming year.

Seldom heard groups

We have specifically engaged seldom-heard communities by attending various targeted events and speaking to service users at representative organisations including: The Carers Rights Day; International Day of Diabetes People, The Hub at Castle Point and Dementia Services.

Furthermore 23% of the respondents to our annual survey described themselves to have a disability:



The World Mental Health Day event hosted by Healthwatch in the Barking Learning Centre had over 200 people in attendance and views were gathered from local people about mental health services in the borough, as well as their thoughts on other elements of health and social care. We also had 17 people undertake health checks.

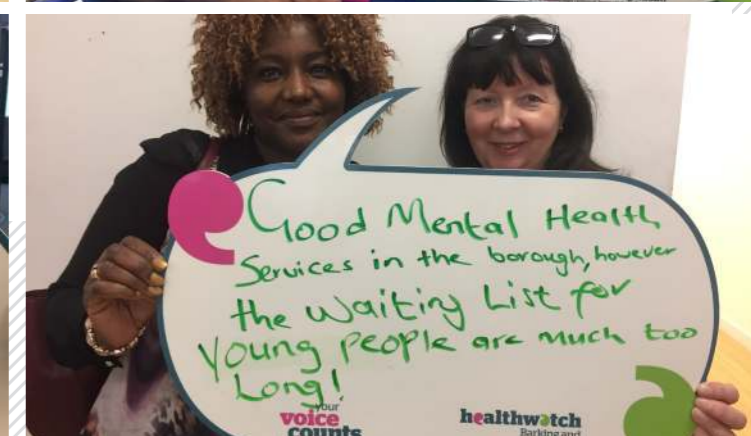
Feedback from organisations who participated on the day were very positive and members of the public said the day was informative and useful.

One mental health service user expressed his concerns over the lack of mental health services, this resulted in the Strategic Director for Service Development and Integration wanting to meet him and discuss his experiences.

The day was attended by people from all different walks of life.

The outcomes of hosting the event included:

- + 50 people signposted to other services
- + Service user follow up with the Strategic Director for Service Development and Integration
- + 200 people informed about services they can access in relation to mental health
- + Local groups and organisations being informed about each other



Making sure services work for you

Enter and View visits are carried out under section 221 of the Health and Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

During the visit Healthwatch representatives who have been recruited and trained gather the experiences of service users, their relatives or friends and staff to collect evidence of the quality and standard of the services being provided. The visits enable us to share examples of best practice and make recommendations for improvements from the perspective of people who experience the service first-hand.

This year we carried out 3 visits. Details on the visit undertaken to Grove Road Surgery can be found under It Starts With You on pg. 24.

Oncology Service at Barking, Havering and Redbridge University Trust (BHRUT)

Reason

Healthwatch Barking and Dagenham carried out a visit to the Oncology Service at Barking, Havering and Redbridge University Trust (BHRUT) after concerns were raised by patients and family members. The visit was announced.

Findings

Evidence from the visit showed that patients were generally positive with the service they were receiving, with some exceptions:

Radiotherapy Service: staff were calling patients from the corridor, resulting in some individuals not hearing their names, the temperature of the department was cold and although water was available it was not at room temperature.

Chemotherapy Service: Delays in receding chemotherapy services of up to 2 hours or more for patients.

Oncology: No communication from the reception staff to notify patients about delays in seeing the consultants.

Outcomes

The visit resulted in the following actions and changes:

- + **Radiotherapy staff calling names from the corridor:** The importance of appropriate communication was raised at the monthly radiotherapy staff meeting and Team Leaders will be monitoring this.
- + **Radiotherapy Temperature of the room:** The temperature of the rooms cannot be adjusted due to the requirements of the treatment machines. However, the trust committed to putting posters in the main waiting areas informing patients that the treatment room / CT scanner room could feel cold. Staff will endeavour to cover patients up as much as the treatment position allows.
- + **Radiotherapy Water dispenser:** The water dispenser will be replaced by the end of the year with one that includes an ambient water setting.
- + **Oncology Informing patients when there are delays in seeing the consultants:** Outpatient nurses will liaise with reception staff to ensure that the notice board behind reception is kept updated. Patients in sub waiting areas will be kept informed.
- + **Delays in chemotherapy sent to department and patients receiving treatment:** A Chemotherapy Working Group has been initiated to look at ways in which the trust can improve the service offered to patients.

Cherry Orchard Care Home

This visit was undertaken as a direct result of feedback received from individuals from the local area who knew people using this service. The visit was announced.

The following areas were highlighted:

- + Some residents not being changed quickly enough after soiling themselves – concerns about dignity.
- + Residents often left to sit in an area with a TV on without any personalised activity to stimulate them.
- + Availability of staff to support and respond to the needs of residents in a timely way.

Findings

Overall, for the specific areas of the service that Healthwatch focused on during the visit, representatives agreed that the service was satisfactory.

- + **Quality of care:** Care was being negatively affected by the number of staff available to adequately cover all the units.

- + **Activity schedules:** Schedules were visible on the walls of each unit, however these were blank, with no calendared activities shown as planned for the residents.
- + **Dental hygiene:** The representative was concerned that there was no regular dental hygiene routine for residents which could lead to poor dental health.
- + **Reception staff availability:** At particular times, when reception and front desk staff are not available, the home should consider having an alert system in place that indicates to other staff when guests coming to visit residents need to be let in through the secure gate. This is so visitors are not left waiting outside for lengthy periods of time.

Outcomes

The care home failed to respond within the 21 days given. They were allowed a further 14 days period of grace to respond once it became apparent that there had been a change of Manager within the period. The response was received after this 14 day period.



All our reports can be found on our website

www.healthwatchbarkinganddagenham.co.uk

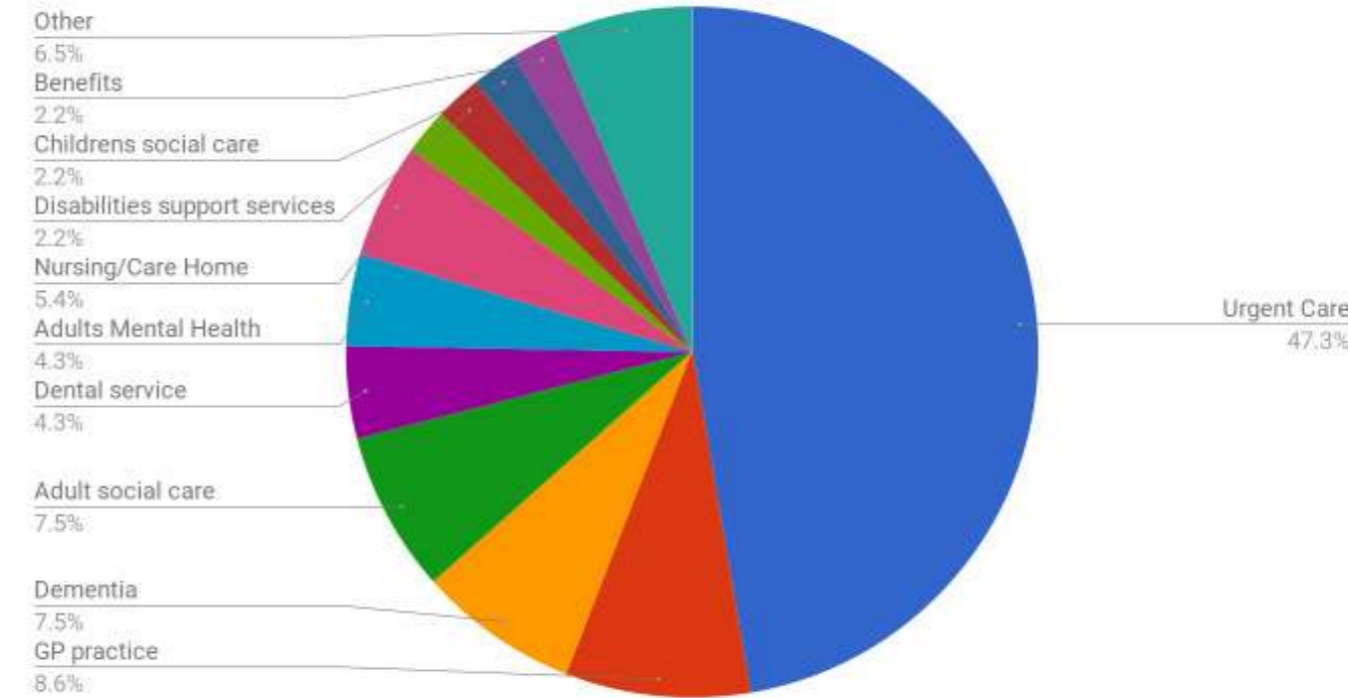
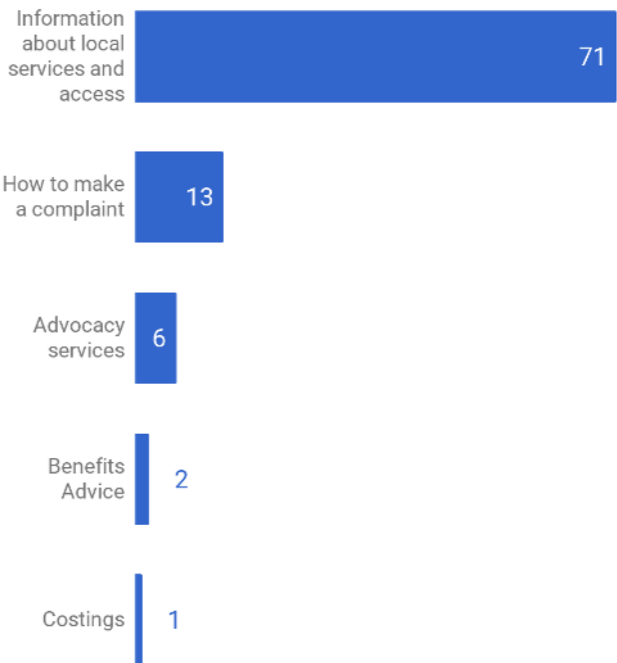
Helping you find the answers



How we have helped the community get the information they need

One of the roles of Healthwatch is to signpost people to local services providing them with information to enable them to make informed choices. There are a number of ways that individuals can contact us, by telephone, email, through our website via social media channels and at engagement events. Most people prefer to speak face to face or over the telephone.

Often, people get in touch with us because they've not been able to get an answer to a query elsewhere. We offer a supportive voice and have local knowledge and insight into services that are rapidly changing and evolving. This year, 93 people have used our service; some people simply needed correct information and others wanted to know how to make a complaint about services.



Making a difference together



How are your experiences helping to effect change?

Healthwatch Barking and Dagenham exists to bring the voice and influence of local people to the development and delivery of local health services; putting local people at the heart of decision making processes and improving services. This year we have used your experiences a number of times to ensure they are taken into account.

Why we looked at Dementia services

Healthwatch Barking and Dagenham undertook a project to seek the views of providers and service users about the services available to people from the borough living with dementia and their experiences of accessing them.

There are around 540,000 carers of people living with dementia in England. It is estimated that one in three people will care for a person with dementia in their lifetime. Half of these are employed and it's thought that some 66,000 people have already cut their working hours to care for a family member, while 50,000 people have left work altogether. There is a considerable economic cost associated with it, estimated at £23 billion a year and is predicted to triple by 2040.

By undertaking this project Healthwatch aimed to add something to the growing body of work that is being done across Barking and Dagenham by the local authority, the Clinical Commissioning Group, NHS services, care homes and voluntary sector organisations.

Findings

Findings have been summarised using feedback gained from family members, services users and service providers. These include:

- + Information about local dementia services and access to them needs to be clearer for patients who are either already diagnosed or waiting for diagnosis. Local people need to know where they can go to get good advice about dementia services to meet their needs.
- + General Practices in the borough needing to do more to ensure that doctors increase their knowledge and awareness to recognise the early stages of dementia.
- + Drivers for transport services used by the borough benefiting from training on how to deal with the challenging behaviour sometimes presented by people living with dementia.
- + The need to refresh the Dementia Strategy and increase awareness of Dementia Friends.

Recommendations for service providers and commissioners were based on the findings, a picture emerged that local services require more time and work to create a better experience for dementia care in the borough.

Outcomes

At the time of writing the annual report we were awaiting a response from both the commissioners and service providers. A report will be published on the website once a response is received.

Researching the use of community urgent care services in the boroughs of Barking and Dagenham, Havering and Redbridge

Local people find the current range of urgent care services confusing, and want a simple way of knowing where they should go for help if they have an urgent health need and want to get advice or treatment on the same day.

Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups (BHR CCGs) asked Healthwatch to carry out research to support their work to improve community urgent care services and make it easier for local people to get the right care in the right place, first time. Havering Healthwatch and Redbridge Healthwatch spoke to residents in their boroughs.

The CCG along with Barking & Dagenham, Redbridge and Havering Healthwatch, all within BHR, co-produced a survey that was used to carry out the research.

Healthwatch Barking & Dagenham spoke to 102 people about their views on urgent care, focusing on older people, parents of children under 5 and people between the ages of 15-30 years. These findings have assisted the CCG with their future plans for urgent care services taking into account the views of those who contributed to the research.

Visits

All three enter and view visits were conducted after receiving evidence from local people, the visits enabled Healthwatch to make recommendations to services on how the experiences of service users can be improved. (more details can be found on page 13)

Pharmaceutical Needs Assessment (PNA)

Healthwatch responded to the PNA highlighting areas of improvements needed within pharmacy services. The recommendations were based on the responses received from the public.

Spending money wisely

Barking Havering and Redbridge Clinical Commissioning Group (BHR CCGs) were legally required to balance their budget. In order to achieve this, BHR CCGs had to make some difficult decisions on what they will be able to provide under the NHS. A consultation was launched to seek the views of residents and organisations across Barking Havering and Redbridge.

Healthwatch Barking and Dagenham carried out an engagement session with local people who live or work in Barking and Dagenham. We asked for people's views and opinions concerning proposals put forward by BHR CCGs on no longer prescribing certain medications and procedures and changing the criteria of others. A number of concerns were raised and these were highlighted in our response.

Working with other organisations

We work with service providers, commissioners, regulators to ensure your views influence service delivery and design.

Care Quality Commission (CQC)

We share intelligence with the CQC, including evidence from our Enter and Views and projects. Through our attendance at the Quality Surveillance Group, we are able to share issues that have been highlighted to us.

Healthwatch England and Local Healthwatch

All our reports and findings are shared with Healthwatch England. This year the Deputy Director of Healthwatch England visited at our invitation to see the work, understand the challenges of the locality and meet the staff.

Staff also attend relevant Healthwatch England training sessions, learning from which is then implemented locally.

The Healthwatch Manager also attends the London Healthwatch Network meetings.

We regularly meet with both Havering and Redbridge Healthwatch as we share the same

hospital trust and the same community and mental health trust.

East London Health and Care Partnership (ELHCP)

The ELHCP was formerly known as a Sustainability and Transformation Plan (STP). It sets out how local health and care services will change and be maintained over the next five years. Last year we worked in partnership with the 8 local Healthwatches from the ELHCP area to look at where the gaps are within our patch.

This year, the eight Healthwatch organisations in North East London have continued to build a relationship with Jane Milligan, executive lead for ELHCP and Rob Whiteman, chair of ELHCP. In our meetings, a number of areas are discussed including, highlighting best practice, challenges in each area, good engagement and the current and future plans of the ELHCP. Healthwatch Barking and Dagenham will continue to be involved with the developments of this area, ensuring the local voice is heard and not lost amongst the changes.

Health and Wellbeing Board

Healthwatch Barking and Dagenham have presented at every Health and Wellbeing Board since being taken over by LifeLine Projects in August 2017.

The board have inputted into the workplan for this current year and the forthcoming year.

The chair of the board has publically commented on the 'step change' that has taken place since August 2017 and the increased profile of Healthwatch on social media. The chair also invited stronger challenge to be forthcoming from Healthwatch under the new regime.

The board have been challenged over the issue of public access to and availability of GP appointments across the borough and a status report regarding the local authorities strategy to address these issues is due to be presented by them at the board meeting in June 2018.

Annual Survey findings

The Annual Survey of providers indicated that Healthwatch had made a contribution to their organisation or service in the following areas:

- + Hospital wards
- + Information of events and policy changes
- + Partnership working - statutory service and neighboring Healthwatch
- + Enter and View visits helped to identify areas for improvement
- + Assisted with promoting opportunities in the organisation

How we've worked with our community

As previously mentioned we have promoted the involvement of local people in the commissioning, provision and management of local health and care services.

Healthwatch have circulated information campaigns and consultations this year including:

- + A survey from the men's health forum about groups that support men and boys
- + Healthwatch England's new download on emergency readmissions to hospital
- + Animation from Kings Fund on how NHS England works
- + CQC consultation with care providers related to finance
- + Children needing mental health care forced to wait too long - report
- + Maternity Action survey relating to grassroots organisations working with new mothers
- + Pharmaceutical Needs Assessment
- + Spending Money Wisely

Social Media

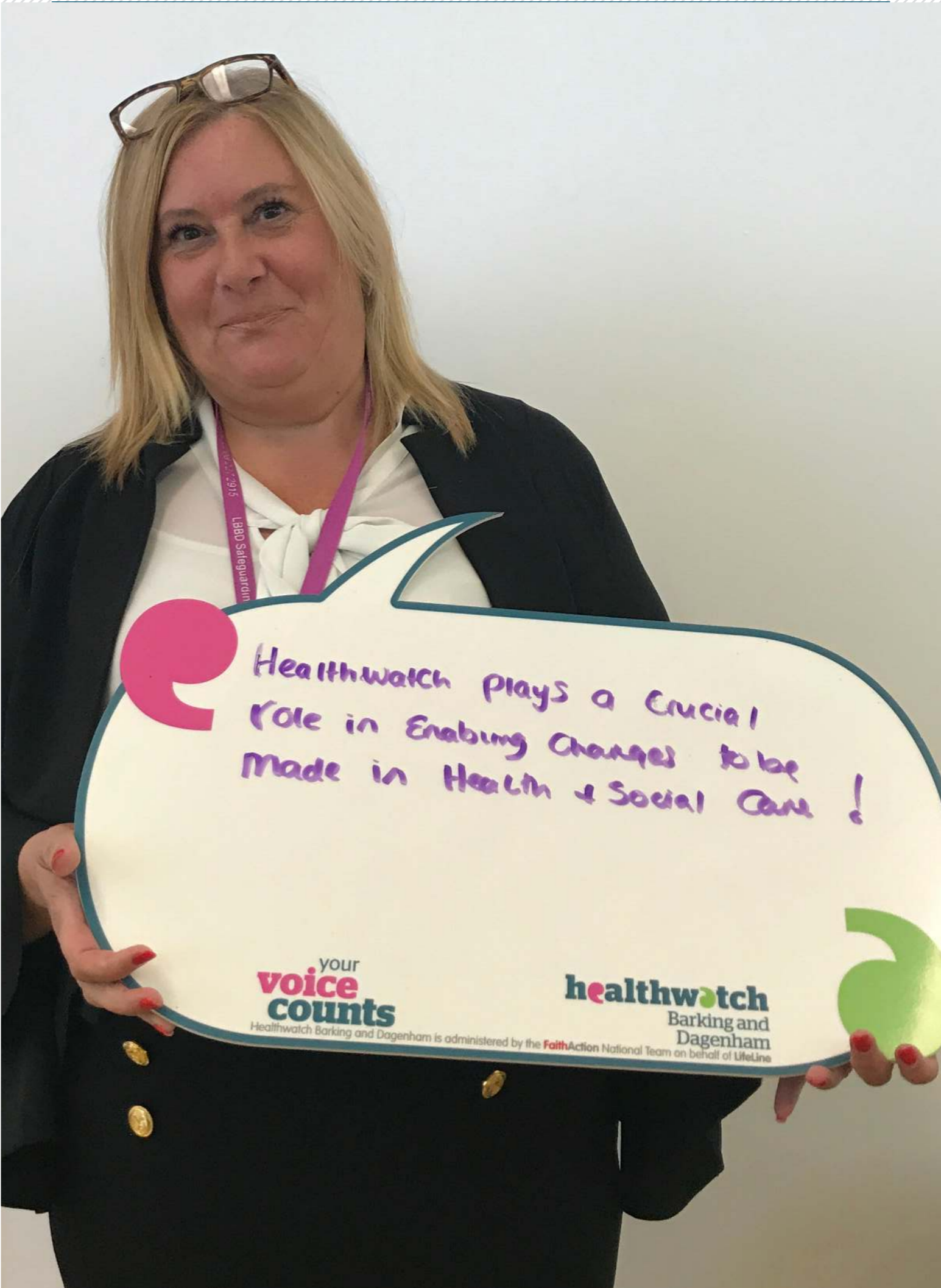
This year we have increased our social media presence, we have not necessarily increased the number of tweets, but have ensured the information shared on social media is of good quality leading to more influence and impact.

Tweets	911
Impressions	190.711
Avg. engagement rate	0.9%
Profile visits	5,817
Mentions	242
New followers	205
Link clicks	316
Retweets	619
Likes	564

This year e-bulletins have been re-instated. These are sent out bi-monthly to those individuals and stakeholders who have registered their interest with Healthwatch. The aims of these is to provide updates on our work, let people know how their views have made a difference, inform people about consultations inviting them to take part and provides details of services they can access.

How you have supported your representative on the Health and Wellbeing Board to be effective.

The team have an internal system in place to ensure that information and concerns from meetings and engagement events with the local community are captured, this enables the Healthwatch manager to brief our Representative. This ensures the Health and Wellbeing board can be challenged where necessary.



it starts with
YOU



Case Study: Grove Road Surgery

What people told us and what we did

Healthwatch Barking and Dagenham visited Grove Road Surgery after service users highlighted concerns in three areas: appointment waiting times, consultation times and staff conduct. Grove Road Surgery is located in the neighbouring borough of Redbridge, but serves residents of Barking & Dagenham. The visit was unannounced.

Findings

- + **Patient Privacy:** Patients could be overheard discussing private and personal information in the reception area.
- + **One issue per appointment:** A notice on the wall indicated that patients could only talk about one issue per appointment. However, it is recognised that health issues may be interlinked.
- + **Length of consultations:** Some patients were not happy with the time they were able to have with the doctor.

- + **Hand Gel:** There was no hand gel for patients to use
- + **Repeat prescription box:** The repeat prescription box was overflowing

Outcomes

- + **Patient Privacy:** The surgery is in the process of being re-structured which will allow a private discussion area.
- + **One issue per appointment/Length of consultations:** The practice confirmed that patients could talk about more than one health issue per appointment, but asked that patients were mindful of the length of time allowed per appointment.
- + **Hand Gel:** A fresh hand gel has been supplied
- + **Repeat Prescription Box:** The practice ordered a larger box



Our plans for next year



What next?

Our plans for next year have been influenced by the feedback received from local people throughout the year. The main areas that Healthwatch will be taking forward include the following areas:

- + GP Access: A two-way relationship
- + Mental Health: Focus on social isolation
- + Raising Healthwatch Barking and Dagenham's profile enabling more people to access our service
- + Visiting services where concerns have been highlighted
- + Involvement of local people undertaking Enter and View



Our people



Decision making and involving volunteers

Our decisions about Healthwatch are made in an accountable, open and transparent way. Board meetings are open to the public, our work priorities are shared and consulted on before they are finalised. Lay members and patients who are involved in Enter and View visits influence the recommendations being made to service providers and commissioners.

Local people are at the heart of every decision that is made. This year we have involved local people in a number of ways:

Enter and Views

All Enter and View locations were identified through feedback from residents of the borough and those who have accessed the services.

Enter and View representatives played a role in determining the questions asked during the visits and that recommendations made are a reflection of the visit.

The Board and governance

Our Board members are lay members or representatives of groups, they assist and support the staff in the areas of work. They can question and challenge any decisions that are made.

Annual Survey

Our annual survey was completed by residents and service providers, giving them the opportunity to reflect and help us identify our strengths and areas of improvement. Areas of improvement which have been highlighted will influence the new work plan. Our annual surveys findings indicated that local people wanted us to look into GP access in the coming year, this will be a priority for next year's work plan.

The work plan

Healthwatch is all about local voices being able to influence the delivery and design of local services. We believe that the work we choose to undertake should be direct result of the evidence gathered from people who have had first-hand experience. The work plan is formulated using feedback received from the local community.



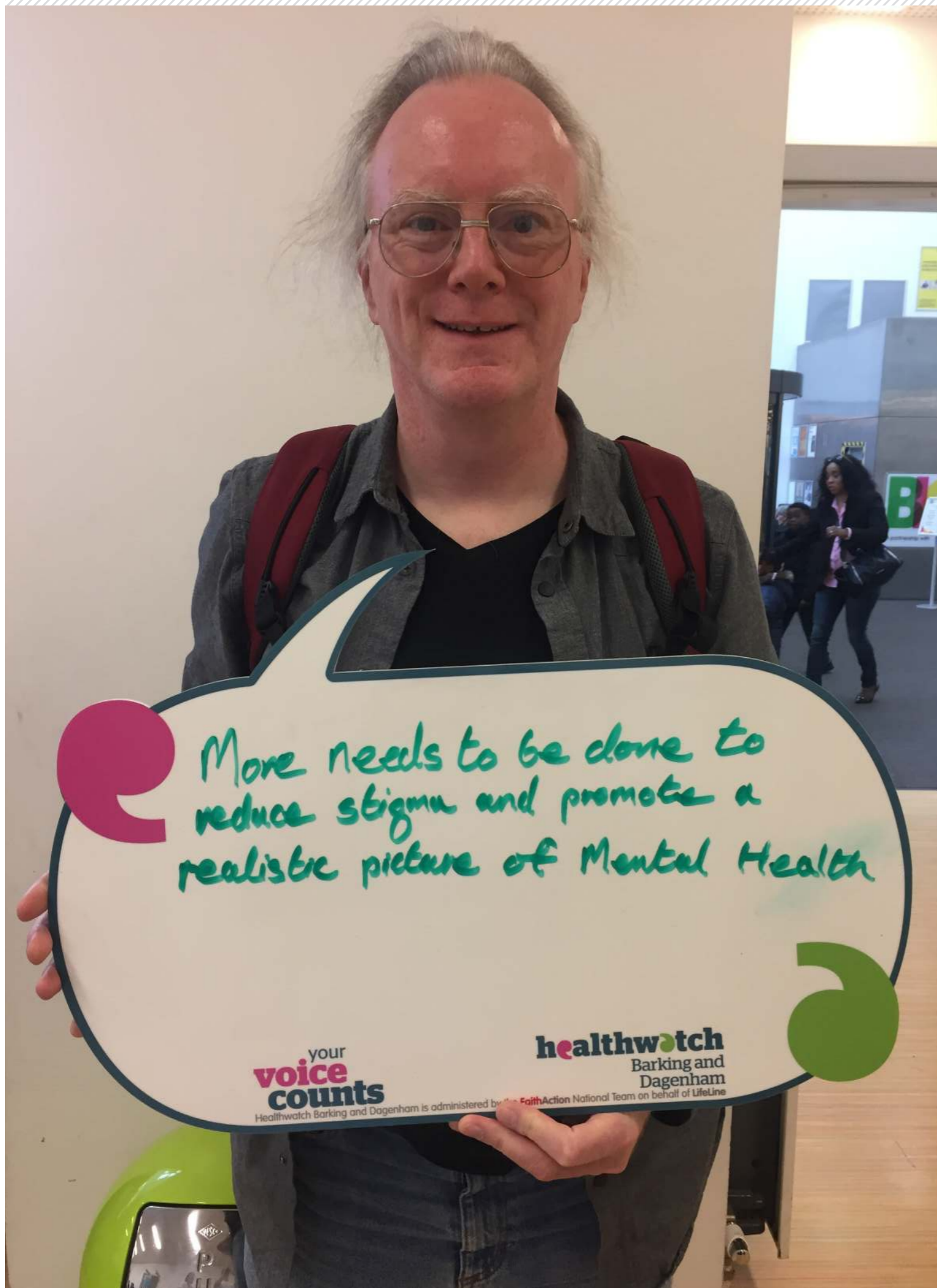
Our finances



29

Healthwatch Barking and Dagenham

Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		87,280
Additional Income		
Total income		87,280
Expenditure		£
Operational costs		27,358
Staffing costs		52,031
Office costs		7138
Total expenditure		86,526
Balance brought forward		754



Contact us

LifeLine House
25 Neville Road
Dagenham
Essex RM8 3QS

Telephone: 0800 298 5331

Email: info@healthwatchbarkinganddagenham.co.uk

Website: www.healthwatchbarkinganddagenham.co.uk

Twitter: [@HealthwatchBD](https://twitter.com/HealthwatchBD)

Address of contractors

LifeLine House
25 Neville Road
Dagenham
Essex RM8 3QS

Our annual report will be publicly available on our website by 30 June 2018. It will also be shared with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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

If you require this report in an alternative format, please contact us at the address above.

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Healthwatch Barking
and Dagenham

LifeLine House
25 Neville Road
Dagenham
Essex RM8 3QS

www.healthwatchbarkinganddagenham.co.uk
t: 03000 683 000

e: info@healthwatchbarkinganddagenham.co.uk
tw: @HealthwatchBD