

## **Our conversations with City people**

Healthwatch City of London project officer Janine Aldridge has continued her visits to Square Mile community spaces and services to talk to City people about their experiences of local healthcare.

Janine has broadened her discussions to ask people for feedback on the [NHS England Long Term plan](#) published in January 2019, setting out priorities and plans for the NHS until 2029. We want to give City residents, workers and rough sleepers a chance to influence the plan.

### **Places we've been**

#### **Barbican Children's Library**

Janine spoke to 11 families with young children after a library 'rhyme time' session in March. Parents were happy with the speedy assessments for their children at University College London Hospital (UCLH) but they felt the hospital could benefit from more resources. People again highlighted waiting times saying they had to wait too long at the Neaman Practice and at Homerton Hospital's A&E.

#### **Lunchtime Streets event**

This street event, organised by the City of London Corporation's road danger reduction team, took place at St Marys Axe which is currently closed for maintenance works. It was an excellent opportunity to engage with the public and City workers in particular. It was helpful to hear from workers on how they use City facilities. City workers mostly use pharmacies and opticians which they were generally pleased with. They would like more out-of-hours openings to fit in with the working day. They felt prescriptions were dealt with quickly but there could be queues because the City is so busy at lunchtime.

Our volunteer and Enter and View co-ordinator Chloe Macri joined Janine to speak to people about the NHS Long Term Plan. Several people completed our survey which gave them a chance to comment on their experience of the NHS and how they use services.

#### **St Bartholomew's patient transport waiting lounge**

Bart's is introducing a new assessment process for patients requesting transport to and from their hospital. The new system aims to prioritise the most vulnerable patients for transport services. We were keen to see what impact the changes were having. People generally felt the booking system was easy and user friendly and waiting times were reasonable. Some people were concerned about the new assessment and whether they would continue to receive transport. The main complaint was traffic and the length of journeys when there was more than one patient drop-off.

If you would like to take part in any visits in the City or want to speak to us about your experience of local health or care services, please call 020 3960 7454 or email us on [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk) .