

Newsletter - June 2014

Welcome to the fifth Healthwatch City of London Newsletter. We hope you enjoy reading; please look out for our next newsletter in September!

Welcome

Dear Friends and Colleagues,

Welcome to our fifth newsletter from Healthwatch City of London. We have now reached the end of our first year of Healthwatch City of London and would like to thank our members and partners for your continued support for our work.

Our annual report will be available soon. Through the report we demonstrate the excellent work we have done with people in the local community, through working with local partners and groups in the City.

On Thursday 1 May we ran a joint consultation event with the City of London on the Joint Strategic Needs Assessment 2014 for the City of London. The focus was on the City Supplement and how it reflects the needs of the City, what the health needs of people in the City are, how they are changing and how services should respond.

We will be exhibiting at the City of London residents' day on 23 June and look forward to meeting a wide range of residents and feeding back the comments and views you give to us at our stall as well as recruiting new members.

Following a period of consultation we have now finalised our mission statement and priorities and these are featured in this edition of the newsletter. We will keep you updated on our progress in meeting our priorities and welcome any input from members. If you would like to provide an article for the next edition of the newsletter please do contact us on healthwatch-cityoflondon@ageuklondon.org.uk.



Sam Mauger
Chair, Healthwatch City of London



Love Food Hate Waste



Almost 50% of the total amount of food thrown away in the UK comes from our homes. We throw away 7.2 million tonnes of food and drink every year in the UK, costing us £12bn. More than half of this is food and drink we could have eaten. The average family can save up to £50 a month by cutting down food waste.

Here are some tips to help you make the most of your food:

- Plan your meals: is one of the most effective ways you can cut wastage and food bills. Start by checking your fridge, freezer and store cupboard, and before you go shopping, write a list, so you don't shop for things you already have.
- Freeze: Foods with use-by dates can be frozen right up to the end of that date. Most foods can be frozen; from tomatoes to cooked leftovers.
- Use-By date is the most important date to be aware of as this refers to food safety
- Best Before dates refer to quality rather than food safety. Foods with a 'best before' date should be safe to eat after the 'best before' date, but they may no longer be at their best. One exception is eggs - never eat eggs after the 'best before' date.
- Display Until and Sell By dates can be ignored as they are for shop staff not for shoppers.

Use you leftovers: being crafty with your food is the clever way to save money. You can create some delicious surprises from your leftovers. Love Food Hate Waste has some great recipes and tips for leftover meals. Have a look at www.lovefoodhatewaste.com

Social Prescribing Service

City and Hackney CCG have commissioned Family Action to deliver a new Social Prescribing Service. Social Prescribing is a new way of working with people to help them increase their health and sense of wellbeing. It has been widely acknowledged that poor physical and mental health can result from a combination of social, economic and environmental factors in the community. People who are socially isolated and disconnected from their community can often end up feeling low, worried and unwell.

GP's and practice staff identify people they feel would benefit from the service and refer them on to the Well Being Coordinators. The Coordinator and Service User spend time together looking holistically at their current situation; working together to think about what changes might help them to feel better about life. For some this could be joining a local arts group, volunteering, exercising more, learning a new skill or simply spending time with others and building a group of friends. One City resident reported "I'm now on my own less, I feel better for getting out and about more. It's nice to see other faces during the week." The service is currently working with three GP consortia in City and Hackney covering a total of 22 GP practices. The pilot will continue until March 2016 and there is hope that the service will expand and continue after this time.

For further information please call Alice Everett, Well Being Coordinator for Southwest Consortia on 020 7249 8109 or email alice.everett@family-action.org.uk



JSNA City Supplement Event



Healthwatch City of London held an event with the City of London Corporation at the Artizan Street Library on 1 May 2014. 21 people attended, of whom 11 were City residents.

In general, participants were pleased with the JSNA City Supplement and the fact that it addressed the needs of City of London populations, including workers and rough sleepers, rather than just City and Hackney residents.

Participants felt that the document was an accurate representation of the City and its needs, but also included a number of suggestions for further areas of investigation that could make it even more complete.

Some participants were surprised by the data contained within the City supplement - for example, the levels of deprivation and worklessness in the east of the City, and the numbers of City residents who were migrants, were noted as surprising.

Participants also included a long list of issues that they felt arose from both the data contained within the City supplement as well as the discussions which were held at the event. For example, there was a discussion about the benefits and risks of allowing City workers to register with City of London GPs - it was noted that the huge number of potential new patients could overburden local services, but other participants felt that the additional money being brought into the local health economy would help to create much better facilities for City residents, as well as workers.

Other key themes that emerged included:

- The need to consider how the City will cope with an ageing population, including the provision of dementia services
- Preventing social isolation and encouraging good neighbourliness
- Tackling unemployment in City residents
- Encouraging digital participation
- Tackling pollution and promoting green spaces
- Encouraging resident/patient participation and acting on the feedback in a transparent way
- Promoting pharmacies as a mechanism for providing health care for commuters, and revisiting the idea of a walk-in clinic in the City of London
- Improving cycle safety
- Ensuring that NHS/austerity cuts do not impact negatively on local Services

For further information on the JSNA City Supplement and if you have any questions please contact Farrah Hart on 020 7332 1907 or healthycity@cityoflondon.gov.uk



Air Pollution in the City of London



The City of London, along with much of central London, can experience high levels of air pollution. The pollution is made up of gases and very tiny particles that are not visible to the naked eye. The main source of this pollution is diesel vehicles. Concentrations are highest next to busiest roads.

Where can I find out about daily levels of pollution?

Pollution levels in London vary from day to day depending on the weather. There are a number of ways you can find out what current levels of pollution are like. www.londonair.org.uk is a very good source of information and displays current data from monitoring stations. You can also sign up to email alerts to let you know when pollution is likely to be high in advance

There is a free mobile phone text message service at www.airtext.info. This will send you a text message when high levels of pollution are predicted. The City of London Corporation has also developed a Smart Phone App called CityAir which displays current levels of air quality, sends out pollution alerts and will give options for low pollution routes .

How can I reduce my exposure to poor air quality?

- Spend your time away from busy roads
- Use the high walk to move around where possible
- Avoid enclosed areas, like tunnels
- Avoid streets with high buildings on both sides, where pollution can sometimes get trapped
- Walk away from the kerb side
- Plan a low pollution walking or cycling route using www.walkit.com or the CityAir iPhone App

For more information go to www.cityoflondon.gov.uk/air
Follow us on Twitter @_CityAir

Age Concern City of London

Walking keeps you fit and active, connects you with your local community, and does wonders for your mental wellbeing, In fact it's been described as a 'wonder drug'. Age Concern City of London and Fusion Leisure have launched a new walking group for people over 50 who live in the square mile. Under the Ramblers' Walking for Health banner, volunteer walk leaders will take groups on fun, informative health walks around the City. To find out more contact awestlake@ageuklondon.org.uk. Please come 15 minutes early if it's your first time, and please wear sensible shoes and bring a small bottle of water.

If you would like to be involved with shaping the development of the new Age Concern City of London charity, we'd love to hear from you - just get in touch with Alice on the email above.



Exercise on Referral



The City of London Exercise on Referral scheme was established in April 2013 after a successful pilot programme. The programme provides an opportunity in the City to receive a personalised local service for residents with health conditions that would benefit from an increase in activity to improve wellbeing and make a positive change for life. The City of London, in partnership with Fusion Lifestyle, offers a wide range of physical activities as part of the scheme; there is something for everyone. We have had over 100 referrals to date, with 85% of them reporting an improvement in at least one physiological health factor through the programme.

In 2014 we are introducing three new parts to the Exercise on Referral scheme. These are; Cancer Care, Cardiac Rehabilitation and Exercise after Stroke. This will enable us to cater for a wider variety of people and give them the care they need, closer to home. Statistics from the Joint Strategic Needs Assessment 2013 show that the City of London have had 21% of people in the City admitted to hospital for Cancer, 11% admitted for Cardiac issues with 50% of them being emergency, and 1% of people in the City admitted for Stroke. These are the three key areas that we feel will impact the community in a positive way.

Alongside our current Exercise on Referral programme catering for City Residents, we have developed a City Workers strand to the programme to enable wider referrals. This will facilitate any City Worker the opportunity to access the current Exercise on Referral programme based out of Golden Lane Sport & Fitness, or provide companies the opportunity to have a personalised 'Exercise on your doorstep' scheme for them and their staff to enjoy the programme from the comfort of their own offices.

With 350,000 people entering the City of London every day and over 75% of them being professionals working long hours, they don't have the time to access programmes or facilities near their home. Therefore providing accessible programs creates the opportunity for individuals to make a positive change.

Healthier employees are generally more productive and more engaged in their work. Exercise releases endorphins, hormones that are opiate-like substances, which can bring a sense of euphoria. Exercise also combats depression through this release of endorphins. A happy employee tends to be energetic, focused and positive. These are the people that are consistently coming up with the most creative ideas and the thorough, detailed reports. They are also the staff members making the least mistakes and causing the least problems. Employers have a huge opportunity to boost the health and happiness of employees through meaningful engagement programs, and reap the rewards of the increased workplace satisfaction and productivity that result.

What is unique about the City is the area which is made up of several populations in one square mile, with differing needs and health issues. This scheme, gives us an opportunity to influence the health of people in the City, enabling them to live healthier, happier lives and to prevent ill health developing.

We are now accepting referrals for City Workers and City Residents. If you would like more information, or have any questions please email leonie.wade@fusion-lifestyle.com.



Barts Cancer Institute

Barts Cancer Institute, founded in 2004, is one of the top five cancer research institutions in the UK. We are based in Charterhouse Square, City of London.

We are proud of the research that our world-class team does into the prevention and treatment of cancer. Fundraising is so important in the fight against cancer here at BCI, 100% of the money raised will go towards developing better diagnostic techniques and treatments of cancer at our labs. Every minute of research is so important, and all of our scientists work hard to improve patient survival and enhance patients' quality of life throughout the year.

Join a charity challenge this summer with Barts Cancer Institute

Barts Cancer Institute (BCI) is pleased to announce that we will be participating in the following charity challenges this summer, and we want you to be on our team! Please get involved and help us raise as much money as possible for cancer research!

- British 10K London Run: Sunday 13 July
- The London Triathlon: Saturday 2 and Sunday 3 August
- Thames Path Challenge: Saturday 13 and Sunday 14 September

Anyone is welcome to participate, donate or volunteer for us. To sign up or just to find out more, please visit the BCI website at <http://bit.ly/1qv4DRr>

Your generosity can help transform the lives of those with and at risk of cancer through supporting innovative research in the laboratory, in patients and in populations. Select your charity challenge, fundraise for BCI and feel great!

Shaping Our Lives



Is your group service user led? Our network of similar user led groups is free to join. We hold focus groups and help develop policy and standards. We are part of the NHS strategic partnership, helping to develop stronger disabled peoples user led organisations. Our networking site can be found at www.solnetwork.org.uk

Shaping Our Lives publishes a digital newsletter of interest to HealthWatch groups. Visit <https://paper.li/Solnetwork1/1375798912> to read a copy and for free subscription. Look out for our other newsletters of interest to service users and disabled people at <https://paper.li/Solnetwork1/1375710540>

Check out our Resource Library (<http://www.shapingourlives.org.uk/ourpubs.html>) for an index of titles where you can download a number of free documents of particular interest to the service user movement.

If you have a resource you would like to share with other user-led organisations and service users please contact us information@shapingourlives.org.uk Follow us on Twitter on @solnetwork1



Healthy Ageing with Osteopathy

Retirement can bring time for leisure, travel opportunities and pursuing interests. This is the chance to take up those sports and activities that you never had time for whilst working and bringing up your family, e.g. golf, gardening, badminton, fitness classes etc. The body, however, has changed. It has lost some of its elasticity and ability to adapt. It has also experienced injuries and postural stress during those years, often resulting in repetitive strain injuries, stiffness and degenerative changes. The onset of health issues such as high blood pressure, digestive and circulatory disorders and arthritis have all begun to have a noticeable effect on the body's energy and ability to perform. Many grandparents also help working parents by caring for their grandchildren - a pleasure for many but also a strain on the older body. Quality of life is especially important for this age group when there are increasing concerns about loss of independence and mobility.

Keeping healthy

Osteopathy can help greatly during this time. An osteopath will take a full case history so they can understand how the body has been affected so far. Then, after a full examination and assessment the osteopath will be able to offer treatment and advice to help improve mobility, circulation and immune function, and reduce joint stiffness so that the older person can enjoy a full and active life in retirement. The treatment is usually gentle and aims to maintain health and prevent further injury. Dietary advice may also be given to help maintain healthy bones and joints.

Some hints and tips

- Gentle stretching daily to help maintain tissue elasticity and joint mobility
- Walk as much as possible to keep circulation healthy and maintain muscle tone
- Have a daily rest to recover energy for the rest of the day's activities
- The use of trainers or similar footwear can help to reduce wear and tear to the knee and hip joints, and can also help reduce back pain when walking on hard pavements

Professionalism and safety

To qualify, an osteopath must study for four to five years for an undergraduate degree. This is similar to a medical degree, with more emphasis on anatomy and musculoskeletal medicine and includes more than 1,000 hours of training in osteopathic techniques. By law, osteopaths must register with the General Osteopathic Council (GOsC). It is an offence for anyone to call themselves an osteopath if they are not registered. The British Medical Association's guidance for general practitioners states that doctors can safely refer patients to osteopaths.

Please feel free to contact us for a free and informal discussion to see if we could help you. Claire Forrester, Principle osteopath - Osteopathy at London, Floor -1, 16-18 New Bridge Street, Blackfriars, EC4V 6AG. Tel: 020 7248 2461.

References British Osteopathic Association



Online Support



Compulsive or emotional overeating is a term that sufferers use to describe eating patterns that feel out of control and which can feel like an addiction to food. Overeating is used as a way to hide from their emotions, to fill a void they feel inside, and to cope with daily stresses and problems in their lives. To raise awareness and support people affected by these issues, the Department of Health has awarded Beat a Volunteering Fund grant to establish Support Groups for individuals with emotional overeating issues.

Beat are setting up 45 monthly peer-led support groups for people over 18 years, who are overweight or obese and who binge eat, emotionally or compulsively overeat. The groups are not therapy or counselling based and access can be through self-referral. Groups are currently being funded to run across the East and West Midlands and East Anglia, but to support those outside these areas, we are setting up monthly online support groups delivered by trained Beat facilitators.

The groups, facilitated by trained Beat volunteers, will provide an open and non-judgemental space for peer support between adults who:

- Binge eat
- Compulsively overeat
- Feel they have emotional eating issues
- Are overweight, obese or struggling with their weight

The groups will enable individuals to:

- Meet other people in similar situations and gain peer support
- Discuss their experiences in a safe, confidential and stigma-free environment
- Gain information about resources and services

No fees, medical referral or weigh-in will be required and individuals can attend groups as often or as seldom as they need. For more information about the support groups, survey or campaign, please contact project officers Rachel Morris (r.morris@b-eat.co.uk) or Lawrence Brown (l.brown@b-eat.co.uk) at Beat. You can find information on the Beat website here: <http://www.b-eat.co.uk/get-help/get-support/new-beat-self-help-and-support-groups/>

Super Patient Participation Groups

City and Hackney CCG are in the process of procuring a provider to facilitate the local consortia based 'Super Patient Participation Groups' which form a part of the CCG's formal engagement structures. Please see below links for details and note that expressions of interest must be submitted by 5pm on the 25th of June 2014.

Pro-Contract: https://www.supplying2nhs.com/procontract/healthservice/supplier.nsf/frm_home?ReadForm

Contract Finder (Home page of website): <https://online.contractsfinder.businesslink.gov.uk/>

Contract Finder (SPPG Page): <https://online.contractsfinder.businesslink.gov.uk/Common/View%20Notice.aspx?site=1000&lang=en¬iceid=1414549&fs=true>



City and Hackney CCG



Have you got a great idea on how to improve local services? City and Hackney CCG Innovation Fund is now live! The aim of the fund is to support services that address the issues raised by the public in response to the consultation initiatives that the CCG led at the end of 2013 around its commissioning intentions.

The Innovation Fund is a £400k fund aiming to support solutions that improve health and wellbeing outcomes for the people of City and Hackney by:

- putting the voices and assets of citizens at the heart of services
- empowering users to access the right services when they need them
- helping people feel supported and in control in managing their health
- meeting needs holistically through better integration of services

We are inviting proposals from people and organisations who feel they can meet the aims of the fund through solutions that are backed up by a compelling case for change and clear evidence of need and demand. The aim of the Fund is to surface and support innovative practice, learn about what delivery models best meet the needs of the community and contribute to shape and improve future provision in City and Hackney.

Applications must be submitted electronically through the City and Hackney CCG website, by adding your answers to an online form. All applications must be submitted by Monday 23rd June at 12pm at the latest. Successful applicants will be invited to submit second phase applications between July 3rd and 14th and awards will be announced in early August. Please see <http://www.cityandhackneycg.nhs.uk/about-us/innovation-fund.htm> or contact Eeva Huoviala on 020 7683 4222 / eeva.huoviala@nhs.net for full details.

Remembering Yesterday

This month City of London Housing Services in conjunction with Time Credits have launched the 'Remembering Yesterday, Celebrating Today' project. Housing Teams have invited residents to join them in marking the centenary of the First World War and recreating the community spirit from 100 years ago with a variety of events and activities. Residents have had a number of ideas and already there is talk of film nights, memory walls, poppy picnics and even a talent show! If you live on a City of London estate and are interested in hearing more or becoming involved then contact your local estate office or call 020 7332 3224.

For any time that you put in to planning, organising or volunteering you would earn Time Credits. One hour of time given to the project will earn one Time Credit that can be 'spent' on an hour of activity. This includes visiting the Tower of London, St Pauls and exhibitions at London Museums. You can also spend your Time Credits locally on local community run activities such as a film night, bingo and quiz evenings. There will also be some First World War related spend opportunities. For more information on the Time Credit Scheme please contact Kirsty Leitch, Community Development Officer on Kirsty.leitch@cityoflondon.gov.uk or ring 07740457119.



Deibrillator Campaign



London Ambulance Service **NHS**
NHS Trust

The London Ambulance Service is running a campaign to extend access to defibrillators across London. The Patients' Forum is very keen to encourage every pharmacy in London to support the campaign, as they feel this approach fits in with the aspirations of pharmacy to save lives and extends the training and capacity of pharmacy staff to support their local communities by reducing the number of people who die from cardiac arrest. The more general point is that every person who is trained in the use of defibrillators and CPR will also be able to save the lives of members of their family, friends and local community. In fact one of their members had a cardiac arrest at an airport and his life was saved by his daughter who had learnt the techniques of CPR and the use of defibrillators. Around 28 per cent of people survive a cardiac arrest in a public place but, where there is a defibrillator and someone trained to use it, the chance of survival can increase to 80 per cent.

The London Ambulance Services is a running a campaign to get 1,000 extra defibrillators in shops, businesses and gyms across the capital. The campaign is called 'Shockingly Easy'. Defibrillators cost very little and the LAS will offer guidance and support in buying, storing and using a defibrillator, which are safe and easy to use.

How to get a defibrillator - Call 020 7783 2366
Email ShockinglyEasy@londonambulance.nhs.uk

You can find the details of the campaign, how to get support from the London Ambulance Service, and the accreditation scheme in the booklet which is available here: <http://www.healthwatchcityoflondon.org.uk/news/defibrillators-london-pharmacies>

We do hope you will support this campaign, which has the potential of saving thousands of lives in London every year.

Healthwatch CoL Mission Statement

Healthwatch City of London Mission statement and Priorities for 2014/15

Following a consultation with members and providers of health and social care the mission statement for Healthwatch City of London has been agreed by our board as:

“Shaping the best quality health and social care now and in the future for all in the City of London.”

With a strapline and acronym of: Community Involvement Transparency Your City

The following priorities have been agreed after consultation with stakeholders. Each priority below is linked to the Health and Wellbeing Board Strategy and the CCG strategy:

- Public Health and Community Services
- Mental Health
- Dementia
- Integrated Care



Get Involved!

There are a number of surveys and focus groups taking place over the next couple of months that may be of interest to you. We will of course remind you nearer the time and let you know when new ones come up. Look out for the 'Get Involved' sections throughout the newsletter and please take part!

Healthwatch City of London is currently publicising two consultations that are taking place at the moment - Community Pharmacists and a Special Inquiry on discharge from hospital.

Community Pharmacists - What services would you like to see at your local Pharmacist?

As you are aware the role of the pharmacist is changing and their services should be included into the general healthcare within the community.

The Royal Pharmaceutical Society are undertaking a consultation to understand what the public and patients would like from their community or local pharmacists. So what sort of services would you like from your pharmacist? What are your expectations? Some comments from patients groups are given in the document on our website - would you agree with them? Do you feel they are realistic? Full details and questions are on our website here:

<http://bit.ly/Ueq3oY>

Please send comments to Janine Aldridge on healthwatchcityoflondon@ageuklondon.org.uk or call 020 7820 6787 by 30 June 2014.

A special inquiry into what happens after people are discharged from hospital

Healthwatch England is undertaking a special inquiry into the care that people receive following discharge from hospitals, care homes and mental health units. This is an area of major distress and concern to a lot of patients and their relatives and as you are aware - the government is putting greater emphasis on people being treated outside hospital, but are the resources in place?

We would be really grateful if you could answer the questions given in the document on our website on hospital discharge and if possible ask as many people at any of the meetings you hold to also participate. If possible it would be helpful if people could give details of the area they live in and health/care facility involved, age range and ethnicity.

Please do give this survey to as many people as possible. This is a national survey and only with a high number of people completing this will Healthwatch be able to persuade the NHS to change their policies and procedures. Full details and questions are on our website here:

<http://bit.ly/1oYCSAr>

Please send your comments to healthwatchcityoflondon@ageuklondon.org.uk or 020 7820 6789 by 10 July 2014.



Dementia Awareness Day

The sun shone on Tuesday 20th May at the City of London's Dementia Awareness Day at the Artisan Street Library. The turnout was amazing, residents and the general public, both the curious and fellow professionals, arrived early in the morning from all walks of life and cultures. Stalls were perused and information and free gifts were amassed. The hall was buzzing with chatter and laughter.

At 11am seats were taken, coffee and croissants were served and short, buzzy sessions, were presented and questions were asked and answered. Offers to have private chats with myself and others were taken up. The afternoon arrived and members of our City Memory Club joined us; a tea party began and tea and cake was served by our own waitress, dressed as a Lyons Corner House Nippy, raising smiles and laughter.

The day was filled with chatter, laughter and experiences were shared, we raised awareness of dementia, our mantra being that there is more to the person than their dementia, we are all unique individuals.





If you want to ensure you do not miss out on any vital information from City of London Healthwatch, would like to get more involved with our activities, would like to tell us about your experiences or would just like to receive our newsletter, fill in your details and send to the below address or email address we will get back to you as soon as we can!

Name:

Contact Telephone:

Contact Address:

Contact Email:

Additional information:

Contact Details

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