

Newsletter - June 2013

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

Welcome

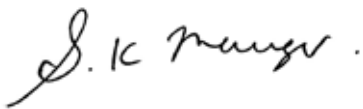
Dear Friends, Colleagues and Supporters,

I would like to welcome you to our first Healthwatch City of London Newsletter. I hope that many of you will become regular contributors so that together we can develop our collective voice in health, social care and public health. At Healthwatch we aim to get the views of people living and working in the City, what works well and what works less well and your views on how it could work better.



Healthwatch works across all generations, young and older, and we will be looking for ways to attract and include all age groups in the Healthwatch conversation. We aim to do this through newsletters, attending relevant meetings and seminars, holding outreach sessions at libraries, resident associations and anywhere else that you tell us are important places for us to focus our attention on. We are keen to work collaboratively and in partnership and to share our learning as the programme develops.

Healthwatch City of London has much work to do and we are at the beginning of a journey. We very much look forward to working with you and going on that journey together.

A handwritten signature in black ink that reads "S. Mauger".

Sam Mauger
(Acting Chair)



View from the City of London

The Health and Social Care Act 2012 asked all local authorities to replace the current public and patient engagement mechanism Local Involvement Network (LINKs) with a new body called Local Healthwatch.

This has now happened and I am very pleased to say that we have Age UK London at the helm. I am confident they will deliver the National vision

“Your Local Healthwatch will be your local consumer voice for health and social care. It will benefit patients, users of services, carers, and the public by helping people to get the best out of services, improving outcomes, and helping services to be more responsive to what people want and need”.

Healthwatch City of London will work with communities to influence commissioners to design and provide better health and social care services.”

Healthwatch City of London will be the independent consumer champion for health and social care in the City.

Healthwatch City of London will also represent the diverse communities served in the City. It will provide intelligence - including evidence from people's views and experiences - to help the policy, planning, commissioning and delivery of publicly-funded health and social care.

Healthwatch City of London, I believe, will make a massive difference by facilitating engagement across all communities in the City of London which will improve the Health and Wellbeing of all residents, City workers, carers and any other interested member of the public.

Peter Corden-Dilley,
Commissioning Officer, Community and Children's Services



Voiceability

VoiceAbility is providing the NHS complaints service for the City of London and will support people to make a complaint about their care or treatment by the NHS.

Contact Information:

NHS Complaints Advocacy
C/O VoiceAbility
United House, North Road
London
N7 9DP

Tel: Helpline Number: 0300 330 5454

Textphone Number: 0786 002 2939

Fax: 0330 088 3762

Email: nhscomplaints@voiceability.org

Website: www.nhscomplaintsadvocacy.org



Barts Health NHS Trust

Barts Health 
NHS Trust

Barts Health NHS Trust manages six local hospital sites in East London and the City including St Bartholomew's and The Royal London hospitals. Our vision is to change lives and transform the health of east London residents by providing leading, world class, patient-centred care. Find out more about the Trust and services at your local hospitals on our new website: www.bartshealth.nhs.uk

As part of our ambition, the Barts Health NHS Trust board has agreed a strategic direction to create world-class cardiovascular care in London.

Clinicians across north, central and east London, jointly working through UCLPartners (the local Academic Health Science Centre) are proposing the cardiovascular services currently operating from the Heart Hospital in the City of Westminster come together in a single centre for global excellence at St Bartholomew's Hospital from 2014. Clinicians will work closely with all local partners and other stakeholders to develop the full business case and engagement process which will be required in order to support any formal decision making process. Further information will be available shortly.

Separately, cancer clinicians are also working collaboratively across UCLPartners to review patient pathways to improve cancer services and patient outcomes. Further information can be found on the London Cancer website.

Barts Health are looking for patients, carers and local residents to get involved with their health services and become members of the Trust. Becoming a member is an opportunity to show your support for Barts Health and play an important part in our future.

If you would like to find out more or apply to become a member, please fill in our membership application form online or contact Jasmine Khanom, on 020 7092 5418.

Crossroads Care

Crossroads Care Central & North London (CNL) is a registered charity, which supports carers and people with care needs by delivering high quality services and support. We aim to relieve the stresses experienced by carers and

children and adults with care needs by offering support through the provision of community based care support workers. We work predominantly in the Central and North London area, while our Homeshare Scheme operates throughout the whole of Greater London.

Contact:

Crossroads Care Central & North London

6-8 York Mews

London NW5 2UJ

Tel: 020 7485 7416

Hours: 9 - 5pm, Mon - Fri

www.crossroadscarecnl.org

Facebook: Crossroads CCNL

Twitter: @CrossroadsCCNL



New health signposting



Since April 1st the City Advice team have been providing a new health, information and signposting service for the City of London.

The service is available to anyone who lives, works or studies in the Square Mile and can help with a wide range of health, wellbeing and advocacy related queries such as; how to register with a GP, help to find your nearest health provider or information on how to make a complaint about a health service.

Advice is available by phone on 020 7392 2919, by email at city.advice@toynbeehall.org.uk or by text on 07432658083.

To make this service even easier to access we are in the process of developing a new City Health online signposting directory. The site will be a comprehensive easy-to-use listing of health services within the City and will include a google map locator for each entry as well as full details of the listed provider. The site has been designed so that it's mobile optimised, making it even easier to find services on the go, as and when they're needed. The City Health site will be available from late June. For more details visit www.toynbeehall.org.uk/city-advice

healthwatch
City of London

Get involved!

To ensure your voice is heard join the City of London Healthwatch. There are a number of ways to get involved:

- Sign up to ensure you don't miss out on our newsletter, key information on events and the chance to give us your views.
- Represent City of London Healthwatch at Statutory Committees.
- Get more involved in the work of City of London Healthwatch

Email us on healthwatchcityoflondon@ageuklondon.org.uk or call us on 020 7820 6787.

