

# Healthwatch City of London



Annual Report  
2017/18





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# Welcome from the Chair



We are delighted to welcome you to the annual report from Healthwatch City of London. This report showcases our achievements during 2017-18. It shows how we have reached City people to hear their needs and represent their views with the aim of improving their health and social care experience.

Dear Friends and Colleagues,

This has been another busy year for Healthwatch City of London, and in the year of the 70<sup>th</sup> birthday of the NHS it is clear we have a mixed picture - the winter flu crisis put extra strain on the NHS, at a time of great financial difficulty and staff shortages. Yet there have been many successes for local services and this is clearly a time to be celebrating the work of our local NHS and social care services.

Against this backdrop, Healthwatch City of London has continued to answer the call of our three key aims - listening to local people, signposting residents and workers to the support they need, and making sure that the voices of local people are heard and that they influence decision-makers. I cannot list all the work we accomplished but I hope this report gives you a flavour of the impact we have had.

Sadly, though, this will be my last annual report to you - Healthwatch City of London will be managed to Healthwatch Hackney on April 1st 2018, and as such there will be new governance structures

put in place (see page 7). As you are aware, many of the services are commissioned by the City & Hackney CCG so the new services will be fully integrated between the two boroughs.

This, of course, does not mean that the City residents will not have a voice - Healthwatch will still be providing information and reviewing the services that are available in the City. It is very important that City residents do become involved in the design of the new services that are being developed and provide feedback on the services already available.

In closing I would like to thank my fellow board members for all their hard work over the last year, and in particular our staff and volunteers for their commitment to the people of the City of London and their health and wellbeing.

Glyn Kyle

Chair, Healthwatch City of London



# About Healthwatch

**We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.**

Healthwatch City of London was established in April 2013 to further this aim and help local people get the best out of their health and care services.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across the whole health and social care landscape.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

## Our vision and mission

The vision of Healthwatch City of London is to shape the best quality health and social care now, and in the future, for all in the City of London.

To achieve this, we work to make sure the views and experiences of local people are heard by those who run, plan, deliver and regulate all aspects of health and social care. This covers hospitals, GP services, dental services, pharmacies, optical and

hearing services, podiatry, public health, Corporation services and any service which impacts on people's health and wellbeing.

## Our strategic priorities

In this year we have continued to work on our strategic priorities, building on the foundations of the previous three years, continue our comprehensive programme of engagement across the City, and specifically:

- Continuing to provide and expand our fully searchable online directory 'CityHealth'. We also have an ongoing programme to improve and extend our website.
- To support the Cancer Unit and the Patients' Forum at St Bartholomew's Hospital (the only hospital located in the City). We continue to ensure that local voices are heard in the planning and provision of cancer related services.
- To promote wider patient engagement and make sure that patients' voices are heard in the development of the patient engagement and experience strategy for Barts Health NHS Trust.

Our work to gather feedback and consult with City people from all walks of life throughout our first four years has helped us identify particular sections of the City community which require specific support to access and utilise services.



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Consequently, in 2017-18 we have focused on the following groups to make sure that everyone's voice is heard:

- Carers - To work with the recently appointed contractors, Carers Network, who are responsible for the new carers' service, by increasing awareness of the services offered. In line with this, a response to the City of London Corporation Adult Social Care report has already been submitted, which outlines resident and service user views on integrated care.
- City people with mental health needs - Healthwatch City of London facilitated a workshop on the City Mental Health Strategy during Mental Health Week, highlighting the new services offered by the East London Foundation Trust. We worked in partnership with the

City of London Corporation on delivering the City's Mental Health Action Plan and promoting better mental health services.

### Plans for next year

Going forward Healthwatch Hackney have stated that from 1<sup>st</sup> April, their new governance arrangements will ensure a distinct Healthwatch City of London to represent the views of those who live and work in the City. Going forward, their strategic priorities will be determined in collaboration with the new Healthwatch City of London board, residents and other stakeholders.

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# Your views on health and care

## Listening to local people's views

Healthwatch City of London has consulted widely in 2017-18, and we have held a range of events and activities to get local people involved in our work. We distribute over 2000 newsletters to people working and living in the City, which detail the many opportunities for people to get involved. Highlights of the year are:

### Co-Production - Getting residents' views on service design

Healthwatch City of London co-hosted an event on 6 July with Healthwatch Hackney. There were approximately 100 attendees including over 70 residents. The purpose was to create the public's principles of co-production of health and care services in City and Hackney. The principles were developed through a process of group discussions on co-production examples and feedback on current positions on co-production. One of the Healthwatch City of London Board members co-chaired the event and gave a short talk on life in the City and the diversity of its population.

The outcome of the discussions was a 'co-production charter' that will be used when engaging with statutory bodies to ensure that services are patient and service user led.

### Primary Care

The Healthwatch City of London board has focussed on primary care as a priority area for residents and City people. One of our board members sits on the Local GP Provider Contracts Committee and contributes the City perspective on this important area. We were delighted to welcome Richard Bull, Programme Director for Primary Care at City & Hackney CCG to our December board meeting. Points covered included:

- On the CCG dashboard, the Neaman Practice scores above the CCG average. Its level of achievement is high compared to London benchmarks. The indicators came from a GP survey.
- The GP to patient ratio at the Neaman is a healthy one, the practice has 10 GPs or 6 FTE.
- The board raised concerns that the telephone triage may not pick up on social isolation.



- Mental health care needs could escalate as a result of this. Social prescribing services are run for the City that residents can be referred to.
- City workers are only seen as part of the urgent care duty, not routine care. Community nurses only have responsibility for residents registered with the Neaman and not those who are with other GPs in other boroughs. It was highlighted that many patients are left on the fence.
- A feasibility study is being undertaken on how the Neaman is coping with demand. A task and finish group has been set up to look at other options for the City to see if there are options for expanding the practice. The groups will report back on their findings. The cost per patient for rent and rates is £51 at the Neaman compared to £18 in Hackney.

#### Enter and View

A visit was made by the City of London Healthwatch Manager to the Transport Waiting Area at St Bartholomew's Hospital on the 6th July between 11am and 3.30pm.

The aim of the visit was to talk to staff, patients and carers about the transport service they received. Healthwatch asked patients and carers about their journey to and from the hospital and the transport experience.

Healthwatch spoke to staff in the format of group discussion. Patients' and carers' views were at times on a one to one basis but as the room filled up - patients and carers joined in to become a group discussion. During the discussions there was a lot of movement of people being picked up or coming into the waiting room following their clinic appointments.

St Bartholomew's management has responded with an action plan addressing the recommendations made by Healthwatch:

Recommendations	Action
<b>The water fountain should be stocked with cups or cups should be available at reception with a notice by the fountain informing where the cups are held</b>	Site Management Team have temporarily taken over stocking cups and check each day that enough are available  Task will be handed over to the Transport team in October once this service transfers from ERS to Bart's Health.
<b>Magazines or free newspapers such as the Metro and Evening Standard should be available. There is an opportunity to publicise the Patients Forum when it recommences</b>	An order has been placed to deliver the standard daily. The Site Management Team will audit this weekly.
<b>There should be a tea/coffee machine in the waiting area</b>	Estates Manager to organise the siting of a vending machine via Elior who are our current provider.

There should be more small tables for filling forms/ putting drinks etc.	Our Site and Flow Team are looking at suitable small tables and an order will be placed.
There should be signage to the nearest toilets	Signage requested through the estates department.
There should also be a notice asking patients to let reception know if going for drinks or toilet so patients don't miss their transport slot	Facilities manager to implement a system to allow patients to leave the department and/or go to the toilet is in place at handover from ERS to Barts Health in October 2017
There should be a green button for the corridor between doors for entry into the waiting room from the main atrium	Facilities manager to review the green button issue, the ambulance exclusion zone and the wheelchair station issue.
Both sets of doors for entry into the waiting room should be automatic	Costing and case to be proposed
There should be a 'no entry' sign put on staff cupboard	The sign has been put up
There should be discussion with the Corporation in respect of an ambulance exclusion zone	Consideration through Hospital Management Board
Procedures should be explained to ward staff for discharge transport	This is completed regularly. To be re-visited on hand over to Bart's Health
There should be a wheelchair station in the waiting room or vestibule	Facilities manager to review the options for this





# Helping you find the answers

## How we have helped the community access the care and support they need

In addition to the CityHealth directory, our quarterly newsletters have included information about the services available across the City for residents and workers. This included information and advice on:

- Air Quality, including the need to educate young people on why air pollution is a problem and what can be done about it, and what the City is doing about air pollution
  - Advocacy services in the City, including POhWER
  - Highlighted the role of local libraries as community resources for both finding information and joining local groups
  - Accessing local health care venues, particularly for those with mobility issues
  - Dealing with Council tax arrears
  - Supporting people with heart conditions, and their carers
  - Finding help to quit smoking, and the free resources available
- thorough Barts and the London Medical School
  - Local exercise classes
  - Accessing sexual health advice and support
  - Young people and promoting City Gateway as a resource
  - The importance of registering with a GP and how to go about it
  - Supporting the City campaign on rough sleeping and homelessness in the City, which included promoting the campaign and encouraging people to make referrals to Streetlink via the app, website and national helpline.
  - Managing Stress, particularly over the Christmas period, and signposting residents to drop in sessions at Tonybee Hall
  - Side effects of medicines, how to spot them and who to report these to
  - Local service providers and groups, who had stall at our annual conference showcasing their work across the City.





# Making a difference together



Adult Advisory group	Disability Inclusive Network
Adult safeguarding Sub Committee	Health & Social Care Scrutiny Sub Committee
Adult Social Care	Health & Wellbeing Board
Children Executive Board	Square Mile Health – WDP launch
City of London Adult Wellbeing Partnership	Youth Programme Board
City Well launch	
Board Meetings	GP Practices
Committee Meetings and Programme Board	North East London Sustainability Transformation Plans
City and Hackney CCG	Patient and Public Involvement
City & Hackney Urgent Healthcare Social Enterprise	
Bart's Health Trust	Moorfields
East London Foundation Trust	Patients Panel
Homerton Hospital	University College Hospital
Mile End Hospital	
Care Quality Commission	Nursing & Midwifery Council
General Medical Council	Other London Boroughs
General Pharmaceutical Council	Positive Ageing in London
GLA & London Councils	Professional Regulators
London Screening Board	Quantity Surveillance Group Department of Health
London Ambulance Service Patients Forum/Stakeholder Engagement	UCL Partners - London Cancer
NHS England & NHS London	
Age Concern City of London	Macmillan
Age UK London training	Portsoken One
Alzheimer's Society	Portsoken Providers Group
City Advice Providers Group	Sir John Cass
City Gateway	Toynbee Hall
Club Soda	Tudor Rose Court
Healthwatch England and London	Local Healthwatch in surrounding Boroughs
Barbican Tuesday Club	City Residents Day
City and Hackney Youth Conference	Resident Engagement
Quarterly Newsletters	Website Visits
Email Updates	



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# Our people

## Our board

There were eight members of the Healthwatch City of London Board at the year end. Glyn Kyle was elected Chair in October 2014 and continued to chair and to represent Healthwatch City of London on the Health and Wellbeing Board up until the end of the contract year.

Many of the Board members represent Healthwatch City of London at a variety of statutory and voluntary meetings. This includes the patient representation groups, particularly for Barts Health NHS Trust and the City & Hackney CCG patients' groups run by Healthwatch Hackney.

## How we involve lay people and volunteers

Healthwatch City of London is governed by a Board who are all volunteers and donate their time to help us. Together we developed our original strategy for reaching people in the City and for ensuring that Healthwatch City of London can give a voice to local people through our involvement with the different health and social care related structures in the City. The Board have been crucial in helping us develop this strategy to build on the progress we have made to date, as we go into our fourth year.

All of our decisions are informed by the support of our Board members and the feedback we gather from local people. This helps us to prioritise and focus on issues which are the most important to the people who live and work in the City.

## The contribution of our volunteers

Healthwatch City of London continues to benefit from the support and engagement of our dedicated volunteers.

We have recruited to and maintained our volunteer base of seven volunteers during 2017/18. They undertake a variety of duties including representing Healthwatch City of London and producing reports for us. All volunteers are provided with a role description and training to support them in their roles. All of the volunteers are managed by the Healthwatch Officer who meets with them regularly to discuss their involvement and support needs.

Our volunteers are based throughout the City and undertake a variety of duties including representing Healthwatch City of London on statutory and patient committees. They help us in ensuring the priorities and feedback from City people are used to influence the health and wellbeing services in the City.

We would like to say a big thank you to our volunteers for donating their time and skills for the benefit of City people.

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# Our Finances

INCOME	£
Funding received from local authority to deliver local Healthwatch statutory activities	54,678
Signposting contract income	15,000
Income deferred from previous year	7,149
<b>Total income</b>	<b>76,827</b>
<b>EXPENDITURE</b>	
Staffing costs	39,868
Direct delivery costs	15,362
Age UK London programme and support costs	21,597
(Includes management and communications support, accommodation, overheads, printing and stationery.)	
<b>Total expenditure<sup>7</sup></b>	<b>76,827</b>
<b>Balance brought forward</b>	<b>0</b>

The contract to provide services to Healthwatch City of London is in the name of Age Concern City of London and is incorporated in their accounts. The company Healthwatch City of London does not trade and has no assets or liabilities of its own. The amounts shown in the income and expenditure account for the year have been extracted from the accounts of Age Concern City of London.



# Contact us

## Get in touch

From 1<sup>st</sup> April 2018, Healthwatch City of London will be managed by Healthwatch Hackney.

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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.

Cover photo kindly provided by the City of London.

Additional photos of the City kindly provided by Clayton Hirst.

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

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