

News Letter Issue 2 February 2020

Chat from our Chair

It was heartening to see so many local people come to our January re- launch in our office at Little Somerset Street. Although a low-key event, it gave us the opportunity to meet with you and some teams who work on your behalf in the City. We look forward to seeing more people at our Annual Public Meeting in May.

We launched our new website on the same day, and hope this is going to prove easier to use; it's still work- in-progress. We know that not everyone has online access, so we will make sure that we use all the channels available to us, in order to get our message out there and listen to you.

The launch was followed in February by our first Board Meeting in Public in Golden Lane where we were able to meet more of our fellow residents and hear about your concerns and experiences. We were joined by Ellie Ward and Mark Golledge who gave an excellent presentation on the Neighbourhood Model of care. This important development will have an impact on many of us, and we will be asking for your opinions on this initiative and your experiences of these services over the coming months.

There is a lot to do and whilst recruiting volunteers is important, as seen elsewhere in this newsletter, we need to hear from you so that we can focus on what matters to people in the City of London. Helping us by sharing your insights will make it easier for us to make a difference on your behalf. So spread the word and contact us if you have something to say or tell us. We are here for you. <https://www.healthwatchcityoflondon.org.uk/have-your-say>

Volunteer Voice



Volunteers play a vital role in organisations such as Healthwatch City of London whose resources are relatively modest. We need people from all backgrounds and age groups, and with many different skills.

Three of us recently attended a Volunteers' Fair at the London School of Economics and were delighted with the level of interest we received from students who were keen to get involved. They were studying a range of subjects including economics, law and health policy, and we hope that several will be able to support us in our efforts to improve health and social care services in the City of London.

<https://www.healthwatchcityoflondon.org.uk/volunteer>

Corona Virus - NHS advice and information

What is it and how can I help prevent catching or spreading the virus?

Corona Virus is an illness that can affect your lungs and airways. It is not known how the virus spreads however similar viruses are spread through cough droplets.

You are encouraged to catch sneezes and coughs in a tissue or your sleeve and dispose of tissues straight away. You are also asked to wash your hands with soap and water or use hand sanitiser where you cannot immediately wash your hands; and avoid close contact with people who are unwell. You are also advised to avoid touching your eyes, nose and mouth when your hands are not clean.

Symptoms include a high temperature, cough and shortness of breath.

What to do if you think you have it: Call NHS 111 for advice and guidance, stay indoors and avoid contact with others. To avoid spreading to others you are also asked NOT to attend at your GP practice, pharmacy or hospital. When calling NHS 111, inform them about any recent travel and symptoms you have.

For the most up to date advice for and information including for travellers please visit the NHS website <https://www.nhs.uk/conditions/coronavirus-covid-19/> or Dial 111

Same day appointments at the Neaman Practice

The Neaman Practice offers a proportion of same day and pre-bookable appointments online, from midnight. Details about how to register for online services at the practice and more information about booking appointments can be found on the Neaman Practice website below or by calling them on [020 7600 9740](tel:02076009740)
<https://www.theneamanpractice.nhs.uk/appointments>

For more Health and Social Care advice and information

<https://www.healthwatchcityoflondon.org.uk/advice-and-information>

Get in touch with Healthwatch City of London

Visit our new website for more information, news and events, have your say about your care, and spread the word about Healthwatch City of London.

www.healthwatchcityoflondon.org.uk email: info@healthwatchcityoflondon.org.uk

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