

24th July 2020

Welcome to the Healthwatch City of London newsletter

Dear Reader,

You will see that this week we are advertising two events. Firstly, we will be holding our Board Meeting in Public so please do join us if you can, and secondly, our 'Listening to London Carers' meetings. Both events will be held virtually (see below for more details) but we recognise we need to do more to make sure all voices are heard not just those that can connect via the internet. The delivery of Health and Social services is changing, and at speed, so it is important that we do all we can to make sure that you have your say. We want to hear your experiences of GP's, hospital, and social care, whether good, bad, or indifferent. We must make sure that providers of services are aware of what is not working for those on the receiving end, as well as share the things you like and want more of.

The pandemic has put hospital discharge under the spotlight again, as the usual processes hospitals follow have changed to free up beds. While these changes have successfully got people out of hospital and helped the NHS manage the demand created by coronavirus, we do not know how the new processes are working for patients, their families and healthcare professionals. Healthwatch is now collecting people's experiences of the new hospital discharge process via a national [survey](#) until 16 August 2020. This feedback will be used to help the NHS plan how people leave hospital now and in future busy periods.

We will be holding some round table discussion events in August on your experiences of hospital discharge and the mental health impact of COVID-19. Please [let us know](#) if you'd be interested in attending. Our full list of engagement events will be posted on our website from next Thursday.

Stay safe

Gail Beer, Chair Healthwatch City of London

Healthwatch City of London Board Meeting in Public

Healthwatch City of London will be holding its next Board Meeting in Public on Thursday 30th July between 13:30 – 15:30. We'll have guest speaker from the St Leonard's redevelopment project, who will give an update on the proposals for the site and what they mean to you, and a speaker from City and Hackney CCG, to give us an overview of the Covid recovery programme, how this will affect you and your access to services. We will also present our Annual Report.

The meeting will be held virtually via Zoom and Phone. Please email info@healthwatchcityoflondon.org.uk for joining details.

Listening to City Carers

We will be holding the next in our series of virtual events for carers in the City. We'd like to hear about your experiences of being a carer during Covid-19. Your feedback helps us to inform providers to improve services in health and social care. Please drop in any time between 2pm and 3pm on Friday 31st July.



Join us via Zoom on Friday 31st July between 2pm – 3pm

Link: <https://zoom.us/j/92971261536?pwd=bHdlbGpZVjJaOTVnbE5kOEoxNkNTZz09>

Meeting ID: 929 7126 1536 Password: 214444



Enjoy Summer Safely

The Government has launched its Enjoy Summer Safely campaign, which aims to inspire the public to begin to get back to the things they have missed whilst following COVID-19 safety guidelines, but [doing it safely](#).

Cycling with confidence

The City of London Corporation is offering free cycle support for City residents. Cycling is a healthy, sustainable and safe way of getting around, avoiding public transport and getting fit at the same time.

City residents can access a wide range of free support available to help them get start, or stay, cycling, including cycle training and cycle maintenance. Find out more about what's on offer by visiting <https://www.cityoflondon.gov.uk/services/streets/covid-19-cycle-with-confidence>

TV licence and Pension Credit

Sadiq Khan, the Mayor of London and Abi Wood, CEO Age UK London have issued the following advice regarding TV licence for those eligible for Pension Credit.

'From 1 August the free TV licence for people over 75 will only be available for those who claim Pension Credit. If you, or someone you know, could do with more money, as well as continuing to get the free TV licence, now is a good time to claim. You may be eligible, even if you own your home or have savings. People who receive Pension Credit can also get free dental treatment and possibly help with Council Tax, housing costs and heating bills. Pension Credit is a benefit for people over state pension age. It is extra money that could top up your retirement income and help with the cost of living, but more than a hundred thousand families in London entitled to receive it could be missing out.'

You can apply by phoning the Government's claim line on 0800 99 1234 (Monday to Friday, 9.30am to 6pm) or online <https://apply-for-pension-credit.dwp.gov.uk/start> . They will need to know some details about you to check whether you are eligible. Information you may need to hand includes:

- Your National Insurance number
- Information about your income, savings and investment
- Your bank account details.

Applications can also be made

- by post: call the number above and ask them to send you an application form or you can download a copy from the website www.gov.uk/pension-credit
- by Textphone: 0800 169 0133
- using Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 99 1234 Monday to Friday, 9.30am to 6pm.

Get in touch with Healthwatch City of London

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

We have recently recruited two new volunteers to our team. Are you interested in becoming a volunteer at HWCOL? We are currently looking for volunteers who have a passion for social media. If you are interested, please contact Paul Coles, General Manager on paul@healthwatchcityoflondon.org.uk or visit the [volunteer page](#) on our website to find out more about the roles.

Web: www.healthwatchcityoflondon.org.uk **Email:** info@healthwatchcityoflondon.org.uk
Tel: 020 3745 9563 **Twitter:** @HealthwatchCoL **Facebook:** @CoLHealthwatch

Portsoken Health and Community Centre, 14-16 Little Somerset Street, London E1 8AH

Did you know that there are over 200 green/open spaces in the City of London?

[Click here to read our latest Blog: Green Matters](#)

