

Newsletter Issue 11



24th September 2020

Welcome to the Healthwatch City of London newsletter

Dear Reader,

As we prepare for winter, this week saw the roll out of the flu immunisation campaign. You will see below that we carried out a mystery shop to ascertain where vaccinations are available in the City.

The past few months have been a difficult time for most of us, and we are researching the effects that lock down, and the pandemic as a whole, have had on our mental health and wellbeing. Next week, we will be running focus groups to hear your views and experiences.



One service that has been severely affected is that of podiatry. Residents have been receiving mixed and conflicting messages about the availability of local footcare services. We are now investigating what the current provision is, and have requested a definitive answer from Homerton Hospital. We will inform you when we get a response.

In the meantime, look out for forthcoming campaigns and see how you can get involved in our work.

Stay safe

Janet Porter, Board Associate Healthwatch City of London

Flu vaccinations

As reported in our last newsletter, the Government has widened criteria for flu jab eligibility. Flu vaccination is particularly important this winter to ensure that the NHS does not have to cope with the twin pressures of rising Covid-19 cases, alongside a national flu outbreak.

The NHS reports that each year, flu kills around 11,000 people and hospitalises thousands more. This year, it's more important than ever for people at risk to get their free flu vaccine. If you're over 65, are pregnant, have a long-term health condition, or you are in a shielding household, speak to your GP or pharmacist to get the free flu vaccination. Children aged two to three can get a free nasal spray at their GP. School aged children up to year 7 will be offered the vaccine at school. If you have an eligible child, please make sure they are vaccinated in order to help stop the spread of flu. The flu spreads from person to person –

even amongst those not showing symptoms. The vaccine is the best protection for you and those around you.

Healthwatch City of London have undertaken a mystery shop of flu vaccination availability in the City of London, this survey was completed on 10 September 2020.

In our survey, we contacted 32 chemists with pharmacies and the Neaman Practice in the City of London and nearby areas. All were friendly and helpful on the telephone. Boots represents more than half of the total number and are making appointments now for late September or October. The Neaman Practice is actively contacting its patients by text and offering both appointments and walk-in jabs now.

Please note that since carrying out our survey we have learnt that there has been a bigger demand for the vaccine than anticipated, which has led to concerns about shortage in supply. Some pharmacies are having difficulties obtaining the vaccine due to the supply chain.

We advise you to contact your pharmacist/GP before travelling to have the vaccine.

Name	Address	Telephone	Comments
Boots	143, 171 Moorgate, London, EC2M 6XQ	020 7920 9347	Making appointments now for 1 October onwards
Boots	104 Cheapside, London, EC2V 6DN	020 7248 9340	Making appointments now for 1 October onwards
Boots	1 Paternoster Square, London, EC4M 7DX	020 7236 6181	Making appointments now for 1 October onwards
Boots	120 Fleet Street, London, EC4A 2BE	020 7583 9446	Making appointments now for 1 October onwards
Boots	54 King William Street, London, EC4R 9AA	020 7220 7779	Making appointments now for 1 October onwards
Boots	80 Cannon Street, London, EC4N 6AE	020 7623 4676	Making appointments now for 1 October onwards
Boots	122 Holborn, London, EC1N 2TD	020 7404 4519	Making appointments now for 1 October onwards
Boots	25-27 Farringdon Road, Holborn, London, EC1M 3HA	020 7242 1662	Making appointments now for 1 October onwards
Boots	88 Aldgate High Street, London, EC3N 1LH	020 7265 0343	Making appointments now for 1 October onwards
Boots	Liverpool Street Station, 11 Octagon Arcade, London, EC2M 2AB	020 7374 0092	Making appointments now for 1 October onwards
Boots	55 Bishopsgate, Cornhill, London, EC2N 3AS	020 7256 6314	Making appointments now for 1 October onwards
Boots	100 New Bridge Street, London, EC4V 6JJ	020 7329 6702	Making appointments now for 1 October onwards
Boots	Unit 21, 1 New Change, London, EC4M 9AG	020 7248 3635	Making appointments now for 1 October onwards
Boots	140 Fenchurch Street, London, EC3M 6BL	020 7626 0670	Making appointments now for 1 October onwards
Boots	200 Bishopsgate, Spitalfields, London, EC2M 4NR	020 7283 9544	Making appointments now for 1 October onwards

Boots	60 Gracechurch Street, London, EC3V 0HR	020 7623 4768	Making appointments now for 1 October onwards
Superdrug	3-5 Paternoster Square, London, EC4M 8AB	020 7236 3303	Not at the moment. Expect to, but no date yet
Lloyds Pharmacy	145-157 St John Street, Farringdon, London, EC1V 4PW	020 3286 0994	No answer
City Pharmacy	39-41 Borough High Street, London, SE1 1LZ	020 7407 2061	Walk in from 1 October
Portman Pharmacy	5 Cherry Tree Walk, Whitecross Street, London, EC1Y 8NX	020 7374 0638	65+ walk-in now
S Chauhan Pharmacy	36 Goswell Road, London, EC1M 7AA	020 7253 9691	65+ walk-in. Younger £13.99 privately.
Apex Pharmacy	199 Old Street, London, EC1V 9NP	020 7253 2586	Walk in from 1 October
Click Health Pharmacy	63-66 Hatton Garden, Holborn, London, EC1N 8LE	020 8133 2533	Do not offer flu vaccinations
Pharmica	1-5 Clerkenwell Road, London, EC1M 5PA	020 7112 9014	Do not offer flu vaccinations
Clerkenwell Pharmacy	51 Exmouth Market, Farringdon, London, EC1R 4QL	020 7837 9494`	No answer
Rowlands Pharmacy	16 Exmouth Market, Farringdon, London, EC1R 4QE	020 7837 2252	Do not know if they will offer flu jabs
Starr Pharmacy	81 Grays Inn Road, Holborn, London, WC1X 8TP	020 7405 5665	Not offering flu jabs.
Neaman Practice	15 Halfmoon Court, London EC1A 7HF	020 7600 9740	Available for 65+ now, others from 5 October

Who is eligible to receive the free flu vaccine now?

Pregnant women, children aged 2- 11 years old, if you are a member of a shielding household, persons who are 65+ years old, frontline health and social care workers·

Those with a long-term health condition such as:

- a heart problem
- a chest complaint or breathing difficulties, including bronchitis, emphysema or severe asthma
- kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- liver disease
- had a stroke or a transient ischaemic attack (TIA) ·
- diabetes
- a neurological condition, e.g. multiple sclerosis, cerebral palsy ·

- a learning disability
- a problem with your spleen, e.g. sickle cell disease, or you have had your
- spleen removed
- are seriously overweight (BMI of 40 and above)

Vaccines for 50-64-year olds (who do not have any of the above-mentioned health conditions) should be available from November.

Healthwatch City of London AGM

Healthwatch City of London will be holding our AGM on Friday 16th October between 13:00 – 15:00. The year has been one of change and growth for Healthwatch City of London, since being awarded the contract to deliver Healthwatch services in September 2019. It was an eventful year for us and, as it turned out, for the country too.

Register your interest to attend by emailing us on info@healthwatchcityoflondon.org.uk.

Podiatry provision in the City

HWCOL has become aware of issue with podiatry service provision in the City. We have raised the issue with Homerton Hospital and the CCG. We will inform you of the response once we receive it. If you are experiencing problems with your usual service, whether it's no service at all or a reduced service, please let us know by emailing us info@healthwatchcityoflondon.org.uk We'd also like to know how this has affected you and who is your service provider.

Join our focus groups next week to discuss mental health and wellbeing during the pandemic

Healthwatch City of London is running a campaign to understand the effect of the COVID -19 pandemic on the residents, workers and students of the City of London's mental health and wellbeing. The campaign aims to gain insight into the effect on our community but also on the support offered by service providers during the pandemic.

We are carrying out a survey and holding focus groups for a more in depth look at the issues raised. To let us know of your experience please complete our survey <https://www.surveymonkey.co.uk/r/HWCoLmentalhealthandwellbeing>

To get involved in the focus groups, which will be held on Thursday 1st and Friday 2nd October please email rachel@healthwatchcityoflondon.org.uk or call on 020 3745 9563.

Listening to City Carers

Healthwatch City of London will be holding our next Listening to City Carers zoom session on Friday 9th October at 14:00. 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 14:00 and 15:00.

To join Zoom Meeting click on the following link:

<https://zoom.us/j/93301023735?pwd=UmxJTzVvN0ptLy9JaUIXbmlJRVoZz09>

Meeting ID: 933 0102 3735 Passcode: 374618

Dial in by telephone 0208 080 6591

NHS COVID-19 app launches today

The NHS COVID-19 app is part of the large - scale coronavirus (COVID-19) testing and contact tracing programme called the NHS Test and Trace service in England. The app will be used, alongside traditional contact tracing, to help notify users if they have come into contact with someone who tests positive for coronavirus. The app allows people to report symptoms, order a coronavirus test, check in to venues by scanning a QR code and it helps the NHS trace individuals that have coronavirus.

The app will help the NHS understand if the virus is spreading in a particular area, and so local authorities can respond quickly to stop it spreading further and save lives. The app does this while protecting a user's anonymity.

For further information visit their website <http://www.covid19.nhs.uk/>

City Connections – new promotional flyers

Our colleagues at City Connections run a health and wellbeing programme that is funded by the Corporation of London, linking people to health and wellbeing services in the Square Mile.

They have produced a series of flyers to promote their services which have been translated into the Somali, Bengali and Sylheti languages. Please visit their website for further information <https://cityconnections.org.uk> or contact their services manager Simon Shum simon.shum@ageukeastlondon.org.uk

Dragon Café in the City

The next virtual Dragon Café in the City session, taking place on Wednesday 30 September.

The award-winning Dragon Café in the City is free and open to anyone working or living in the City and provides a space for them to release the pressure, take a break from their busy routines and engage in creative activities designed to foster positive mental and physical wellbeing.

To sign up for the session please visit their website
<http://www.dragoncafeinthecity.com/>

Have questions about your bladder problems?

Nobody likes to talk about their bladder, but when things are wrong, talking to someone with knowledge, understanding and caring is exactly what you need. Bladder Health UK, are now offering an advice line to offer sufferers help and advice. The advice line is open from 9:30 – 14:30 Monday to Friday. The advice line is manned by an expert patient, a retired uro-gynaecology nurse and a specialist continence nurse - all able to offer advice and support. The confidential advice line is 0121 702 0820

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 the General Manager on paul@healthwatchcityoflondon.org.uk or visit the [volunteer page](#) on our website to find out more about the roles.

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