

Newsletter Issue 10



27th August 2020

Welcome to the Healthwatch City of London newsletter

Dear Reader,

As our health and social care services start to get back to normal now that the acute phase of Covid 19 seems to be over we will be working with the City and Hackney CCG, sharing your opinions and experiences of the changes they put in place. We'd particularly like to hear your views if you have had a virtual consultation either via video call or telephone.



During the pandemic the project to transform the St Leonards hospital site was also stalled, as this work restarts, we will be ensuring that the voice of the City residents is at the heart of the project to maintain and improve the valuable community services delivered from this site.

I am pleased to announce that we will be holding our AGM on Friday 16th October 2020. Please do join us, hopefully we will make this a face to face meeting but we are taking each day at a time with your safety in mind.

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

Stay safe

Gail Beer, Chair Healthwatch City of London

Healthwatch City of London AGM

We 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.

The Neaman Practice

Members of our Board and our General Manager met with the Neaman Practice last week. The purpose of the meeting was to establish an open dialogue with the Practice, to provide feedback from you and to suggest improvements in their service provision. We are also interested to hear how they are going to be working post Covid.

The team reported that normal services are now starting to. The annual reviews are now operating for Asthma and Diabetes so patients should be contacted for an appointment (we don't know the timescales for these appointments, we'll update our website with the information when available) We understand that they are working through the existing backlog of appointments caused by the pandemic. It was confirmed that footcare clinic is still unavailable however, patients can get a visit from a community nurse, this should be arranged via the GP.

Following feedback HWCOL requested that patients are given a 15-minute call back window for GP appointments to help patients plan their time and ensure appointments aren't missed.

Please let us know if there are any issues that you would like us to take up with the Neaman Practice, or any feedback, positive or otherwise that we can share with the practice to help them develop and deliver their services.

Mental Health study

Over the next couple of months Healthwatch City of London will be researching the effects of COVID on the mental health of residents, workers and students of the City of London. Next week we will be launching our latest survey to understand the breadth of the issue, this will be followed up by roundtable discussions to be held on Thursday 1st and Friday 2nd October.

We will also be looking into the provision of mental health services, waiting times to access these services, how you access help either face to face or digitally.

City and Hackney Safeguarding Adults Board – Peer to Peer supporter roles

The City and Hackney Safeguarding Adults Board is a partnership made up of local organisations and services working together to make sure adults with care and support needs are not at risk of abuse and neglect. They are launching a new project, Peer-to-Peer Supporters.

They are looking for members of the community living in either City or Hackney who may have care and support needs or direct links with people with care and support needs to become supporters.

The role of the Peer-to-Peer Supporters is to provide support and signposting to members of the community and the community groups they attend. This is a really important role, which encourages residents to engage with the wider community, helping them remain safe from abuse and neglect, share safeguarding information and help the Board build better links with the community.

Please email if you would like to become a Peer-to-Peer Supporter: chasb@hackney.gov.uk

Flu vaccination campaign

The Government has widened criteria for flu jab eligibility for the first time to include all those between 50-64 as well as those over 65. Children at primary school, and now those in the 1st year of secondary school will also be eligible.

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 City & Hackney GP Confederation has commissioned the London Borough of Hackney to deliver a major communications campaign to encourage those eligible for the flu jab to get one this year, with a focus on the most vulnerable, NHS and care staff and children up to the age 12.

To inform the development of the communications campaign, they'd like to gather some insight from local residents that are eligible to receive the flu jab. These will be carried out through focus groups (dates to be confirmed. We will update our website with the information once known)

All participants will be given a **£20 Love2Shop** voucher as a thank you for attending one of the focus groups.

[Click here to register your interest](#) and provide your contact details.

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.

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

Portsocken 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](#)

