

# Newsletter Issue 6



4 June 2020

## Welcome to the Healthwatch City of London newsletter

Last week we held our Board meeting with the public. It was a well-attended virtual event. We were joined by David Maher, MD of City and Hackney CCG and Jon Williams from Healthwatch Hackney.

We've also held our first 'Coffee for Carers', although this was a virtual event, in normal times we'll look to roll these out as face to face drop-in sessions. We have already gained some really useful insight into the experiences of carers of social and health care service provision in these unprecedented times.

Our performance framework has now been finalised and will be published shortly. This outlines how we will meet our statutory requirements as Healthwatch City of London.

Our series of surveys will give us insight into your views and experiences of the current services, and your thoughts on the future provision of services; keeping the best of the changes and making sure we build the good work whilst suggesting where we discard those elements that don't work. We will focus on ensuring that people's worries and concerns about current services are addressed and we work to get services right for the future. Information gained from the surveys are fed back to the clinical commissioning group for City and Hackney, the North East London Integrated Care Board, the Corporation of London and service providers. It is important that our voice is heard

With the ongoing Covid situation we are working to get the most up to date information to you. Our next newsletter will be a joint collaboration with City and Hackney CCG.

Stay safe

Gail Beer, Chair Healthwatch City of London

## Board meeting with the Public

On Friday 29<sup>th</sup> May we held our first virtual Board meeting with the Public. We were delighted to be joined by several members of the public who participated greatly.

The meeting gave an update from Gail Beer, Chair Healthwatch City of London, on the progress we have been making. An introduction to the new team. We heard from Paul Coles, General Manager on the survey work we have been undertaking, our engagement plan for Covid and going forward, and an update on volunteers and the volunteer charter. Mark Drinkwater shared Healthwatch City of London's Performance Framework which has now been approved by the board.

David Maher, MD City and Hackney CCG gave a presentation on their response to Covid-19 and approach to recovery.

We also heard from Jon Williams, Executive Director at Healthwatch Hackney, on the Neighbourhoods Programme. We'd like to extend our thanks to both for taking the time to join us.

You can access the slides from all the presentations on our [website](#). Minutes will be available shortly and will also be published on our site.

## Superdrug Anti-Body test warning

We have been informed that the high street shop Superdrug are selling an antibody testing kit that they are saying works with a pin prick of blood. This is not the recommendation of the manufacturer and more information is available via the link below.

[www.pharmaceutical-journal.com/news-and-analysis/news/approved-covid-19-antibody-test-not-intended-for-home-use-manufacturer-warns](http://www.pharmaceutical-journal.com/news-and-analysis/news/approved-covid-19-antibody-test-not-intended-for-home-use-manufacturer-warns)

## Test and Trace scam

Please be aware that in circulation are some fake messages both on social media and being sent direct to mobile phones, claiming to be from the Government's Test and Trace programme. This is the government's guidance on [how it works](#).

## Carer's week

This morning we held the first in our series of Coffee for Carer's. The event is designed for Carer's to drop in for a 'virtual' coffee, to share their experiences and to ask us for any advice and signposting they may need. The event, which was held via Zoom, was an honest and open discussion on the problems faced during the Covid period. The insight shared will be invaluable as we compile all feedback and evidence to share with Health and Social care providers for the City. We are looking to hold these events on a monthly basis, initially these will be virtual events, but as we return to 'normal' life, we'll look at safe face to face events.

As part of Carer's week next week 8<sup>th</sup> – 14<sup>th</sup> June, we will also be launching our carer's survey. We're looking at how Covid has affected both carers and the cared for, the provision

of Health and Social care during this period and identifying areas for improvement. The surveys will be available on-line on [this page of our website](#), but we will also be distributing hard copies across the City.

Our colleagues at City Connections are also marking the week with a series of events. You can view them in the attached document.



City Connections  
carers week.pdf

## Public involvement opportunity with Barts Health NHS Trust

Barts Health NHS Trust would like to identify one or two people who would be interested in working with them to co-design their corporate objectives. They are keen to have community and patient involvement and would like reps from across the boroughs they serve.

If you are interested or would like further information please email Abbas Mirza using the email address [abbas.mirza4@nhs.net](mailto:abbas.mirza4@nhs.net) Alternatively, you can call Abbas on 07884384155

## Mental Health and Wellbeing

The award-winning Dragon Café in the City is running a programme of events taking place on Wednesday 10 June. This is a special session marking Men's Health Week and includes a lunch and learn on Wellbeing and Fatherhood, a talk about modern masculinity and much more. 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. You can access the programme on their website <https://www.dragoncafeinthecity.com/>

## Get paid, get heard, make a difference

[Rethink Mental Illness](#) is a leading charity provider of mental health services in England. Their goal is to make sure that everyone affected by severe mental illness has a good quality of life.

Rethink Mental Illness have received funding from The National Lottery Community Fund to continue their very successful project, Step Up: Schools & Colleges. Created and delivered with young people, Step Up: Schools & Colleges is both a preventative and supportive project for 15 to 19's affected by mental illness.

They are looking for young people to offer their thoughts and life experiences to help them create workshops and resources for young people in London. There are three requirements:

- You must be aged 16-19

· You must live in London · You must fill out [this short form](#)

They are particularly interested in applications from young men. Applications close 28th June. If you have any questions, you can contact them on [stepup@rethink.org](mailto:stepup@rethink.org)

## Stay alert, stay safe

As of Monday 1 June, there are a limited number of things you are now able to do in England that you could not do before. This is part of the government's plan to return life to as near normal as it can, for as many people as it can, as quickly and fairly as possible in order to safeguard livelihoods, but in a way that is safe and continues to protect our NHS.

Read the Government's updated [guidance on staying safe outside your home](#) and [FAQs on what you can and can't do](#).

**Stay alert, control the virus and save lives.**

## 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.

[www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk) email: [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)

Tel: 020 3745 9563

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