

Talking to City of London people about health and care services February & March 2019

Janine Aldridge, our Healthwatch City of London project officer, has been carrying out a programme of engagement to gather intelligence and patient views on health and care services in and around the City. From young to old, residents or workers, we want to hear from all sectors of the community to help us influence local services.

Places we've been

Artizan Street Library, Stay and Play session

It was great to speak to eight parents with young children at this gathering in February. People gave us feedback on local GP services including the Neaman Practice where they said improvements are needed to the booking process as patients can't always get through on the phone in the morning for same day appointments. People found the customer service generally good at their GP, with friendly staff who were good with children.

St Bartholomew's Hospital outpatients

St Bartholomew's is primarily a specialist cardiac and cancer hospital attracting patients from all areas. However, the outpatient and minor injuries units attract more local people as they are accessible for walk in appointments. We spoke to 12 people and most found the minor injuries unit really easy to use. One City worker had just walked in and found it a much more user-friendly experience than A&E. People felt that signage to the centre could be improved.

Shoe Lane Library messy play session

The messy play session takes place on the last Thursday of every month at Shoe Lane Library. We spoke to 20 parents who use local health services, in particular University College London Hospital (UCLH), the Neaman Practice and the Clerkenwell Practice. People found the maternity services at UCLH were good on the whole with helpful midwives and good interpreting services. There could be a bit of a wait for a bed at busy times. The Clerkenwell Practice got positive comments on the good staff attitude and GPs who really listened to patients to get to the root of the problem. People found the Neaman practice was very thorough with children's check-ups.

Moorfields Eye Hospital

Moorfields is a specialist eye hospital close to the City which is used by City residents. People travel a long way to come to Moorfields and, as a result, waiting times can be long. We spoke to 15 patients in the waiting room. Patients found the staff professional and caring. Minor operations could sometimes be carried out on the same day as the initial consultation. Some people found the waiting times too long and thought that there should be clearer explanations of how long you would be expected to wait.

If you would like to take part in any visits in the City or want to speak to us about your experience of local health services please do get in contact.

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