

<b>Committee(s):</b>	<b>Date(s):</b>
Health and Wellbeing Board	30 May 2014
<b>Subject:</b>	<b>Public</b>
Healthwatch City of London Update	
<b>Report of:</b>	<b>For Information</b>
Chair Healthwatch City of London	
<b>Summary</b>	
<p>The following is Healthwatch City of London's regular update report to the Health and Wellbeing Board.</p> <p>This update covers the following points:</p> <ul style="list-style-type: none"> <li>• The forthcoming annual report from Healthwatch City of London</li> <li>• Involvement in the Dementia Awareness day 20 May 2014</li> <li>• Our joint event with the Corporation on the JSNA City Supplement</li> <li>• Work with the Bengali group based in the Portsoken ward</li> </ul>	
<b>Recommendation(s)</b>	
<p>Members are asked to:</p> <ul style="list-style-type: none"> <li>• Note this report, which is for information only</li> </ul>	

## **Main Report**

### **Background**

1. This report is to update Members on key developments and activities undertaken by Healthwatch.

### **Current Position**

#### **Healthwatch Mission statement and Priorities**

2. A consultation was held on the Healthwatch City of London mission statement and priorities and has now closed. Feedback will be taken to the next Healthwatch City of London board meeting on 27 May for discussion and approval. The final mission statement and priorities will be agreed and then circulated to stakeholders.

#### **Healthwatch City of London annual report**

3. We are currently working on our annual report for the first year of Healthwatch City of London. Through the report we aim not only to meet legal requirements but also to demonstrate our work to stakeholders in the community in terms of impact and how we have worked with local partners and groups in the City. The report will cover the following areas:

- How we have delivered against our statutory activities
  - The impact of our work on the commissioning, provision and on the management of health and care services
  - How local peoples' needs and experiences of health and care services have been obtained
  - Work we have done to get the views of young and older people, disadvantaged or vulnerable people and people who are seldom heard
  - How volunteers and lay people are engaged in our work and governance structures
4. The report will be publicly available and sent to the following bodies: Healthwatch England, The Care Quality Commission, NHS England, City and Hackney CCG, the overview and scrutiny committee for the City, the City of London Corporation.

### **Involvement in the Dementia Awareness Day 20 May**

5. Healthwatch City of London has worked in partnership with the City of London Adult Social Care Team in publicising the event on dementia awareness on 20 May. The event links in with our priority on dementia and will include discussion sessions on the following areas:
- What to do if you are worried about Dementia
  - Dementia Friends
  - Dementia Friendly City of London
6. Healthwatch has also publicised the Memory Club Tea Party and Reminiscence which will include:
- Dementia information and hand-outs
  - Interactive activities
  - How new technology can help you with your memory
7. There has already been significant interest in the event from members who want to become more connected with joined up services in the Dementia Friendly City of London and who want to find out where to go for help if necessary.

### **Consultation event on the JSNA City Supplement 1 May**

8. On Thursday 1 May Healthwatch City of London ran a joint consultation event with the City of London on the Joint Strategic Needs Assessment 2014 for the City of London. The focus was on the City Supplement and how it reflects the needs of the City. The objective of the event was to look at the health needs of people in the City, how they are changing and how services should respond. We wanted to ensure that services are shaped to suit the health needs of local people now and in the future.
9. The attendees were a mixture of residents and workers in the City and providers of health and social care. After a presentation on the JSNA City supplement the attendees discussed the document in small groups depending on whether they were residents or providers. Questions included:
- Any surprises so far?
  - Do you think the JSNA reflect the City, as you know it?
  - Is there anything missing that you think should be in here?

- Having seen the JSNA data, what issues do you think we need to focus on more?
10. A full report on the feedback from the group sessions will be provided by Farrah Hart, Health and Wellbeing Policy Development Manager and Maria Cheung, Health and Wellbeing Executive Support. Comments received by Healthwatch City of London on our evaluation form highlighted that attendees liked the interactive nature of the meeting and found the chance to share concerns with other residents and providers useful. Topics that were suggested for future meetings included: diabetes checks at City pharmacies, care in the home and care homes, mental health, air quality and related health issues and social isolation.

### **Work with the Bengali group based in Portsoken**

11. The Healthwatch Manager has made connections with the Portsoken group of Asian women. During the meeting it was identified that none of the ladies attended the City GP's. There were difficulties in attending surgeries as the doctors tended to be male and the interpreters were male therefore ladies are not comfortable to speak about their concerns or medical problems.
12. The ladies tended not to attend breast screening as they felt embarrassed. They were worried that men or male interpreters may be there; that talking to strangers was uncomfortable and felt that their English is not good enough to communicate health concerns, especially if a form is to be filled. We will be looking into the possibilities of making a block booking for breast screening and taking all the ladies together with their community worker.

### **Conclusion**

13. The Chair will report back on items raised in this report in the next report to the Health and Wellbeing board. This will include details on our published annual report.

### **Appendices**

n/a

**Samantha Mauger**

Chair of Healthwatch City of London

T: 020 7820 6770

E: [smauger@ageuklondon.org.uk](mailto:smauger@ageuklondon.org.uk)