

Appendix 1

Feedback from consultation event

What is surprising?

Comment/response from authors

<ul style="list-style-type: none">• Didn't realise that 40% of City residents are migrants• Air quality figures are worrying• Number of tenants not working is a surprise• 21% of children in low income families + high number on free school meals• High levels of poverty in Portsoken• High proportion of BME children• High overcrowding• City has the 6th highest number of rough sleepers• Rough sleepers can register with local GPs – they have serious health problems (does it impact upon the GP's capacity?)• Number of City workers with alcohol problems• No walk-in centres for people who work, but do not live, in the City – this puts an extra load on A&E• Some of the statistics are already out of date (e.g. Census is from 2011)	
<ul style="list-style-type: none">• Is end of life care really as good as it looks, or is this down to small numbers?	<ul style="list-style-type: none">• Unfortunately, such is the nature of official reporting – stats are often not published until 2-3 years after the time period from which they were taken• This is a good point which we will double-check

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Does the document reflect the City?

Comment/response from authors

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| <ul style="list-style-type: none">• The Joint Health and Wellbeing Profile did not take into consideration the daily influx of commuters [the City supplement does] | |
| <ul style="list-style-type: none">• Cultural /community life reasonably well represented. | |
| <ul style="list-style-type: none">• Information well covered | |
| <ul style="list-style-type: none">• Yes, it covers the competing needs of different groups | |
| <ul style="list-style-type: none">• More young families in the Barbican – didn't feel these were reflected | <ul style="list-style-type: none">• There is some discussion of these in the appendices |
| <ul style="list-style-type: none">• Would be good if there could be equivalent information on tenants from the Guinness Trust [as there is for Middlesex Street and Golden Lane] | <ul style="list-style-type: none">• Agreed – the Housing Team has spoken to the Guinness Trust about this in the past, but no information has been forthcoming yet |
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Is there anything missing?

Comment/response from authors

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| <ul style="list-style-type: none">• Really well covered! | |
| <ul style="list-style-type: none">• More information on how to deal with rough sleepers | <ul style="list-style-type: none">• This is covered in the joint Health and Wellbeing Profile and we did not want to repeat it here |
| <ul style="list-style-type: none">• Information on the costs of museums and libraries, especially for senior citizens | <ul style="list-style-type: none">• Beyond the scope of JSNA |
| <ul style="list-style-type: none">• More information on dental service, optician, physiotherapy and chiropody provision | <ul style="list-style-type: none">• Dental and optometry is covered in chapter 8. We will see if we can get information about chiropody and physiotherapy, but these may need to be included in future editions. |
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<ul style="list-style-type: none">• There are more office developments now	<ul style="list-style-type: none">• The nature of development in the City is covered in chapters 2 and 4
<ul style="list-style-type: none">• Exploration of distance to medical appointments [and transport networks]	<ul style="list-style-type: none">• A map of medical facilities is provided in chapter 8. Transport networks are discussed in chapter 4.
<ul style="list-style-type: none">• Data on what working-age residents in work are doing – do they work unsociable hours? [Are they able to access services?]	<ul style="list-style-type: none">• There is unlikely to be a single answer to this question
<ul style="list-style-type: none">• Need an analysis of commuting stats – which stations do commuters use; how does commuting impact upon health and wellbeing?	<ul style="list-style-type: none">• TfL commuting stats for the City are fairly out-of-date; however we have a map of commuters' postcodes which we can include.
<ul style="list-style-type: none">• Need more information about elderly care, dementia and ill health in the elderly	<ul style="list-style-type: none">• More detailed information is covered in chapters
<ul style="list-style-type: none">• Walk-in centres [and why the City doesn't have one]	
<ul style="list-style-type: none">• Accessibility and mobility is a very important issue for the City, as there are a lot of stairs – more ramps are needed	
<ul style="list-style-type: none">• More of a focus on new technologies – we were told we would be able to get prescriptions and book GP appointments online	
<ul style="list-style-type: none">• Mental health services and facilities in the City	<ul style="list-style-type: none">• A mental health needs assessment is currently underway
<ul style="list-style-type: none">• How fuel poverty is defined	<ul style="list-style-type: none">• This is included in chapter 4.
<ul style="list-style-type: none">• Definition of overcrowding, and information on how overcrowding impacts upon local services	<ul style="list-style-type: none">• Definition and impacts are included in chapter 4
<ul style="list-style-type: none">• Tower Hamlets GP information on City residents who are registered with Tower Hamlets GPs	<ul style="list-style-type: none">• This data has now been added for smoking, hypertension and obesity
<ul style="list-style-type: none">• More clarity on some statistics – e.g. actual size of older population	<ul style="list-style-type: none">• These figures are included in chapter 3

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Having seen the data, what issues do you think we need to focus on more?

- Provision for the elderly, especially home care
- Funding for research into dementia
- Need to focus on the ageing population
- Increasing elderly population means an increasing need to look at ease of access to dementia diagnosis – currently people are seen in Hackney Wick memory clinic or assessed in their own homes.
- How will the dementia strategy work with local mental health services?
- Preventing social isolation
- Good neighbourly care ought to be encouraged, perhaps by instigating pupils based in local schools to visit care homes, hospitals, etc.
- Assistance in becoming work-ready
- Address areas of unemployment – needs to be a clear focus, as it is linked to poor health and health outcomes
- Digital communication to engage and involve
- Environmental pollution should be a priority, to take account of the worsening pollution levels
- Green spaces, how well they are used, how they are balanced with buildings, health benefits.
- More attention needed on engaging residents to participate e.g. patient participant group
- Patient/resident feedback should be better coordinated
- Need to know what's going to happen next (transparent course of action)
- City counsellors should be present at meetings of Healthwatch to address and answer questions raised by residents
- How City and Hackney work together
- Promoting pharmacies for minor consultations
- Providing GP services for City workers could support the provision of primary care for the City as a whole
- Re-establishing a walk-in GP practice in the City
- Focus on air quality – is it worse than surrounding boroughs?
- Safer cycling
- Effects of austerity cuts
- Investigate how NHS procurement is conducted locally
- Focus on the closure of GP surgeries that border the City

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- Investigate the closure of services such as the chiropody services and increases in referrals to private consultants
 - Lack of training for receptionists
 - Getting overseas health tourists to pay for their treatment
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