



Healthwatch City of London
Annual Report 2013/14



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Summary



Healthwatch is the new consumer champion for health and social care in England. It gives local people a voice on the issues that affect them.

Healthwatch makes sure these views and experiences are heard by those who run, plan, deliver and regulate all aspects of health and social care. This covers hospitals, GP services, dental services, pharmacies, optical and hearing services, podiatry, public health and any service which impacts on people's health and wellbeing.

Healthwatch City of London was established in April 2013 with the aim to help local people get the best out of their local health and care services.

We are all about City residents', students' and workers' voices being able to influence the design and delivery of local services. We want to make sure the views and experiences of all people who use services are gathered, analysed and acted upon to make services better now and in the future. This includes people who sometimes struggle to be heard, not just those who shout the loudest.

Healthwatch City of London:

- Provides people with information, about local health and care services. We signpost people to enable them to access and make choices about their local services.
- Gathers and represent the views and experiences of people in the City of London on how services are delivered. We use this evidence to influence the way services are designed and delivered to meet the needs of local people.

We want to make a real difference to the people of the City of London's lives through championing the health and wellbeing of its residents and workers.

Samantha Mauger, Chair of Healthwatch City of London

- Has a seat on the City of London Health and Wellbeing Board, and works closely with the City and Hackney Clinical Commissioning Group (CCG), the City of London Corporation and statutory and voluntary agencies to influence how services are set up and commissioned.
- Reports information and any concerns about the quality of health and social care to Healthwatch England, which can then recommend that the Care Quality Commission (CQC) take action.

Healthwatch City of London is hosted by Age UK London. Its work is informed by local residents, workers, students and health and social care professionals. As part of our work during this first year we have also established an experienced Board of Trustees who will drive and oversee the work of Healthwatch City of London.



Statutory activities



Healthwatch City of London has had a very busy and exciting first year establishing itself as the new consumer champion for the square mile.

During the first few months we established our place as part of the local Clinical Commissioning Group and Health and Wellbeing Board, where we have been representing the views of residents, workers and other local people to inform decision making.

Our work on these Boards has already started, and we were recently able to influence the Health and Wellbeing Board to include depression as a strategic priority - something which City residents have told us is extremely important to them. It also falls within one of Healthwatch City of London's priorities, which have been developed from feedback provided by City workers and residents. As a result of this input we are planning to focus on improving services around dementia, mental health issues, community services and integrated care during 2014/15.

We have made sure we are represented on some of the key decision making boards in the City such as the Joint Strategic Needs Assessment (JSNA) working group and the Adult Advisory Group, paving the way to enable the views of local people and workers to be represented and crucially, for decisions that affect City people to be fed back to them. This work will be increasingly important as Healthwatch City of London enters its second year and we are able to measure the impact our involvement is having in the longer term.

We are also excited about being part of the Excellence in Older People's Care programme at Barts Health NHS Trust. This is one of the major healthcare providers for older City residents needing hospital care and we look forward to representing their views and helping to get these incorporated into service design and delivery.

Although only a year into our activities, Healthwatch City of London has already had considerable impact, through our work connecting with City residents and workers. In December we held a joint event with the City of London Corporation, the outcomes of which were agreed as:

- Creation of two new posts in the City of London Adult Social Care team that will work flexibly with hospitals and GP surgeries used by City residents to co-ordinate and link-up services and improve the process of hospital discharge.

- Review of the work and role of community based groups commissioned by the City to make sure they are meeting residents' needs and are helping the City to tackle social isolation and deliver better, more timely, care and support.
- Review of the support and advice given to carers to make sure it meets their needs.
- Mapping of the City's health and care information systems so that we can improve the process of communications and data sharing.
- Mapping of the care pathways for City residents and workers to make sure that they all deliver a better patient experience and better outcomes.

Our work to date has also focused directly on some of the services used by City residents.

A recent example arose from a visit to Newham University Hospital where we noted a lack of mental stimulation in the wards for older people. We worked with Healthwatch Newham to make a request that the hospital address this. Subsequently, our views have been incorporated into the recommended improvements put to the hospital Board and we are awaiting confirmation that the hospital will install televisions and provide additional forms of stimulation.

The work of Healthwatch City of London is highlighted on the dedicated website we have established (which has generated over 5000 unique visits in year one) and in quarterly newsletters. This allows people to hear directly from decision making Boards and have access to the information to make choices about their own healthcare.





Engaging with people

Healthwatch City of London has been extremely busy meeting with statutory organisations, voluntary groups, schools and residents groups in accessible venues all across the square mile to gather the views and experiences of a wide range of people living and working in the City:

We have been able to introduce people to Healthwatch City of London and let them know what we are all about and how we are relevant to them at a number of information events, open days, residents' days and

community venues. Information stands, discussion groups, talks at existing group meetings, workshops and focus groups have all been used to make sure we reach as many people as possible. During this first year we have focused on engaging with a number of different groups, which are 'seldom heard', for example, older people and ethnic minority groups.

We are working to enable the views of people at both ends of the age spectrum to be fully represented in our work and we are part of both the Adults' and Children's Safeguarding Boards in the City.

Our partnership with Crossroads Care Central and North London is helping us to reach younger people in City schools. So far we have made links with four schools with plans underway to talk to students about Healthwatch and what it means for them.

We have established a partnership with City Gateway, who run youth services for the City of London and we are always looking for locations and events in the city that will help us connect with younger people and get their views and experiences. A key aim for 2014/15 is to develop a Youth Forum to feed into our work.

We meet with older peoples' groups, including the Barbican, Golden Lane and Middlesex Street Estate residents' groups,

which represent a number of the older people resident in the City. This enables us to represent their views and also feedback on the outcomes of discussions with commissioners and service providers.

The CQC inspection of Barts Health NHS Trust has led us to challenge them about care and dignity on the wards. As a result we are now working with them to promote the care of older people in hospital wards and consulting with these older residents about their priorities.

Portsoken ward is one of the most deprived wards in the City and home to a large number of non-English speakers. We work closely with the community worker who acts as an interpreter to reach out to this Bangladeshi community.

Already our work has identified issues with a large proportion of women reluctant to use the GP surgery because of a lack of translating services and male healthcare workers. Consequently, we are investigating the possibility of block health screening with female healthcare workers and translators.

We are currently in the process of finalising our formal engagement strategy and are planning to further extend our reach in year two by focusing on engaging workers in the City of London. Early work on this has established a partnership with Bank of America Merrill Lynch and we now have a permanent information stand in their staff canteen. In 2014 we are aiming to develop staff champions to disseminate information about Healthwatch throughout the organisation.





The role of volunteers and lay people

Healthwatch City of London is very fortunate to benefit from the involvement of a growing number of volunteers who have been enrolled through our ongoing recruitment programme.

Volunteers have played a substantial role on behalf of Healthwatch City of London, representing the views and priorities of local residents and workers at events and meetings across the square mile, as well as feeding back the outcomes of our work. This includes representing Healthwatch City of London on the City and Hackney CCG Patient and Public Involvement Group, making sure that City people's views are heard and incorporated.

We have also recruited a volunteer to pioneer our use of social media and all things digital, including updating and expanding our website. This is helping us promote Healthwatch to residents and workers all over the City, and encouraging people to get involved.

Another Healthwatch City of London volunteer is part of a Knowledge Transfer Partnership between the City of London and Goldsmiths College and provides the City person's view in response to consultations and statutory plans.

Healthwatch City of London is governed by a Board who are all volunteers and donate their time to help us. The Board receives the comments and views from City people and has used this to develop our Mission Statement and priorities for 2014/15.

We have also developed good relationships with various community workers who have interpreted for events with non-English speaking groups in the East of the City. We rely on the feedback from members of the public living and working in the City to tell us the good, the bad and what needs to change in relation to health and social care in the City. We work to collect and interpret views and to identify how, when and where we can feed them into the health and social care structures we are a part of, in order to make a difference.



Use of statutory powers

The majority of health and social care facilities for City residents are outside the City of London.

However, we always promote and attend the Care Quality Commission (CQC) listening events for health and social care services used by residents just outside the borders. For example, we have submitted comments on services at the Homerton hospital to the CQC as part of their listening process and always ensure our staff and volunteers represent the views and comments of City residents.

We also recently undertook a survey in respect of acute services at the Royal London Hospital and outpatient services at St Bartholomew's and Whipps Cross University Hospital, to feed responses to the CQC for their inspection of Barts Health NHS Trust. This was useful in identifying specific areas where improvements could be made and concerns identified for the CQC to examine on their visit.

Enter and View is undertaken for specific reasons relating to information received. As there are few facilities within the City boundaries there were no Enter and View visits undertaken during this first year of project activity. We have not received any requests from neighbouring Healthwatch organisations either, although all Board members have received training on Enter and View and Safeguarding Adults.

We have joined the Health and Social Care Scrutiny Committee and the Quality Surveillance Group, giving us opportunities to raise any relevant issues.

Over 20%

of City workers report suffering from depression, anxiety or other mental health conditions¹

We meet regularly with Barts Health NHS Trust and other relevant local Healthwatch to discuss the resolution of the CQC inspection reports and finances. However, no recommendations were made to Healthwatch England to advise the CQC to undertake reviews or investigations.

We are continually gathering the views of people who live and work in the City through our range of consultation workshops and listening events, so that we can use them to bring about real change.





Being effective on our Health and Wellbeing Board

We want to hear more about the services that are available for residents!

Female City resident

Healthwatch City of London has established a credible and active role as part of the local Health and Wellbeing Board during this first year.

Our Chair is the Healthwatch member of the Health and Wellbeing Board and input from Healthwatch City of London a standing item on the agenda.

The Chair has been supported through the Peer Network meetings for Health and Wellbeing Board representatives and also by being part of the Health and Wellbeing Board development programme.

The Chair receives information and reports from the Corporation, voluntary and statutory meetings, reports on quarterly activity and regular staff update meetings to inform and support her at these meetings. Additionally, members of City of London Healthwatch are able to support the Chair in her role through their regular governance meetings.

360,000 people work in the City.

But only 7,600 live there (8770 including people with second homes¹).





Contact and financial information

Table heading showing statement of activities for the year ending 31 March 2014

	Restricted 2013/14 £	Unrestricted 2013/14 £	Total 2013/14 £	Total 2012/13 £
Income				
City of London Corporation	64,678	00000	64,678	00000
Interest receivable	00000	00000	00000	00000
Total Income	64,678	00000	64,678	00000
Expenditure				
Charitable activities:	44,063	00000	44,063	00000
Crossroads Care Central and North London	10,000	00000	10,000	00000
Overheads	10,709	00000	10,709	00000
Total costs	64,772	00000	64,772	00000
Net income/(expenditure) for the year	(94)	00000	(94)	00000
Fund balances brought forward	00000	00000	00000	00000
Fund balances carried forward	(94)	00000	(94)	00000

Balance sheet as at 31 March 2014

	2013/14 £	2012/13 £
Fixed Assets		
Tangible assets	00000	00000
Current Assets	00000	00000
Debtors		
Cash at bank and in hand	00000	00000
Total current assets	00000	00000
Creditors (amounts falling due within one year)	00000	00000
Net current assets	00000	00000
Total assets less current liabilities	00000	00000
Provisions for liabilities and charges	00000	00000
Net assets	00000	00000
Unrestricted funds	00000	00000
General income funds	00000	00000
Designated income funds	00000	00000
Total charity funds	00000	00000

Notes

The contract to provide services to Healthwatch City of London is in the name of Age UK London and is incorporated in their accounts.

The company Healthwatch City of London does not trade and has no assets or liabilities of its own.

The amounts shown in the statement of activities for the year on the attached schedule have been extracted from the accounts for Age UK London.

The role of Crossroads Care Central and North London is to engage with individuals and groups in the City, focusing on those aged under 21. They are contracted to gather and represent their views and priorities to Healthwatch City of London and ensure outcomes from commissioners and service providers are fed back to them.

Contact details

Healthwatch City of London is registered at 21 St Georges Road, London SE1 6ES. We can be contacted on 020 7820 6787 and healthwatchcityoflondon@ageuklondon.org.uk.

Crossroads Care Central and North London is registered at 6-8 York Mews, London NW5 2UJ and can be contacted on 020 7485 7416 and sarah@crossroadscarecnl.org.

References



¹City of London Corporation Health and Wellbeing Profile (City Supplement) Joint Strategic Needs Assessment 2014.

Photos provided by Cliff Chester.

This Healthwatch City of London Annual Report is available to download from <http://www.healthwatchcityoflondon.org.uk>.

It will also be distributed at venues and events throughout the City. A copy will be sent to the Artizan Library within the City, and to the British Library.



Healthwatch City of London

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