

<b>Committee(s):</b>	<b>Date(s):</b>
Health and Wellbeing Board	30 September 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. Reports on Healthwatch City of London activities are split to reflect activities more relevant to either the Health and Wellbeing Board, or to the Health and Social Care Scrutiny Board, who also receive updates.</p> <p>This update covers the following points:</p> <ul style="list-style-type: none"> <li>• Work with Barts Health Trust to influence communications regarding transfer of cancer and cardiac services</li> <li>• Workshop on Social Prescribing 8 July 2014</li> <li>• Ageing Well in the City events</li> <li>• Events taking place in September and October</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. The last report from Healthwatch City of London focussed on the annual report from the first year. Detailed below are some activities which have taken into account member feedback from the last two months.

### **Current Position**

#### **Work at Barts Health Trust to influence communications regarding transfer of cancer and cardiac services**

2. Healthwatch City of London has engaged with the North and East London Commissioning Support Unit and Barts NHS Trust to ensure that the communications regarding the transfer of cancer and cardiac services to St Bartholomew's and University College Hospital are communicated effectively to service users. They will be following this up with Barts Health Trust in response to concerns from residents.

3. Major changes to the organisation of services for specialist cancer and cardiovascular care across North and East London were approved by the board of NHS England London in July. New specialist centres at St Bartholomew's and University College Hospital will act as hubs within a comprehensive network of care including local hospitals, GPs and other community services. This system will centre focus on the needs of patients, so as well as providing people with access to specialist centres, they will still be able to receive specialist care locally and benefit from the expertise of a wide range of clinical staff to help tailor the treatment to them and their lives to give them the best outcomes. It is expected that the changes will be introduced progressively over the next four years, with the move of Barts Health cardiovascular services from The London Chest Hospital to St Bartholomew's Hospital taking place as planned in early 2015.
4. Barts Health Trust have produced an update for the Healthwatch City of London September newsletter, written in language that is accessible to lay people that will be distributed to residents and service providers. The article links to a clinical video on the development of the new facilities and to further information on the specialist cancer and cardiovascular care announcement from NHS England London on their website.

### **Workshop on Social Prescribing 8 July 2014**

5. Following discussion with the City and Hackney Clinical Commissioning Group, Healthwatch City of London ran an event in partnership with the CCG and Family Action. The aim of the event was to help residents find out how Social Prescribing is linking people in the City to community activities to help improve their physical and mental health. The event was an opportunity to hear about social prescribing in City and Hackney and to share thoughts and ideas about the new approach with a workshop to give hands on experience of how the model works. The workshop also provided an opportunity for professionals and service users to network and share ideas.

There were 34 attendees and the outcomes of the discussion have been used to feedback to the Social Prescribing steering group and evaluators. This input will go towards shaping the future service once the pilot phase is completed. The Social Prescribing Coordinator from the Neaman Practice, who facilitated the workshop, took on board comments about effectively assessing outcomes; essentially how important it is to measure and objectively demonstrate whether this service has a positive impact on people's lives. Also the importance of ensuring that the services referred to are sustainable, so that after the referral there is a solid network of services in place to help individuals to continue to move forwards and fully integrate into their community. It is also important to make sure that people's diverse cultural needs are met within The City. Feedback was given on the cost of groups and the need and desire for free activities, although some attendees felt that a small charge increases commitment and sense of worth. The aim would be to source activities that meet the needs of the varied City population.

### **Ageing well in the City events**

6. A series of three sessions took place in July and August 2014, organised by Healthwatch City of London and the City of London Corporation, in different locations to reach a broad range of City residents. Locations were:

The Artizan Street Library – a discussion group session with 20 attendees

The Sir Ralph Perring Club on the Golden Lane Estate – a discussion group session with 21 attendees

The Barbican Library – an information stall with questions put to visitors of the library

7. The issues looked at included: the type of support people will need to enable them to stay in their home, the types of housing people might need, where people will want to live, how they will access the support and help they need and where people would go in the City to find the best information and advice in the community. A full report on the outcomes will be available from the City of London Corporation.
8. Feedback from evaluation forms also highlighted other areas residents would like to focus on including: waiting times for hospital appointments and administration of appointments, the health of older people, care in the community, affordable housing and social housing provision, tackling air pollution, social isolation and dementia services in the City.

### **Events taking place in September and October**

9. Healthwatch City of London is currently making plans for a discussion group event on 10 September taking place at the Guildhall on the Health and Wellbeing Strategy in the City. This workshop will be an opportunity for local people to decide what the Health and Wellbeing Board should do to tackle the issues identified by the Board. The attendees will be asked what they think of the areas of activity identified and for any additional suggestions for what might work locally.
10. The Healthwatch City of London AGM will take place on 29 October 2014 at the Dutch Church Centre, in the City. This will include a review of progress to date and will be a further opportunity to discuss the Healthwatch City of London Annual Report. There will also be a session on mental health issues – further details on this and invitations will be distributed shortly.

### **Conclusion**

11. The Chair will report back on items raised in this report in the next report to the Health and Wellbeing board. This will include reports on forthcoming events and information on current activities.

### **Appendices**

n/a

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