

## **Report to Health and Wellbeing Board November 2014**

This report is for information and will cover four areas:-

- Healthwatch City of London hosting of the Notice the Signs campaign launch event
- Healthwatch City of London Annual Conference and AGM
- Barts Trust Appointments System
- Healthwatch event on The Health and Wellbeing Strategy in the City

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### **1. Healthwatch City of London hosting of the Notice the Signs campaign launch event**

A key concern to all health and social care providers is safeguarding. On 15 October Healthwatch City of London partnered with the City of London Social Care team to run an event for the Notice the Signs campaign – designed to encourage City residents and organisations to work together to keep children and adults safe. There were 30 attendees who met together for an informal afternoon discussions on noticing the potential signs of safeguarding issues.

Attendees were able to spend time with social workers from both the children's and adults' team and were given the opportunity to ask questions and discuss any concerns following the presentations and case studies presented.

Further details are available from the City of London Adult Social Care team.

### **2. Healthwatch City of London Annual Conference and AGM**

The Healthwatch annual conference and AGM took place at the Dutch Centre on 29 October 2014. A review of the year was presented by the Chair Samantha Mauger and then followed by discussion groups – the findings of which will be presented in the next report.

In the afternoon there was a presentation from Glenda Ericksen, Lead Clinician, Consultant Child & Adolescent Psychiatrist, East London Foundation Trust followed by questions and answers and a consultation on Mental Health Care for Older People. The East London Foundation Trust ran a session on the value of the arts in mental health. The outcomes of these sessions will be reported on in the next report for the Health and Wellbeing board.

The incoming Chair Glyn Kyle was introduced to attendees at the meeting. Glyn Kyle will be replacing Sam Mauger as the representative for Healthwatch City of London at the Health and Wellbeing board meetings.

Glyn Kyle has strong links with the City of London. He is a Director of Travel Watch based in the City. He worked in the City for some years. He is a member of a livery company based near Charterhouse. In addition he has been a non executive director in a health organisation and is currently a non executive director in a housing association. He was previously a Director of the national charity Age UK and had been involved with numerous small and

grass roots charities in London. Glyn took over the role of Chair of Healthwatch City of London on 29 October 2014.

### **3. Barts Trust Appointments System**

Healthwatch City of London has been in discussions with Barts Health NHS Trust to assist in communicating their work on the centralised appointments system for all outpatient bookings across their hospital sites and services. This is expected to take around four to six months to implement fully and we will keep residents updated on the progress of this in future newsletters.

Barts Health NHS Trust introduced a new electronic health record system at Whipps Cross Hospital in June 2014 as part of their ongoing efforts to improve patient care. The new system is already in place in all Barts Health's other hospitals, and provides one single record for patients across the Trust, no matter where they are cared for. Following this transition, Barts has experienced some early technical and administrative issues and have apologised to patients for the inconvenience. These have primarily been around delays to patients receiving follow-up letters for appointments, as well as some delays to initial appointment letters. A number of immediate measures have been taken to resolve the situation, including the deployment of additional staff, and increasing the number of telephone lines in the outpatient centre. All patients who were seen in an outpatient clinic, and need urgent treatment, have been contacted and attended the necessary appointments. Barts are currently working to clear the backlog of clinic outcome forms by the end of August and a full investigation into the issue is being led by Helen Byrne, Director of Contracts Performance, to better understand the problems encountered, and to ensure this is never repeated. At the appropriate time Barts will share a report containing details of the investigation outcomes, including lessons learned and what further changes might be required. We will disseminate this to Healthwatch City of London members when it is available.

There are continuing problems with low level administration especially in outpatients with staff sending patients to the wrong clinic waiting areas and people missing their appointments.

### **4. Healthwatch event on The Health and Wellbeing Strategy in the City**

This event took place on 10 September 2014 and gave residents and providers the opportunity to give their feedback on what the Health and Wellbeing Board should do to tackle the health and social care issues identified in the City of London. Issues such as social isolation, active lifestyles and how residents and providers can communicate effectively were discussed as well as the areas of activity to deal with these issues. Feedback from discussion groups was incorporated into the action plan which is available from the City of London Corporation. Reverend Dr Martin Dudley, Chairman of the Health and Wellbeing Board gave a presentation on the background to the Health and Wellbeing Board in the City of London which gave participants the context for the discussion and to frame the event. There were 31 attendees in total.