

Committee:	Date:
Health and Social Care Scrutiny Sub Committee	2 February 2015
Subject:	Public
Healthwatch City of London Update	
Report of:	For Information
Healthwatch City of London	
<p style="text-align: center;">Summary</p> <p>The following is Healthwatch City of London's update report to the Health and Social Care Scrutiny Sub Committee.</p> <p>This report covers the following points:</p> <ul style="list-style-type: none"> • Joined up working practice with other local Healthwatch in relation to training and Enter and View visits • Collaborative working with other local Healthwatch to address the concerns surrounding Barts Health NHS Trust • Survey responses • Summary workplan 2014-16 <p>Recommendation(s)</p> <p>Members are asked to:</p> <ul style="list-style-type: none"> • Note this report, which is for information only 	

Main Report

Background

At the last Health and Social Care Scrutiny Sub Committee meeting on 25 November Healthwatch was asked to submit a report to the next meeting regarding joined-up working practice with other Healthwatch organisations. This report addresses those areas.

Current Position

Joined-up working practice with other local Healthwatch organisations

A joint bid between local Healthwatch in North East and Central London was submitted to Health Education North Central East London (HENCEL) in December 2014 for funding for collaborative training. The Healthwatch organisations involved were City of London, Tower Hamlets, Hackney, Islington, Redbridge, Camden, Enfield, Newham and Waltham Forest. This followed a meeting the City Healthwatch Manager had with HENCEL where the possibility of funding was discussed. The bid focussed on Enter and View training for Healthwatch volunteers with an emphasis on British Sign Language users and was emphasised as being:

- a focussed, achievable piece of work that would get results,

- a unique proposal (ground-breaking),
- a way to bring local Healthwatch together across borough boundaries,
- a pilot for future collaboration,
- responsive to London Assembly discussions on improving access for Deaf people, including involvement in Local Healthwatch.

The training sessions will take place at the beginning of 2015. The project will be managed by Healthwatch Redbridge and will enable Healthwatch City of London to access joint training with other local Healthwatch organisations.

The Healthwatch Officer carried out an Enter and View visit with Healthwatch Tower Hamlets at Peter Shore Court in Mile End in November 2014. Peter Shore Court provides residential care to older people suffering from dementia. The full report on findings from the visit will be published shortly.

Local Healthwatch working together in response to concerns over Barts NHS Trust

The continuing concerns in respect of the poor level of low level administration has been discussed jointly amongst local Healthwatch whose members use services run by Barts. There is a need for outpatient staff to be fully trained in all aspects of their work including IT and where the various waiting areas are for clinics. There are an increased number of inspections and listening events in relation to Bart's sites by the CQC which HWCOL is participating in. There is also concern that GPs have been told not to refer to Barts.

In conjunction with local Healthwatches using any of Bart's Trust services, a joint letter is being sent to Bart's with copies to CQC, NHSE and HWE to highlight the seriousness of the concerns about the Trust and its lack of improvement over the last year. Healthwatch City of London contributed examples of poor patient experience and reiterated our commitment to ensuring patient experience information can support Barts Health to improve. These concerns have been shared with Healthwatch England who are working with CQC to ensure our information informs the forthcoming inspection.

An escalation meeting to discuss the serious concerns was arranged between the CCG Chief Officers and Barts Trust and Healthwatch City of London was involved in influencing the CCGs to include a local Healthwatch representative on the agenda – this was a representative of Healthwatch Tower Hamlets. Healthwatch City of London is continuing to work with the other local Healthwatch to follow up on the outcomes of this meeting and discuss next steps. A Healthwatch City of London Board Member attended a Peer Review of Royal London on 8th January and produced a report for Tower Hamlets Healthwatch use to feed into the escalation meeting. The report focussed on cleaning not being done on time, proper cover not being provided when cleaners are off and the lack of formal method for Ward staff to do anything about the problem other than report the immediate problem to the Cleaning Contractor.

A recommendation was made in Quarter 4 of last year in conjunction with Healthwatch Newham to Newham University Hospital that a TV and stimulation activities should be available for older patients on the Elderly Care wards. Following acceptance of the proposal and successful bid to the Barts Charity in July 2014 we have been advised that the single bed television sets are due to be installed but the

larger wards require some technical adaptations that are due to take place. Contact is made every month for an update.

Newsletter distribution

Further details on the distribution of the Healthwatch City of London newsletter has been sent to the scrutiny committee via the Committee Officer.

Survey responses

Healthwatch City of London has taken the view, following discussion with other local Healthwatch organisations, that our focus should be more on community intelligence gathering and collation of anecdotal evidence rather than quantitative research. Previous surveys have generated a low response rate of approximately 5-10% and with our current working of hours of 30 hours a week in total the time required to carry out surveys is not in proportion with the results. Healthwatch City of London has coordinated and facilitated a number of focus groups over the past year and the results from these have been fed into the relevant City of London departments and providers where appropriate.

Summary workplan 2014-16

The summary workplan for Healthwatch City of London for 2014-16 is attached as an appendix.

Our Priorities for 2014-2016 will focus on Children and Young People and City Workers. The summary covers the areas Healthwatch will focus on under the headings of Children and Young People, City Workers and Community.

Conclusion

The Healthwatch City of London representative will provide an update on the areas raised in this report at the next meeting.

Appendices

Healthwatch City of London summary work plan 2014-16.

Healthwatch City of London

T: 020 7820 6787