

## **Report to Health and Wellbeing Board February 2015**

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

- 1 Bank of America Merrill Lynch event with City of London memory group**
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### **1. Bank of America Merrill Lynch event with City of London memory group**

Healthwatch City of London, with its links to the Greater London Forum for Older People, arranged for members of the City of London memory group (hosted by Age UK Camden) to attend a Christmas event organised by Bank of America Merrill Lynch. A coach was provided by the bank to collect and drop off attendees and a full Christmas dinner was served. The event was a chance for members to socialise with their peers and also the bank staff. Corporate volunteers gave presents to the guests and the staff at Bank of America were extremely hospitable and went out of their way to make the attendees feel comfortable. A local school provided entertainment in the form of a choir and there was an enjoyable and successful quiz. For many older people the annual event is the highlight of the festive season and the generosity of Bank of America Merrill Lynch is greatly appreciated.

### **2. Update on 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 took place on 15 January 2015 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.

### **3. Healthwatch City of London response to the Ultra Low Emission Zone Consultation**

In partnership with Age UK London, Healthwatch has given the viewpoint of the City in response to the ULEZ consultation run by the Mayor and Transport for London. Generally we do not think that the proposals go far enough. An ambitious ULEZ would be a very positive signal to other cities across Britain.

However as proposed, we doubt whether the ULEZ will have a genuine impact in cutting emissions. We urge that the ULEZ should go beyond Euro 6 standards, with a clear path towards zero emissions standards for all vehicles.

We think that the ULEZ should come into force much earlier than September 2020, since cleaner alternatives are already available for some types of vehicle, making an earlier phased implementation possible. We think that all vehicles including taxis should be included in the proposals and pay a charge. We're aware of concern that if residents in the City of London are being asked to upgrade their vehicles, they need to be confident that the results will be noticeable.

We have urged the Mayor and TfL to build into the proposals a review mechanism so the scheme can be strengthened if it is not having sufficient impact in reducing emissions.

### **4. Training held with Adult Social Care team**

We have continued to train and upskill our board and volunteers as part of our agreed training programme for 2015. The most recent session took place at the Artizan Street Library and Community Centre on 15 January and involved dementia awareness and safeguarding training delivered by the Adult Social Care team at the City of London Corporation. We are extremely grateful to the Adult Social Care team for the support they have provided to Healthwatch and for the development opportunities offered to us.

### **5. Feedback from Healthwatch City of London annual conference and AGM**

On 29 October 2014 over 50 people including residents, service providers and statutory representatives joined us at our first Healthwatch City of London annual conference and AGM at the Dutch Centre in the City of London. The outcomes of the discussion groups and sessions are summarised below:

Discussion groups gave attendees the chance to tell us how they think we can work more effectively in certain key areas: working with providers of services and engaging with younger people and workers.

We took from the discussion groups that providers of services would like us to extend the reach of the newsletter, to seek and encourage volunteer involvement and to continue to broaden user engagement.

With regards to engaging with younger people suggestions included dispersing information through schools, homework clubs and libraries, leisure centres and celebrity events. For workers the areas highlighted included reaching lower paid workers through HR departments and using employer educational programmes to raise mental health issues with workers.

We are really grateful for the input to the afternoon session from the East London Foundation NHS Trust. A presentation on children's and adolescents mental health services focussed on the significant developments in the service over the last 20 years. We heard about the Modernisation of Older Adult Functional Inpatient Services in Tower Hamlets and City & Hackney and the 90 day public consultation on proposals that will be taking place. Attendees at our meeting were able to put any questions they had to East London Foundation NHS Trust.

The session on arts therapies was described by one participant as 'inspiring': dance movement therapy, art therapy, drama and music therapies were explored along with their clinical aims and outcomes.

The work ELFT has undertaken with the Tate 'from ward to gallery' was presented: a training project with ward-based mental health nursing staff, service users and carers for enhancing patient care and patient experience.

## **6. 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.

### **Appendix 1 – Summary workplan for 2014-16**