

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

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

- 1 Update on Barts NHS Trust**
  - 2 CCG workshop on integrated care**
  - 3 Healthwatch Chair's involvement with Sustainable City Awards**
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### **1. Barts NHS Trust**

Healthwatch City of London has been in contact with Barts Trust over the lack of stimulation in wards that care for older people. Following feedback from patients and input from nursing staff at Barts our ongoing concern has been lack of stimulation which could improve the quality of the patient experience and well being. Televisions have been purchased for Thistle ward at Newham University Hospital but are yet to be installed and at Royal London the televisions can only be used by purchasing a TV card which many patients cannot afford. Healthwatch met with the Chair of Bart's Health Trust Sir Stephen O'Brien and the Deputy Chief Nurse for Barts and raised these issues highlighting the fact that the television issue had been ongoing since July 2014 which is not acceptable. Since the meeting we have now heard from Sir Stephen O'Brien that the scope of the work at Newham has now been finalised and that the PFI partner will work closely with the ward staff in order to ensure that the installation will be undertaken as quickly and as efficiently as possible. We also requested the older person's wards be given priority for a new scheme of volunteering that will enable items such as board games and puzzles to be used to greater effect. A volunteer has been organised for the older persons ward at Royal London. We are also investigating the possibility of setting up a fund to pay for the television cards that are required in many Barts hospital wards.

### **Whipps Cross University Hospital**

The Care Quality commission – CQC – inspected the Whipps Cross Hospital in November 2014 and following the inspection report on the quality of services at the hospital the Trust Development Authority (TDA) announced that Barts Health Trust – which is the Trust responsible for Whipps Cross Hospital - should be placed into 'special measures'. The CQC report can be viewed here: <http://www.cqc.org.uk/location/R1HKH>

The local Healthwatches including the City of London Healthwatch have been heavily involved with the CQC and the subsequent Quality Summit which led to the TDA decision. It is sincerely hoped that this decision will lead to the necessary changes being implemented to ensure local patients are getting the best possible care from the hospital. It is acknowledged that very few patients are City residents but City of London Healthwatch wants to ensure that every City resident is provided with excellent hospital care.

All the local Healthwatches are pleased that the patient concerns raised over the last couple of years have subsequently been identified by the CQC and are now being taken seriously

by the TDA with a clear recognition that changes are needed. Patient care and safety must remain the paramount focus during this time of change. We would also like to ensure that staff are supported during this difficult time and they are recognised and valued for their hard work and areas of excellent care.

Healthwatch City of London would welcome wider patient and public community involvement in the improvement plans and patient and public feedback on the quality of care received in other parts of Bart's Trust.

## **2. Workshop on integrated care**

Issues relating to delayed care and an inconsistent patient pathway particularly for City patients with GP's in Tower Hamlets has been raised by Healthwatch with the City and Hackney CCG. A workshop was recently organised on 17 March 2015 at the Guildhall by the CCG to look at integrated care - specific attendees were invited from across the boroughs to look at proposals for integrated care. A representative from Healthwatch City attended to provide the patient voice. The most important aspect to the workshop was that attendees from City, Hackney, Tower Hamlets and Islington participated to accommodate the fact that people from Islington were Neaman practice patients and City residents were registered with GP's outside the City boundaries. Some other issues highlighted included:

- There is some confusion over nursing services - City and Hackney residents receive nursing care from the Homerton but some residents with Tower Hamlets GPs receive nursing care from Tower Hamlets
- The importance of sharing care records and IT systems across boundaries
- A single point of access to pathways is needed for city residents including those with GP's beyond the City boundaries
- The different boroughs have different names for staff e.g. care navigators/care coordinators which can cause confusion
- There are Community pharmacists in each quadrant of City and Hackney which was agreed by the GP's attending to be a very useful resource

One of the case studies that was fed into the workshop was the following piece directly from a service user of mental health services in City and Hackney:

### **Mental Health Services – a patient's view**

*I have been following the consultation on the changes to Older Adult Functional Inpatient Services in City & Hackney and Tower Hamlets by the East London Foundation Trust which involves the facilities moving to Mile End.*

*As a City resident who has experienced mental health issues I already know what it is like to have to travel to Hackney to use the Homerton facilities as an inpatient for mental health services. You are taken away from the area you know and the surroundings can often seem alien to both residents and their families. I am concerned that the buildings for older people are moving to Mile End - this will be an even longer journey for the families of City residents. At a time when you are at your most vulnerable both patients and their visitors need surroundings that are familiar and comfortable to them.*

*Dementia can be a hugely distressing state and whilst attitudes and understanding amongst staff at hospitals has greatly improved we still need to ensure that people are treated with the dignity required for living with dementia. Many changes take place as we get older - changes in relationships, our physical health and lifestyle changes. To have to go to a different borough for our treatment is another change that could have a detrimental affect on treatment.*

*A small ward at Barts would be ideal for City residents although I know this is a big ask! It is difficult for people to visit their loved ones in the Homerton and will be even worse in Mile End – there are limited travel links to the City and if family are working this can mean them travelling in rush hour. My consultant used to be based at Barts but he has now moved to the Donald Winicott Centre in Hackney which is a really long journey for me. Why do City residents always get pushed to other boroughs? I have recently attended the consultation events run by East London Foundation Trust and the Kings Fund on these issues where I gave my views from the perspective of a City resident – although we are small in numbers we need to continue to ensure our voice is heard.*

### **3. Healthwatch Chair's involvement with Sustainable City Awards**

Healthwatch City of London were included in the judging panel of the RSA accredited Sustainable City Awards 2014-2015 in the new Health and Wellbeing category and attended the awards ceremony in Mansion House earlier this week. The award was made to Nomura International plc, who know that the good health of employees is vital if companies are to ensure that staff remain at peak productivity. This is why their headquarters building at Angel Lane offers a wealth of facilities and services for the 3,600 staff that work there. These include four eating areas, a state of the art gym, private consultation areas where employees can visit a nurse, doctor, dentist, counsellor or occupational health specialist, a bicycle bay (including a maintenance area, lockers and showers) and even a kitchen garden on the roof. When this is combined with regular health education and screening panels, the judges thought that Nomura set a very high bar for other City employers to emulate.