

<b>Committee:</b>	<b>Date:</b>
Health and Social Care Scrutiny Sub Committee	5 May 2015
<b>Subject:</b>	<b>Public</b>
Healthwatch City of London Update	
<b>Report of:</b>	<b>For Information</b>
Healthwatch City of London	
<b>Summary</b>	
<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"> <li>• Barts NHS Trust</li> <li>• Workshop on Integrated Care</li> <li>• Healthwatch attendance at PLACE assessments</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

#### Current Position

- **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 engaging activities 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.

### **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.

### **Meeting with the Trust Development Authority**

A Healthwatch City representative met with the TDA along with other local Healthwatch to discuss the situation at Barts Trust. CQC reports are expected in May on Newham and the Royal London. The meeting focussed largely on Whipps Cross.

'Special Measures' was differentiated clearly by the TDA from the appointment of a special administrator. Additional resources and support have already been sent into Whipps Cross which means strengthening the management team and not providing extra money.

The focus of the TDA was almost entirely on correcting faults that have been revealed and any long term and more strategic issues will be left for the future. The TDA were constructive in their willingness to involve Healthwatch representatives on a detailed a regular basis in the activity underway.

- **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 co-ordinators 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 related to 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 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.*

- **Healthwatch attendance at PLACE assessments**

The Healthwatch representative has attended PLACE assessments with Barts Health NHS Trust at Newham University Hospital, Mile End Hospital and the Royal London and will feed back verbally at the meeting. Many city residents receive their care to the west in the hospitals of UCLH Foundation Trust. We have participated in PLACE inspections at the National Hospital for Neurology and Neurosurgery and will be doing so at University College Hospital and RNTHE hospital.

## **Conclusion**

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

Healthwatch City of London

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