

Committee:	Date:
Health and Social Care Scrutiny Sub Committee	16 June 2015
Subject:	Public
Healthwatch City of London Update	
Report of:	For Information
Healthwatch City of London	
Summary	
<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"> • Barts NHS Trust • Healthwatch involvement with procurement of warfarin service for City and Hackney • Dementia awareness day with City of London Corporation • Care Act workshops 	
Recommendation(s)	
<p>Members are asked to:</p> <ul style="list-style-type: none"> • Note this report, which is for information only. 	

Main Report

Background

Current Position

- **Barts NHS Trust**

Representatives from Healthwatch City of London have attended PLACE assessments with Barts Health NHS Trust at St Bartholomew's Hospital, Newham University Hospital, Mile End Hospital and the Royal London and have fed into the final assessments that have been sent to the Department of Health. 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.

Following the recent assessment at St Bartholomew's Hospital, the Healthwatch representatives raised concerns about the food and the meals on the Haemato-Oncology wards:

- Patients and the nursing staff complained that people often do not get the meals they had ordered
- Some patients were not aware that food can be ordered out of hours
- Communication of menu options was not good which meant that people were not aware if a particular option was not available
- Comments on the food itself included raw potatoes and overcooked broccoli
- Long term patients were not aware of the 'vive' option for meals that provides a more varied menu for those that may be experiencing 'menu fatigue'.

As a result of our input, the catering department have arranged, with Healthwatch, a patient dining working group to look at the patient experience of meals. So far, the changes introduced have included:

- The 'Vive' menu will be more readily available to Haemato-oncology patients as currently it is only used as per catering and dietitians assessments
- The 'Vive' menu will contain more 'comfort foods' and therefore adding omelette to the options. Jacket potato and fish and chips are already on the menu. Foods that will help with taste change such as Chicken Tikka Curry, Vegetarian curries are already on the menu.
- Introduction of a snacks menu where patients will have 24/7 access to snacks. These menus will be printed, laminated and placed on the walls of EACH room on the ward.
- A breakfast club will be held every Wednesday for patients. This will act much like a social event for the patients. Croissants will be provided to patients on top of normal breakfast offerings.
- Re-introduction of ICE CHIPS made from supplements.
- High Energy Soups to be introduced for oncology wards.

Healthwatch has also provided comments from service users to the CQC ahead of the CQC inspections on Barts hospitals and Healthwatch is mentioned in the opening pages of the recently published CQC reports.

The Chair and a Healthwatch board member attended the Trust Development Authority meeting at Barts Health NHS Trust to look at recruitment of the new Chair for Barts. The TDA wanted to engage the Trust's stakeholders in this important exercise. The Healthwatch representatives met the short listed candidates and gave feedback on their impressions.

- **Healthwatch involvement with procurement of warfarin service for City and Hackney**

Healthwatch City of London was invited to be a member of the procurement panel for the warfarin service in City and Hackney – the Healthwatch Officer has scored the submitted bids and taken part in a moderation meeting. The interviews took place on 26 May and a report and recommendations will be made to the CCG board

- **Dementia awareness day with City of London Corporation**

Healthwatch has taken part in the dementia awareness day on Monday 18 May at the Artizan Street Library organised by the Adult Social Care department of the City of London Corporation. Stalls and information were presented in the morning with a sensory session and workshop with the memory group in the afternoon.

- **Care Act workshops**

Two workshops have been held on the Care Act organised by Healthwatch City of London in partnership with the City of London Corporation. The aim of the workshops was to raise awareness of the Care Act, the first part of which came into force on 1 April 2015. Attendees at the workshops included City residents, users of social care and health services and staff from local care and advice services - with staff from the City.

Events have taken place at the Artizan Street Library and Community Centre on 30 March 2015 where there were 24 attendees and on 13 April 2015 at the Sir Ralph Perring Club where there were 38 attendees.

The full summary of the workshops held so far is attached as an appendix to this report.

Appendices

Appendix 1 – summary of Care Act workshops

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

T: 020 7820 6787