

Healthwatch City of London



Annual Report

2014/15



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Welcome from the Chair



We are delighted to welcome you to the second annual report from Healthwatch City of London.

This report documents what we have achieved during 2014-15 and how we have reached the community to hear their needs and feed into the decision making bodies and local health service providers in the City.

I hope you will enjoy reading the case studies we have provided that evidence how we have made a difference to local health and social care services and how this has benefitted local people.

I joined Healthwatch City of London as Chair, following the AGM in October 2014, and have been encouraged by the contribution volunteers have made to Healthwatch City of London - assisting us in a variety of ways including the website, responding to consultations, attending meetings on our behalf and at our focus groups. I would like to take this opportunity to thank them all.

During the year Healthwatch staff, board members and volunteers have represented local peoples' voices on the Health and Wellbeing Board, the City and Hackney Clinical Commissioning Group, the Quality Surveillance Group and the Health and Social Care Scrutiny Committee and many other committees relating to health and social care.

Our workshops have enabled residents to engage with us and the decision makers and give their views on areas such as social prescribing, safeguarding and the Care Act.

This report features our work plan for the year ahead and we are looking forward to continuing to work with the local community, commissioners and service providers to ensure responsive and effective health and social care for City residents.

Please do get in contact with us if you would like to get involved in our activities or input to our work by emailing healthwatchcityoflondon@ageuklondon.org.uk or by calling us on 020 7820 6787.

Glyn Kyle
Chair, Healthwatch City of London



About Healthwatch

We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across the whole health and social care landscape.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Healthwatch City of London was established in April 2013 to further this aim and help local people get the best out of their health and care services.

Our vision/mission

The vision of Healthwatch City of London is to shape the best quality health and social care now, and in the future, for all in the City of London.

To achieve this we work to make sure the views and experiences of local people are heard by those who run, plan, deliver and regulate all aspects of health and social care. This covers hospitals, GP services, dental services, pharmacies, optical and hearing services, podiatry, public health

and any service which impacts on people's health and wellbeing.

Our strategic priorities

Our overall priority is to continue to engage with the City community.

Our strategic priorities for 2015-2016 focus on informing and feeding back from all sections of the community including children and young people, and City workers.

Specifically in 2015-16 we will:

- Continue our engagement with communities throughout the City, including residents and the homeless, at meetings and events, and via phone, email, our website and through social media. We will use these opportunities to identify the health and social care priorities of people in the City.
- Provide information about health and social care (and related issues) to residents and workers, and health and social care organisations, voluntary groups and interested parties. We will utilise our existing database to inform and consult through our weekly Healthwatch City of London information emails and our quarterly newsletter, in addition to our website.
- Continue to represent the views and experiences of City people at NHS national and regional committees, including with Barts Health Trust, the Homerton and the City of London Corporation.

To engage with children and young people we will:

- Meet and engage with more young people through outreach, face to face meetings and by utilising social media such as Twitter. Our children and young people sessional worker will lead on this and will work in partnership with other organisations in the City, such as City Gateway, to achieve this.
- Prioritise reaching families through outreach, face to face meetings and social media such as Twitter.

To engage with City workers we will:

- Obtain information on the services required and valued by City workers through presentations, face to face meetings and at Healthwatch City of London events.
- Represent the views and experiences of City workers (and residents) at NHS national and regional committees, Barts Health Trust, the Homerton Hospital and the City of London Corporation.

You can contact the Healthwatch City of London team on:

- Lynn Strother, Healthwatch City of London Manager: 020 7820 6789
- Janine Aldridge, Healthwatch City of London Officer: 020 7820 6787
- Carl Francis, Healthwatch City of London Children and Young People worker: 020 7091 2591





Engaging with people who use health and social care services

Understanding people's experiences

We have continued our work to gather the views and feedback from as many different people and groups of people in the City as possible. Below are some examples of consultation completed in the past year.

Young people (under 21)

Earlier this year we appointed a sessional worker to specifically link with children and young people in the City. Young people have been informed about Healthwatch City of London and how it is relevant for them. A focus so far has been younger people in the Portsoken Ward.

As part of this, we have developed literature and a Twitter feed to encourage younger people to engage. We are also currently working on a Twitter campaign promoting healthy eating amongst young people.

We continue to explore partnerships with other organisations for younger people, including with the Scouts and a City primary school.

There are estimated to be 888 people under the age of 20 living in the City of London

One issue fed back to us this year was the lack of information available for young cancer patients to understand their condition. We also found a lack of

information for older cancer patients to explain and discuss their condition with their families and young children.

As a result, Healthwatch City of London has been supporting the development of resources by the London Cancer Programme designed to explain this information for different age groups. These include children with cancer and children with a parent or grandparent with cancer. We will be distributing this information through our networks when these resources become available.

We have attended parent and toddler groups and 'stay and play' sessions to collect views from parents, grandparents and the nanny network in the City on issues affecting younger people and families. They told us their concerns about the distance people needed to travel to other boroughs for Accident and Emergency and general hospital services. Participants also told us they wanted better post-natal support and highlighted a lack of understanding of birth plans and how they were dealt with. We have taken this information to senior staff at Barts NHS Trust including the Deputy Chief Nurse.

This engagement also informed us about the large number of au pairs and nannies working in the City and this group will be a focus for future work.



Older people (over 65)

Healthwatch City of London has developed strong relationships with groups of older residents in housing schemes and associations. This includes the 'Tuesday Club', a group for retired Barbican residents to discuss issues relating to older people in the City, where we receive regular input from the group on health consultations.

Recently we arranged a presentation on how the 'care.data' scheme will be implemented, how it will affect residents and the limitations of the current system for opting out. This enabled residents to get clear answers to their concerns on the cost, privacy and safety of the scheme. This workshop was part of a series of ten workshops that took place across London, with feedback presented to NHS England.

We have hosted numerous workshops and groups, including events to highlight the Dementia Strategy for the Dementia Friendly Communities initiative, and the Dementia Awareness Day; consultations on the Joint Strategic Needs Assessment; the role of social prescribing; and our Ageing Well in the City workshops. We have used our networks to get older residents to attend.

Workers in the City

This is one of our priorities for the coming year. However, we have already started our programme of engagement and met with Bank of America Merrill Lynch to discuss their priorities. This gave us the opportunity to arrange for members of the City Memory Group to join a Christmas event hosted by the bank and enabled the residents to meet with City workers where they participated in memory and recall quizzes and activities. This was also a means to help deal with social isolation amongst the older population. Our plans

are to continue the relationship by inviting City workers to our Dementia Awareness events.



Recently, the Chair of Healthwatch City of London was part of the judging panel for the RSA accredited Sustainable City Awards 2014-2015 in the new Health and Wellbeing category, bringing intelligence gained through resident and worker comments on health and wellbeing in the City. The award was made to Nomura International plc, for the support they have provided employees in maintaining good health and ensuring that staff remain at peak productivity.

Disadvantaged and vulnerable people and people who are seldom heard

We have recruited two Bengali speaking volunteers to help us reach the more deprived Portsoken Ward in the East of the City.

These volunteers have helped us develop a Bengali translation of our contact us form and will be supporting us to distribute this amongst the Bengali speaking areas of the City, particularly the more deprived Portsoken Ward.



They regularly attend our workshops and events, often bringing others with them, to help disseminate information back to their communities.

We have worked hard to involve and inform residents from housing estates and in sheltered housing. For example information on the Care Act, Barts Trust transport services and what the NHS structures actually mean was presented to Tudor Rose Court, a sheltered housing block in the City.

Additionally, following an introduction made by the Healthwatch Officer, a City resident has joined the Bespoke project, a collaboration between the research teams of the Orthopaedic and Emergency Departments of Bart's Health NHS Trust, and with Bart's Charity, ITP and mySociety to explore bicycle related injuries in London.

An ongoing issue for many residents is the delays caused in accessing services for residents registered with GPs in neighbouring boroughs, particularly Tower Hamlets.

We are continuing to voice our concerns on this, together with other Healthwatch. Subsequently, City and Hackney CCG have hosted a workshop to explore these key problem areas and to engage with the Care Navigators working with clients in the area.



This has helped to highlight the issue and enable the Navigators to address this with clients during their work, supporting them to make sense of what help they can get and where from.



Enter & View

Healthwatch City of London undertook one Enter and View visit in partnership with Healthwatch Tower Hamlets in 2014/15. This was to a residential care home for people with dementia, in Tower Hamlets.

There are no care homes in the City and City residents need to move to residential care in neighbouring boroughs.

The purpose of this visit was to ascertain feedback from Peter Shore Court residents on their experiences of living at the residential care home, following a change of provider and major changes to the staff as a result. Many of the staff had left and agency staff were being used before permanent staff could be recruited.

The visit focused on discussions with residents to ascertain their likes and dislikes about living at the home and specifically:

- How they felt about the staff and the quality of care,
- The activities available and their suitability,
- Whether their personal and social needs were being met by the new care home provider,
- Whether they felt safe,
- How involved they were in deciding on provisions at the care home

Additionally, all residents were asked for their suggestions for improving Peter Shore Court services.

Following the visit, Healthwatch City of London and Healthwatch Tower Hamlets requested that the care home management provide an Action Plan to address the issues raised during the visit.

No further action has been required, as following the Enter and View and report recommendations the care home has implemented the following changes, achieving significant benefits for residents:

- Appointment of an activities co-ordinator and allocation of a key worker to provide one to one time and to combat the reported loneliness and isolation.
- All staff now wear ID badges
- Communal areas have been redecorated and rooms are redecorated when they are re-let.

Additionally, as a result of the Enter and View activity, appropriateness of placement reviews were undertaken for all residents. As a result, two residents have been referred for reassessments.

The full report and the response from the care home have been passed to the Care Quality Commission and the relevant commissioners.

Healthwatch City of London will continue to partner with Healthwatch Tower Hamlets and others to undertake Enter and View for facilities used by City residents and workers.



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Healthwatch City of London hosts workshops, runs events and participates in information days to help City people get access to the information they need to make choices about their wellbeing.

This year we have had nearly 17,000 unique visitors to our website.

We have utilised emails, quarterly newsletters and our website, which includes a comprehensive list of links to relevant providers and services for City residents, to get information 'out there'.

Each quarter we distribute our newsletter to over 800 contacts. We also distribute it at meetings, workshops and events.

We have also focused on spreading information about specific issues which residents have asked us about or told us is a priority for them.

One example is the complaint Healthwatch City of London received, via Healthwatch England, from the wife of a patient whose husband had been left on the street alone in his wheelchair after his taxi didn't arrive on time. He was left in a

vulnerable position and unable to move. The lady put a complaint into the hospital and the MP has written to Peter Morris, Chief Executive of Barts. The Healthwatch Manager liaised with the Facilities Manager at Barts Trust to identify the issues over transport that have arisen at Barts since the introduction of the new transport service.

Awareness of issues such as this has contributed to Barts prioritising patient transport as an area of concern and our correspondence has been included in a Trust-wide investigation into transport incidents. Transport will now be on the agenda for all Barts Trust meetings with local Healthwatch.

We have also focused on providing information to community groups. For example, at the end of last year, we held two 'Ageing Well' workshops for older residents in partnership with the City of London Corporation. From this we were able to identify the concerns of residents as:

- Access to befriending schemes to cope with loneliness and isolation,
- Access to advocacy,
- Access to housing support,
- Support with digital technology to ensure they weren't excluded.

As a result we were able to link the participants with relevant information for schemes and support services to address

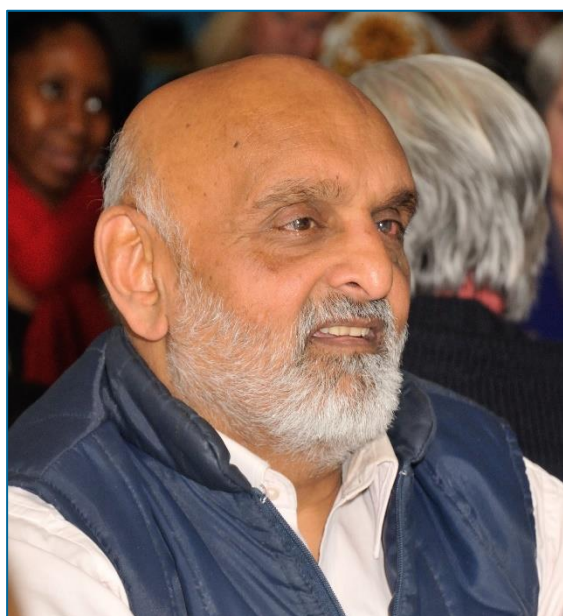


their concerns. The workshop format also meant that people could tell the providers their concerns directly and access face to face support and information.

We have held similar workshops in partnership with City and Hackney CCG and Family Action to provide residents with information on how social prescribing is linking people in the City to community activities to improve physical and mental health.

We have also been working with the City of London Corporation to ensure that information is being passed to residents. In October we jointly hosted a 'Notice the Signs' event to encourage City residents and organisations to work together to recognise and act on safeguarding issues.

We have been very active in ensuring the appropriate information has been produced and distributed as widely as possible in relation to the implementation of the Care Act. Most recently we hosted a workshop to highlight the changes to residents and providers and to explore what it would mean for them. We have already got a further programme of workshops on the Care Act planned.



Barts Health Trust

Healthwatch City of London has been involved in the escalation of Barts Health Trust (with other local Healthwatches). The Trust has now been placed under special measures following a CQC inspection of Whipps Cross Hospital.

Barts Health Trust continues to be a key issue for City residents

City people have told us of their concerns around the following issues:

- Difficulties for patients to obtain appointments and being sent to the wrong outpatient clinics,
- Inability of staff to use the computer systems and the incompatibility of the computer systems across the sites,
- General communication problems across sites,
- Attitudes of staff and high use of agency staff,
- A confusing complaints system,
- Problem with hospital transport,
- A lack of engagement with patient groups and local Healthwatch.

City of London Healthwatch has informed the CQC of patient's comments and attended the CQC 'listening events' prior to inspections.

Service user comments on Bart's Trust were sent to the CQC by Healthwatch and were used to inform the inspection schedules for the Barts hospitals in November 2014.

There is also grave concern in respect of the Trust's financial position and the development of new sites and services in respect of cancer and cardiac care. Barts Health Trust has been invited to provide



information on changes and improvements. We continue to publicise this, with information highlighted in our newsletter, sent out on the weekly email and accessible on the Healthwatch City of London website.

Increasingly the Healthwatch City of London newsletter is being seen as a key communication tool in reaching residents and workers.

Local people have told us that while they support St Bartholomew's Hospital as a specialist cancer and cardiac centre they

are concerned by the lack of general services in the City.

Finally, Healthwatch City of London has met with the Deputy Chief Nurse at Barts, to discuss patient's comments and to develop a closer working relationship.

Following our request that older people be given priority for a new scheme to better utilise items such as board games and puzzles, a volunteer has been organised and located at the older persons' ward at the Royal London.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

During 2013/14 Healthwatch City of London joined a number of boards and committees in the City dealing with health and social issues. Our involvement has enabled us to represent City people and improve things for them. We have used our participation to highlight issues and make recommendations. We have been able to use our influence with the groups below:

Health and Wellbeing Board

Healthwatch City of London is represented by the Chair, Glyn Kyle, and we continue to be part of the agenda and provide a report for each meeting based on information provided by the City population.

Throughout the year, City of London Healthwatch has raised issues particularly in relation to:

- Barts Health Trust
- The requirement and use of defibrillators by organisations and commercial buildings in the City
- The difficulties associated with residents having GPs, particularly in Tower Hamlets in relation to discharge and care services
- The Ultra Low Emission Zone Consultation
- Evidence provided to the London Assembly Health Committee by Healthwatch City of London to

represent the views of local Healthwatch in London

- The consultation event for the JSNA City Supplement
- The results of our social prescribing workshops

Healthwatch City of London hosted an engagement event in May to get feedback from City residents on the City supplement element of the City and Hackney JSNA. The outcomes of this consultation event were fed into the Health and Wellbeing Board discussions on the JSNA and used to inform the Refresh at their development day.

City and Hackney CCG

Questions have been asked by Healthwatch City of London as to why there were such poor outcomes for City registered patients in respect of out of hospital cardiac arrest. Survival rates of 4.8% are the lowest in London. We have recommended that all businesses, pharmacies, community premises and sheltered housing should have a defibrillator on the premises with staff trained on its use. The matter has been forwarded to the Urgent Care Board, London Cardiovascular Clinical Director and the Director for out of hospital cardiac arrest at the London Ambulance Service. We are continuing to monitor and facilitate the communication of this important issue.

Healthwatch City of London was invited to be a member of the procurement panel



for the warfarin service in City and Hackney. This service will provide increased capacity in the community to meet the demand for treatment with warfarin. We will be building on links to ensure good feedback to Healthwatch once the service is in place.

Throughout the year, Healthwatch City of London has highlighted concerns in respect of Bart's Health Trust particularly the very poor low administration in outpatients and the financial situation in relation to developing new cardiac and cancer services. The situation has now escalated to Bart's Health Trust being placed in special measures particularly in relation to Whipps Cross. We continue to provide feedback on the situation to the Quality Surveillance Group, which meets monthly.

Earlier in the year, Healthwatch City of London queried the impact of the proposed changes at East London Foundation Trust (ELFT) regarding bed reduction and the impact on City residents in having to travel significant distances with relatives to Mile End after the move of the older person's ward. ELFT was asked to resubmit proposals which were returned with a budget to support City residents with transport and assurances on bed adequacy.

During 2014/15 we have also managed to maintain a strong presence on a number of pan London and national organisations with local implications for City residents. We have been able to contribute to all of the following groups and below are some of examples of the issues we have highlighted and been working on:

The General Pharmaceutical Council - Rebalancing Medicines

After Healthwatch City of London raised concerns about the complexity of the

existing complaints procedure, they have produced a short, simplified factsheet to outline how people can lodge a complaint. We have supported them to tell people about this by publicising it on our website, at events and through our newsletter. We also enabled local people to find out more about the role of pharmacists through a listening event we partnered with them to deliver.

London Ambulance Service - Patients Forum

We have been reporting our concerns with the multiple breaches in handover times, particularly at Whipps Cross Hospital. These concerns have been forwarded to the Chief Nurse at Barts Health Trust and to other local Healthwatch, and we continue to work to ensure this is addressed.

We have also used our extensive networks to distribute information to public and private organisations on the importance of having a defibrillator on site, and to spread the information about the changes in service details (e.g. cases eligible for the ambulance service) to the City.

Nursing and Midwifery Council (NMC)

Education and qualification for nurses, and the need for nursing staff from other countries to have support in the overseas registration programme are national issues. However, Healthwatch City of London was able to offer City residents the opportunity to participate in NMC consultations, including relating to the new Code of Practice and revalidation of nurses. This code has now been published.

London Screening Board (LSB)

In 2014 we were invited to become a lay member of this Board. We continue to highlight that many of the general public are not aware of what they are entitled to



and when. As a result, the LSB are now working on producing a simple A4 chart providing this information. We have also advocated the need for breast screening to be offered beyond the age of 70. This age limit has since been extended to 73 and people can now self-refer.

General Medical Council

Following discussions with the GMC, Healthwatch City of London was invited to (and did) develop questions for GPs to ask vulnerable and possibly lonely patients especially in relation to winter warmth. We were also able to offer City residents the opportunity to participate in the GMC consultation in respect of what the public and patients want from a doctor, and their priorities.

Putting local people at the heart of improving services

Healthwatch City of London has held a number of events to support the involvement of local people in local services.

In July 2014 we held an event in conjunction with the City and Hackney Clinical Commissioning Group and Family Action. The aim of the event was to help residents find out how social prescribing is linking people in the City to community activities to help improve their physical and mental health. The event was an opportunity to hear about social prescribing in the City and Hackney and to share thoughts and ideas about the new approach with a workshop to give hands on experience of how the model works.

The workshop provided an opportunity for professionals and service users to network and share ideas.

There were 39 attendees and the outcomes of discussion have been used to feedback to the Social Prescribing steering group and evaluators. This input will go towards shaping the future service once the pilot phase is completed.

The Social Prescribing Coordinator from the Neaman Practice, who facilitated the workshop, took on board comments about effectively assessing outcomes; essentially how important it is to measure and objectively demonstrate whether this service has a positive impact on people's lives. Also the importance of ensuring that the services referred to are sustainable, that after the referral there is a solid network of services in place to help individuals to continue to move forwards and fully integrate into their community. It is also important to make sure that people's diverse cultural needs are met within The City.

Feedback was given on the cost of groups and the desire for free activities although some attendees felt that a small charge increases commitment and sense of worth. The aim is to source activities that meet the needs of the varied City population.

NHS England London Region have used the information from the social prescribing workshop as an example of good practice of primary care, working with the voluntary service; and as evidence of good practice for the GP developmental standards.

Working with others to improve local services

Healthwatch City of London has not made any recommendations to the Care Quality Commission (CQC) to undertake special reviews. However, when inspections take place we consult with City people to get their comments and we always attend the listening events.



We have not made any information requests this year, but continue to share intelligence with Healthwatch England directly and through regional meetings.

Together with other Healthwatch we continue to participate and provide feedback to the monthly Quality Surveillance Group meetings. The increasing concerns and escalation of Bart's Health Trust following has been a main focus throughout the year.

As noted previously, the Trust has been placed under special measures following a CQC inspection of Whipps Cross Hospital.

A volunteer member is attending meetings related to the situation at Bart's Health Trust including attendance at meetings with the TDA to represent local concerns. The volunteer is ensuring that Healthwatch City of London continues to be involved in the relationship with the TDA.

Healthwatch City of London passed on information on care homes and services which had been designated 'inadequate' following CQC inspections. However no City residents were involved.





Impact Stories

Case Study

Influencing the Health and Wellbeing Strategy

In 2015 Healthwatch City of London partnered with the City of London Corporation to provide a consultation workshop to enable residents and providers to feed directly into the Health & Wellbeing Strategy for the City.

Participants identified the following priorities:

- Support for volunteering to bring communities together.
- Measures to increase activity levels and tackle obesity.
- Air quality, noise pollution and traffic management.
- Promotion of community activities to reduce social isolation.
- Provision of effective early help for families and children.
- Engagement with City businesses to meet worker health needs and manage the impact of business on the environment.
- Education around smoking and better communication of support and services available.
- Effective data sharing between organisations.
- Support for ongoing improvements to green space.
- Continued promotion of volunteering.
- Mapping and promotion of local groups and activities to combat obesity.
- Improvements to open spaces and continued work with the City leisure centre.
- Closer working with traffic management.
- Understanding current provision of community activities, map gaps and communicate findings.
- Focus on early help services and health prevention work in schools.
- Implementation of a dementia support and befriending service to combat isolation.
- Promotion of healthy workplaces.
- Extension of smoke-free open spaces and promotion of stop smoking services.
- Work by Health and Wellbeing Board partners to improve data sharing.
- Ensuring health and wellbeing considerations are included in developments to open spaces.

This feedback has resulted in the following being included in the Action Plan, directly addressing these concerns from City people.





Case Study

Older Peoples Mental Health Services - a patient's view

A service user of mental health facilities had this to say to us:

“I have been following the consultation on the changes to Older Adult Functional Inpatient Services in City and 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 the 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 impact 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?”

Mental health service user

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.”

This patient story has been shared with the Health and Social Care Scrutiny sub committee at the City of London and also distributed in our newsletter to ensure that the issues facing City residents of distance travelled to other boroughs is addressed.





Our plans for 2015/16

City of London Healthwatch works to ensure that City Workers, residents and students are able to influence the design and delivery of local services through their views and voice being heard by decision makers in all aspects of health and social care.

Our Priorities for 2015-2016 will focus on Children and Young People and City Workers.

Children and Young People

We will

- Appoint a children and Young Person Sessional Worker
- Meet and engage with young people through outreach, face to face meetings and social media such as twitter
- Engage with families through outreach, face to face meetings and social media such as twitter

City Workers

We will

- Obtain information on services required by City Workers through presentations, face to face meetings at events
- Represent the views and experiences of residents and City Workers from contacts with Healthwatch CoL (achieved through email, meetings, phone and events) at NHS national/regional committees, Barts

Health Trust, Homerton and the Corporation

- Represent the views and experiences of residents and City Workers (achieved through email, meetings phone and events) at relevant City statutory committees

Community

We will

- Continue the engagement with City Residents and the homeless at meetings, events, phone email, social media
- Continue to represent the views and experiences of residents at NHS national/regional committee, Bart's Health Trust and the Corporation
- Develop and distribute the City of London Healthwatch Newsletter to contacts on our contact database
- Provide information to residents and workers and health and social care organisations, voluntary organisations and interested parties through the weekly City of London Healthwatch emails.
- Provide information through the City of London Healthwatch web site

Healthwatch City of London is also planning to take over responsibility for the information and signposting function in the City, from September 2015. We hope that this will enable us to reach even more people.



Our governance and decision-making

Our board

There are currently seven members of the Healthwatch City of London Board. Glyn Kyle was elected Chair in October 2014 and is also the representative for Healthwatch City of London on the Health and Wellbeing Board.

In 2015/16 we look forward to officially welcoming two new board members, Gail Beer and Geoffrey Rivett, who are both City residents. Gail has worked in the NHS for over 30 years and is a former Executive Director at Barts and the London NHS Trust. Geoffrey Rivett is a former Head of Governors at the Homerton.

A current list of all board members and their biographies can be viewed on the website at www.healthwatchcityoflondon.org.uk

Board Members represent Healthwatch City of London at a variety of statutory and voluntary groups. This includes many of the patient representation groups, particularly for Barts Health Trust.

How we involve lay people and volunteers

Healthwatch City of London is governed by a Board who are all volunteers and donate their time to help us. Together we have developed our strategy for reaching people in the City and for ensuring that Healthwatch City of London can give a

voice to local people through our involvement with the different health and social care related structures in the City. All of our decisions are informed by the support of our Board members and the feedback we gather from local people. This helps us to prioritise and focus on issues which are the most important to the people who live and work in the City.

We have recruited a total of ten volunteers. They undertake a variety of duties including representing Healthwatch City of London and producing reports for us. All volunteers are provided with a role description and training to support them in their roles.

Last year we were fortunate to have been able to recruit two volunteers from the Portsoken Ward. These volunteers have helped us promote Healthwatch to the ethnic minority communities in that part of the City and give people in this Ward a voice. They are also able to translate at relevant events and workshops that we have held for these groups.

One of our volunteers continues to help us with the Healthwatch City of London website, but has been recruited to a salaried position at the Nuffield Trust Health Think Tank. Her involvement with Healthwatch was seen as excellent experience for the position!

All of the volunteers are managed by the Healthwatch Officer who meets with the regularly to discuss their involvement and support needs.



Case Study

How volunteering with Healthwatch City of London helped me find a job

A recent event hosted by Healthwatch City of London and City of London Corporation highlighted volunteering as part of the City's Health and Wellbeing Strategy:



“Up until fairly recently, I had a vague idea that volunteering involved charity shops or standing outside somewhere, in all weathers, clutching a collecting tin - not really my sort of thing. Not anymore. Following a redundancy, I threw myself into what felt like a never ending round of job hunting, I applied all my organisational and admin skills to the task, making my search for a job the main focus of my life. It was frustrating and lonely. I began to think that perhaps spending every day hunched

over my laptop, scouring for jobs, suffering through every rejection, might not be the most productive use of my time.

Then one day, by chance, I caught sight of an ad for volunteers. I noticed it as it was looking for people for a community radio station, and my previous job had been in the radio industry. At the very least, I thought, it'll get me out of the house.

Which is how late one night, about a week later, I found myself in a dingy studio in Hackney, producing my first radio show. I was only supposed to be helping out but a volunteer of slightly longer standing had nipped out and left me in charge. The following week, I was asked to edit a couple of radio programmes using some unfamiliar software that I first had to teach myself to use. I began to think that the new skills I was developing might boost my CV, and my experiences of volunteering were giving me something interesting to talk about in interviews.

I started to look for more opportunities to volunteer, focussing on roles to help me develop my digital communication skills. This led me to Healthwatch City of London. They were looking for someone to work on their website. The health sector was completely new to me, but the content I was uploading was interesting, and there was no saying where it might lead.

When I applied for a role with a research organisation working in the health sector, I made a point of mentioning Healthwatch on my CV, and mentioned it again at the interview. Later that same day, I was offered the job. It's quite possible I'd have got the job anyway - my previous roles were relevant, and I had transferable skills. But in a competitive field, it really helps to have something that sets you apart from everyone else, and in this case it was my experience with Healthwatch. After all, if someone had told me that volunteering would allow me to develop new skills, meet interesting people and make me more attractive to employers, I'd have done it years ago.”



Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities	54,678	
Additional income	-	
Total income	54,678	

EXPENDITURE		
Age UK London programme and support costs Includes management and communications support, accommodation, overheads, printing and stationery.	17,621	
Staffing costs	29,418	
Direct delivery costs	7,763	
Total expenditure	54,802	
Balance brought forward		

The contract to provide services to Healthwatch City of London is in the name of Age UK London and is incorporated in their accounts.

The company Healthwatch City of London does not trade and has no assets or liabilities of its own.

The amounts shown in the statement of activities for the year on the attached schedule have been extracted from the accounts for Age UK London and Age Concern City of London.



Contact us

Get in touch

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Healthwatch City of London Board members 2014/15:

Glyn Kyle, Chair - October 2014 to present

Samantha Mauger, Chair - May 2013 to October 2014

David Simpson, Vice Chair

Dave Barnard

Ronald Jacobson - appointed October 2014

Dr Prakash Kakoty

Carolyn Piper

Steve Stevenson - appointed October 2014

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, City and Hackney Clinical Commissioning Group, Overview and Scrutiny Committee, and the City of London Corporation.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

Photos of the City taken by Sharon Haffenden.

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