

Report to Health and Wellbeing Board November 2015

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

- 1 Barts NHS Trust**
 - 2 Work with the Bangaldeshi Community in Portsoken ward**
 - 3 Signposting contract**
 - 4 Children and Young People**
 - 5 Healthwatch City of London annual conference 8 October**
 - 6 City of London Corporation Peer Review**
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1. Barts NHS Trust

Healthwatch has been in discussions with a resident who is concerned about the lack of public consultation over the closure of gynaecological services at St Bartholomew's. Patients are now redirected to the Royal London Hospital when they had initially thought that their treatment would take place at St Bartholomew's.

Healthwatch has asked the Deputy Chief Nurse at Barts why the current patients were not written to before with the information and with an explanation as to why the consultations were not brought forward so that they could take place at Barts. Many City residents are telling us that with St Barts being such a specialist hospital that the needs of residents who do not fit into the specialisms are being shifted to other boroughs when they would prefer to be treated more locally and in surroundings they feel more comfortable with. A meeting between Healthwatch, the service user and the relevant Heads of Department at Barts is currently being arranged.

Issues regarding the installation of television sets and aerials and also the quality of patient dining are also being followed up on following recent PLACE assessments.

2. Work with the Bangaldeshi Community in Portsoken ward

Healthwatch City of London facilitated a 'techy tea party' where members of the community including City residents and the Asian Women's group at the Portsoken Community Centre were invited to the Bank of New York Mellon to meet the workers in their Blackfriars centre. This was a useful way of linking up City workers and members of the Portsoken community and the staff helped the Bangladeshi group to get online and use digital communications to assist in their healthcare. Healthwatch will be developing this relationship further to ensure that the Bangladeshi community receive the support required with regards to digital inclusion.

3. Signposting contract

The signposting service City Health will transfer to Healthwatch in January 2016 and the directory of services will be available on the Healthwatch website. A meeting between Toynbee Hall, the City of London Corporation and Healthwatch took place where the transfer was discussed. All is on track for a smooth transfer in January.

4. Children and Young People

Sessions have taken place over the summer where the Healthwatch sessional worker for younger people has engaged with families and young people at Stay and Play sessions in the City. Events have taken place at the Barbican, the Museum of London and Fusion. Some of the feedback and points raised have included:

- Better access to mental health services is needed particularly for younger people
- Cleaner public toilets required
- More out of hours GP services should be available including Saturday services and more guaranteed appointments are necessary
- More Health Visitors required after maternity discharge
- Easier access to information & more information about local service provision
- More midwives at UCLH at birth – there weren't enough!
- Rushton Street Health is very poor!
- The issue of sports provision for young people has been raised by a number of parents as a real need for the young people in the City. One parents said that Tower Hamlets children can access Tennis lessons for £2 a lesson and that City residents needs to travel to "poorer" boroughs to access cheaper resources.
- Other points raised include, healthy eating initiatives for young people, a good NHS dentist, reduced waiting times for doctors appointments, easier access to appointments (some people have to travel 45 minutes each way by public transport to access a health service) and cholesterol checks.

5. Healthwatch City of London annual conference 8 October

The Healthwatch City of London annual conference took place on 8 October at the Dutch Centre in the City and focussed on integrated care and the experiences of City residents with regards to boundaries and care pathways. A full report will be available shortly and some of the main issues that were raised in relation to hospital discharge and integrated care were:

- Timeliness – agencies need to join up to avoid gaps and ensure the speed and efficiency of action and discharge.
- The care package needs to ready in time and should be followed through with the assistance of a key worker. A full discharge checklist should be ready a few days before.
- Tribalism based on funding pots takes place and more pooled budgets are needed
- Transport should be provided for discharge or getting to follow up appointments – people are being sent further away and cannot get to their appointments.
- The patient needs to have clarity on what will be in place i.e. what time the support worker might arrive. Better communication is important.
- There is often a gap between assessment and what the patient is entitled to. Staff need to explain what patients may need to pay for or not.

6. City of London Corporation Peer Review

Healthwatch staff and board members have taken part in the peer challenge review to support self-evaluation and service development with a focus on the implementation of the

Care Act in relation to carers and personalisation. Healthwatch discussed the service we provide in the City of London, how we identify carers through our engagement and the issues identified for carers in the City.