

<b>Committee</b>	<b>Dated:</b>
Health and Wellbeing Board	16 September 2016
<b>Subject:</b> Healthwatch City of London Annual Report 2015/16	<b>Public</b>
<b>Report of:</b> Chair of Healthwatch	<b>For Information</b>

### Summary

The attached report *Healthwatch City of London Annual Report 2015/16* provides an overview of the activities of Healthwatch City of London during its third year.

### Recommendation(s)

Members are asked to:

- Note the *Healthwatch City of London Annual Report 2015/16*

### Main Report

#### Background

1. The Secretary of State requires that local Healthwatch organisations must each publish an annual report that covers the following areas:
  - Contact details
  - Involvement of the community and volunteers in Healthwatch activities
  - Finances
  - Impact on local health services
  - Any submissions made to the Care Quality Commission, information requests or involvement in local inspections
  - Health and Wellbeing Board involvement

#### Current Position

2. The attached report *Healthwatch City of London Annual Report 2015/16* provides an overview of the activities of Healthwatch City of London during its third year.

The report highlights our achievements during 2015-16 and shows how we have fed local people's experiences of health and social care services into health bodies and care service providers.

We also feature some of the activities we have undertaken to engage with diverse groups and communities in the City. The case studies focus on how we have made a difference to local health and social care services and how we have worked collaboratively with service providers, commissioners, regulators and other local partners to benefit City people.

Case study examples:

At the request of City and Hackney Clinical Commissioning Group, Healthwatch City of London, in partnership with Healthwatch Hackney, carried out surveys and

focus groups at the end of 2015, to collect experiences of those who had used services for visually impaired people.

This was to explore whether the CCGs' aim to provide care closer to home and provide services that meet people's needs at the right time, without the need to visit a hospital, was working.

Engagement with City residents took place through:

- An online survey distributed to City residents
- A discussion session with the City 50+ group (an older persons group that meets on the Mansell Street estate)
- A discussion session with the Barbican Tuesday Club – a group of older people that all reside in the Barbican
- Telephone interviews with City residents

The full report including recommendations and conclusion is now available publically at <http://www.healthwatchcityoflondon>.

Following the recent PLACE assessment at St Bartholomew's Hospital in September 2015. The Healthwatch City of London representatives raised concerns about the food on the Haemato-Oncology wards:

- Patients and nursing staff complained that patients often do not get the meals they had ordered,
- Some patients were not aware that food could be ordered out of hours,
- Communication of menu options meant that people were not made aware if a particular option was not available,
- Some of the food was of poor quality,
- Long term patients were not made aware of the 'Vive' option for meals. This provides a more varied menu for those who had been in hospital for some time and may be experiencing 'menu fatigue'.

As a result of our input, the catering department have worked with Healthwatch City of London to implement a 'patient dining working group' to look at the patient experience of meals and to improve the situation.

## **Conclusion**

3. Members are asked to note the report.

## **Appendices**

- Appendix 1 – Healthwatch City of London Annual Report 2015/16

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