

<b>Committee</b>	<b>Dated:</b>
Health and Wellbeing Board	22/09/2017
<b>Subject:</b> Healthwatch City of London Annual Report 2016/17	<b>Public</b>
<b>Report of:</b> Chair of Healthwatch	<b>For Information</b>
<b>Report Author:</b> Janine Aldridge, Healthwatch City of London Officer	

### Summary

The attached *Healthwatch City of London Annual Report 2016/17* provides an overview of the activities of Healthwatch City of London during its fourth year. This report also provides an update on recent and upcoming Healthwatch events.

### Recommendation

Members are asked to:

- Note the *Healthwatch City of London Annual Report 2016/17*

### 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. Healthwatch City of London Annual Report 2016/17

The attached report *Healthwatch City of London Annual Report 2016/17* provides an overview of the activities of Healthwatch City of London during its fourth year.

The report highlights our achievements during 2016-17 and shows how we have reached City people to hear their needs and represent their views with the aim of improving their health and social care experience.

The report features some of the activities we have undertaken to engage with diverse groups and communities in the City, 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.

The report has been circulated to City people and service providers, Healthwatch England, Care Quality Commission, NHS England, City and Hackney Clinical Commissioning Group, Overview and Scrutiny Committee and the City of London Corporation.

3. Event on Co-Production – People as Partners

Healthwatch City of London co-hosted an event on 6 July 2017 with Healthwatch Hackney. There were approximately 100 attendees including over 70 residents. The purpose was to create the public's principles of co-production of health and care services in City and Hackney. The principles were developed through a process of group discussions on co-production examples and feedback on current positions on co-production. One of the Healthwatch City of London Board members co chaired the event and gave a short talk on life in the City and the diversity of its population.

The outcome of the discussions was a 'co production charter' that will be used when engaging with statutory bodies to ensure that services are patient and service user led.

4. Healthwatch City of London Annual conference

The fourth annual conference for Healthwatch City of London will take place on 20 October 2017 at the Dutch Centre. The event will include a discussion on what residents and providers would like Healthwatch City of London to focus on in the future and the afternoon session will look at mental health pathways and services. Further details on the programme will be released shortly.

**Conclusion**

5. Members are asked to note the report.

**Appendices**

- Appendix 1 – Healthwatch City of London Annual Report 2016/17

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