

Healthwatch City of London



Annual Report
2016/17



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Welcome from the Chair



We are delighted to welcome you to the fourth annual report from Healthwatch City of London. This report showcases our achievements during 2016-17. It 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.

Dear Friends and Colleagues,

From the increased visibility of our CityHealth directory to our workshops on issues such as mental health, cancer care and changes to health and social care structures, we have had a successful year engaging with local people. We have continued our work supporting the implementation of the Care Act, with its greater emphasis on Safeguarding Adults and Children throughout the City. We have continued to work closely with the only hospital in the City - St Bartholomew's - including involvement with the newly established Patients' Forum.

We are pleased to say that the number of page views for the CityHealth directory www.city-health.org.uk that we took on in January of 2016 has increased by over 24,000 and time spent on each page has increased by 150% - evidence that people are returning to the website and spending more time there. The CityHealth Twitter account can be accessed at <https://twitter.com/CityHealthLDN>.

Our Annual Conference took place on 7th October 2016 at the Dutch Centre. The theme was Bart's Health Trust, and we

were pleased to welcome Alwen Williams, Chief Executive of the Trust, as the keynote speaker along with Barts Health Trust Senior Management as panel members. We particularly appreciated the commitment shown by the Senior Directors who arrived early for the conference and stayed for the whole event, taking time to speak to attendees after the formal end of the day.

It has been a tumultuous year with many changes taking place across the health and social care landscape and NHS shortages highlighted frequently in the media. As the changes begin to take shape we will continue to ensure that the patient voice is at the heart of discussions and that resident views are heard by service providers and decision makers.

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.

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.

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.

Our vision and 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, Corporation services and any service which impacts on people's health and wellbeing.

Our strategic priorities

Our priorities during 2014-16 focused on children and young people, City workers and establishing the CityHealth online directory to help City people access health and wellbeing services in their local area.

Over the past year we have introduced a range of targeted leaflets to inform different population groups about what Healthwatch City of London does and how they can access health and social care information in the City. These have been distributed to local libraries and community areas such as the Barbican and Guildhall.

Over the first three years of Healthwatch City of London we held and were part of 87 engagement and outreach events to speak to local people and get their views on the things that mattered to them. Healthwatch staff, board members and volunteers also attended over 700 meetings with statutory, NHS and service providers to ensure that these voices, experiences and priorities were heard by the service providers and decision makers in the City.

Building on the foundations of the previous three years, continue our comprehensive programme of engagement across the City, and specifically:

- To continue providing and expanding our fully searchable online directory 'CityHealth'. We also have an ongoing programme to improve and extend our website.

People can search the CityHealth directory of health and wellbeing services and support at:

www.city-health.org.uk

- To keep supporting the Cancer Unit and the Patients' Forum at St Bartholomew's Hospital (the only hospital located in the City). We continue to ensure that local voices are heard in the planning and provision of cancer related services.
- To promote wider patient engagement and make sure that patients' voices are heard in the development of the patient engagement and experience strategy for Barts Health NHS Trust.

Our work to gather feedback and consult with City people from all walks of life throughout our first four years has helped us identify particular sections of the City

community which require specific support to access and utilise services.

Consequently, in 2016-18 we are also focusing on the following groups to make sure that everyone's voice is heard:

- Carers - To work with the recently appointed contractors, Carers Network, who are responsible for the new carers' service, by increasing awareness of the services offered. In line with this, a response to the City of London Corporation Adult Social Care report has already been submitted, which outlines resident and service user views on integrated care.
- City people with mental health needs - Healthwatch City of London facilitated a workshop on the City Mental Health Strategy during Mental Health Week, highlighting the new services offered by the East London Foundation Trust. We will work in partnership with the City of London Corporation on delivering the City's Mental Health Action Plan and promoting better mental health services.

Healthwatch City of London is also involved in the local engagement and roll out of the East London Sustainability and Transformation Plan (STP) which covers the City, to ensure the needs of local people are reflected and addressed.

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



The areas influenced by Healthwatch City of London in 2016-17



Adult Advisory group	Disability Inclusive Network
Adult safeguarding Sub Committee	Health & Social Care Scrutiny Sub Committee
Adult Social Care	Health & Wellbeing Board
Children Executive Board	Square Mile Health – WDP launch
City of London Adult Wellbeing Partnership	Youth Programme Board
City Well launch	
Board Meetings	GP Practices
Committee Meetings and Programme Board	North East London Sustainability Transformation Plans
City and Hackney CCG	Patient and Public Involvement
City & Hackney Urgent Healthcare Social Enterprise	
Bart's Health Trust	Moorfields
East London Foundation Trust	Patients Panel
Homerton Hospital	University College Hospital
Mile End Hospital	
Care Quality Commission	Nursing & Midwifery Council
General Medical Council	Other London Boroughs
General Pharmaceutical Council	Positive Ageing in London
GLA & London Councils	Professional Regulators
London Screening Board	Quantity Surveillance Group Department of Health
London Ambulance Service Patients Forum/Stakeholder Engagement	UCL Partners - London Cancer
NHS England & NHS London	
Age Concern City of London	Macmillan
Age UK London training	Portsofen One
Alzheimer's Society	Portsofen Providers Group
City Advice Providers Group	Sir John Cass
City Gateway	Toynbee Hall
Club Soda	Tudor Rose Court
Healthwatch England and London	Local Healthwatch in surrounding Boroughs
Barbican Tuesday Club	City Residents Day
City and Hackney Youth Conference	Resident Engagement
Quarterly Newsletters	Website Visits
Email Updates	



Your views on health and care

Listening to local people's views

Healthwatch City of London has consulted widely in 2016-17, and we have held a range of events and activities to get local people involved in our work. We distribute over 2000 newsletters to people working and living in the City, which detail the many opportunities for people to get involved.

Recent consultations from 2016-17 include:

Sustainability Transformation Plans (STPs) workshop

Healthwatch City of London organised a large public consultation event in partnership with the City of London Corporation to introduce and explain this new initiative to City people.

Sustainability Transformation Plans (STPs) set out how the ambitions of the NHS Five Year Forward View will be turned into reality. They build on the local transformation programmes and support their implementation.

Over 50 people attended, including residents and service providers from in and around the City of London. Ian Tomkins, Director of Communications & Engagement, East London Health and Care Partnership on the North East London Sustainability Plan presented an overview of the Plan, the local profile and indicators including smoking prevalence, the physically inactive population,

increasing risk drinkers, the obese population, the hypertensive population and diabetes prevalence.

Ellie Ward, Integration Programme Manager, City of London Corporation and David Maher, Deputy Chief Officer and Programme Director, City & Hackney CCG presented their views on integrated care and took questions on how the changes will affect City people.

Discussion sessions covered how Healthwatch City of London and the public could influence the plan to ensure we get the best services for our population.

The full report of the event is available at the Healthwatch City of London website:
<http://www.healthwatchcityoflondon.org.uk/useful-info>

The Healthwatch City of London Officer has now been appointed to the Transformation Board. This is being co-ordinated by the City and Hackney CCG and will enable us to ensure that local residents have a voice in the new transformation process.

St Bartholomew's Hospital

One of the major issues which we are now pursuing is signage and information provision. This was reported as a concern by the Compassionate Care and Patient Experience Board at Barts Health NHS Trust. To date, we have recommended that new signage put in next year following the move of the cardiac unit. We



are also investigating whether it will be possible to add signs at St Paul's and Barbican tube stations.

Recently, Healthwatch City of London participated in a comprehensive communications workshop which covered 'What does good communication look like?', 'How does it make people feel?', 'What are the barriers?' and 'What are the different ways of communicating?'. It is anticipated that the workshop will become a rolling programme. On the back of this we are working with the Forum to investigate the possibility of covering all clinics for one day, to survey patients on information and signage of clinics and to get their views.

Healthwatch City of London also co-hosted a Christmas event which was attended by all the Senior Directors of St Bartholomew's Hospital who gave details of their department. This is something other sites do not have and we appreciated the support given by the Directors.

Cancer care workshop

City of London Healthwatch is a member of the London Cancer Steering group. We are participating in the development of a new strategy for London and how it will complement the various cancer strategies already in use.

To address this, we held a workshop at St Bartholomew's Hospital which was attended by a mixture of patients, carers and interested professionals. Comments received included the perceived lack of support available-particularly between first diagnosis and the start of treatment, and when the all clear is given.

The overwhelming response was that although there was a wide range of

information available in the Macmillan Information Centre, patients, carers and the public were not aware of it. Some felt this was partly due to people not being able to take in any information apart from the word 'cancer' when they were first diagnosed. We will be working with Macmillan and the cancer unit to look at ways to overcome this.

Other areas highlighted which we will be considering in the strategy are:

- Carers - what support should be available and the issues associated with family carers,
- Poor administration causing stress,
- Long waits at different areas such as pharmacy, haematology and
- The need for more accessible information relating cancer symptoms and the need for swift action.



Participants at a Healthwatch City of London workshop.

A Healthwatch City of London volunteer has now been appointed to become the Interim Chair of the Patients' Forum at St Bartholomew's Hospital. The Forum has continued to discuss the scope and remit of the new patient panels, which will be responsible for inputting into different parts of Barts Health NHS Trust.



Older people and City workers

During 2016/17 older residents have participated in pan London and national consultations and events. These have included awareness raising and promotion of defibrillator provision in shops, and support of independent pharmacies in the City. We have been in regular contact with the Tuesday Club, Tudor Rose Court, and the 50+ Group, the main older people's groups in the City.

The Healthwatch City of London Officer, once again secured agreement from Merrill Lynch Bank of America to host a Christmas event for 100 older people. This comprised City workers volunteering to join participants, a Christmas lunch and entertainment for older people.

The occasion was as enjoyable as always and very much appreciated by the older people. Coaches transported older people and there was a variety of entertainment. The event enabled us to promote the engagement work of Healthwatch City of London and we were able to further publicise the CityHealth directory. This also enabled us to spread the word about Healthwatch City of London to the City worker population.



Younger people

This year we have focused on engaging younger people around healthy eating. We have participated in a City Gateway youth group session, making links with “Bags of Taste” to try and get young people engaging with low cost healthy eating. We are continuing our work on this and will be partnering with City Gateway to drive it forward.

The Youth Sessional Worker was also asked to carry out a healthy eating workshop at a local primary school in the City. This covered where healthy eating information could be found e.g. NHS and Change4Life, and healthy eating guidelines. It included a practical session showing healthy produce and helping the children identify what was healthy. Practical information on affordable healthy options was provided for parents who attended. The session was very well received and we are looking to roll this out to other schools in the future.

Work is also ongoing with young people to understand their knowledge of mental health, and the factors affecting this. On average, we have partnered with other organisations on specific events for younger people every couple of months and we now have an increasing number on our mailing lists and engaging with our social media.

We undertake equalities monitoring at all of our events and know that attendance reflects the diverse City population.



What we've learnt from visiting services

PLACE assessments

Healthwatch staff and volunteers attended a PLACE Assessment at St Bartholomew's and Mile End Hospitals in April 2016.

We viewed the following outpatient departments:

- X-ray,
- Rheumatology,
- Moorfields Eye Hospital
- Foot health,

We identified the following points which were fed back for inclusion in the improvement plan:

- Overall the departments were very clean and had friendly staff.
- The waiting room in foot health had photos of staff displayed with their names and job roles underneath, which was reassuring to patients.
- The hospital food was very soft and stodgy, but it is accepted that this was necessary to reduce the risk of choking, and in some cases to increase calories. Finger food was about to be introduced to older patients with small appetites.
- Urine samples were not being collected promptly from the Rheumatology area.

Longer term issues were:

- A need for departments to be more 'dementia friendly' and more accessible for people with visual impairments e.g. to have non shiny floors, and doors and handrails in contrasting colours to the walls etc.
- The X-ray department was identified as urgently needing refurbishment.

Enter & View - Nutrition and Catering at St Bartholomew's

This has been a major focus for Healthwatch City of London in 2016/17.

Healthwatch staff and volunteers carried out visits to St Bartholomew's Hospital in December 2016 to observe and talk with patients, carers and staff, regarding the nutrition and catering at the hospital. The visits were designed to coincide with the move to the new catering company at Barts Health NHS Trust.

We were asked to advise on the need for changes and communicate any concerns and recommendations. The visits also coincided with a forthcoming CQC inspection at St Bartholomew's which is anticipated in the middle of 2017 as part of the series of inspections at Barts Health NHS Trust.

The medical oncology, haematology, cardiac and cystic fibrosis wards were visited. Visits took place at different times through out the day in order to witness different meal servings and talk to patients and carers.

The full report of the Nutrition Enter and View visits to St Bartholomew's Hospital is available at:
<http://www.healthwatchcityoflondon.org.uk/useful-info>

St. Bartholomew's Senior Directors found the report very helpful and as a consequence of the recommendations, have produced an action plan which the hospital and new caterers are implementing.

A summary of the key points and responses from St Bartholomew's are below:



Healthwatch City of London findings	Changes required by Barts Health NHS Trust	Recommendations for the new catering provider
Limited healthy meal choices and options for patients on restricted diets	Fruit will be offered daily, and the menu will include written information on nutritional content.	New menus will have healthier meal options, which will be lower in salt and reduced fat as per BDA guidance. They will include options for a variety of cultures, modified texture meals and finger foods.
Lack of information on special diets	Written information will be provided e.g. Macmillan booklets to oncology patients.	Menus will contain dietary codes, mealtimes, how meals are ordered, range of meals available, meal availability if meals are missed and information on the ward host.
No menus provided by patients' beds	Access to menus for every patient will form part of the weekly senior nursing quality rounds. All bed sides will have a menu and nursing staff will record actual patient meal ordered.	Every patient will have a copy of a menu at the bedside. Ordering will be done via a tablet by trained ward hosts. Meal orders will be taken 2 hours prior to the meal service, to reduce food wastage. Pictorial menus, menus in different languages and in braille to be provided.
Limited breakfast choice and no toast	Fire regulations mean toasters are not permitted on the ward.	Toast will be provided within the new contract-made and delivered by the ward host in the regen kitchen on the wards. Increased food and drink options agreed.
Cystic Fibrosis patients given food vouchers	Patients offered additional high calories snacks and meals on the ward.	A specific Cystic Fibrosis menu will be devised as discussed with Health watch.
Reduce Wastage	Ensure patient receives the meal ordered. Second helping and different portion sizes to be offered.	Late meal requests introduced for new patients. Waste targets set. Different portion sizes will be orderable.



Related to good practice:

Not all wards have a Nutritional Link Nurse (NLN)	Each ward to have at least 2 NLNs trained by Trust dietitians who will roll out training. NLNs to be released to receive quarterly training.	It is part of the new contract for the supplier to engage and train ward staff on new processes.
Lack of awareness and training on allergens and on nutrition more generally	Allergen information is provided on the Trust intranet. Each ward has a yellow catering folder with a list of allergens. NLNs for the ward have been trained on allergen information.	Each ward will have a ward host trained on allergens. A specific menu on allergens will be offered to patients. The new contract specifies training ward staff on new processes.
Lack of a formal system to collect and pass on feedback	Trust to agree how feedback is to be received and disseminated. Discussed in the monthly catering meeting.	Part of the catering contract is to complete surveys on patient experience and feedback to be provided to the trust through an agreed forum.

The full report is available on the Healthwatch City of London website: <http://www.healthwatchcityoflondon.org.uk/useful-info>.

Following the successful Enter & View requests have been made for Healthwatch City of London to be involved in other work within the hospital around feedback from patients.

It has been agreed that Healthwatch City of London will undertake a further Enter and View at St Bartholomew's once the contract is underway, to assess how the changes are being implemented and whether the patient experience has improved.





Helping you find the answers

How we have helped the community access the care they need

The Healthwatch City of London CityHealth Directory was relaunched by us in January 2016, and over the past year usage has significantly increased.

During the calendar year we experienced a third more activity on the website and nearly a third more unique users, than the previous year. Figures also showed that people were returning to the CityHealth website and spending more time on it. The number of page views, for example, increased by over 24,000 over the past year.



We are promoting the Directory at our events across the City.

We are continuing to expand and develop the website to make sure it stays up to date and accessible for City people.

As always, we have been working with a number of Boards and Bodies in the City to highlight issues raised by local people and facilitate outcomes.

Examples of our work during the previous year include:

Barts Health NHS Trust

The Trust has been placed under special measures following CQC inspections. The Trust has also been placed in special financial measures due to its very high level of debt.

Local Healthwatch have established a programme of quarterly meetings to meet with Alwen Williams, Chief Executive of Barts Health NHS Trust and her senior staff. This has provided the opportunity to ensure grass root input goes into proposed policy and practice. Staff, Board Members and volunteers have continued to attend a variety of meetings and events to develop the new Engagement Strategy.

Healthwatch has been involved in the following areas of action, in relation to Barts Health NHS Trust:

Transport

Multiple concerns and complaints related to transport have been raised, over several months. Following meetings with the Operational Manager for Transport, we proposed that the London Ambulance Service Patient Forum Standards for Patient Transport should be included in the specifications for the new transport contract. These standards have now been included in the new contract and it has been agreed that Healthwatch City of London will undertake ride outs and monitor the standards.



CQRM

Healthwatch City of London was invited onto the Clinical Quality Review Meeting (CQRM) for St. Bartholomew's Hospital. This examines the clinical quality in all departments within St. Bartholomew's, which is the only hospital in the City. To date, Healthwatch City of London has highlighted the waiting times in various out patient departments such as phlebotomy and pharmacy. Other issues identified included:

- A lack of improvement in respect of patient falls overall.
- Safety issues around medication.
- Safeguarding - working on delirium, adult learners, referrals from GOSH, effects of cardiac surgery/arrests.
- Complaints - mainly in respect of transport. A new contract is in the process of being awarded (see previously).
- Food and nutrition (see previously for the Enter and View report).

To ensure an inclusive patient voice across the hospital, we are working with the Assistant Director of Nursing and the NHS England Lead for Programme of Care for Specialist Services to map the individual patient groups linked to the specific unit groups within the hospital. Our aim is to develop an overall strategy for patient voice, engagement and involvement.

Patient Boards

In response to the CQC report, Barts Health NHS Trust's 'Patient Engagement and Experience Strategy' continues to evolve, through the Patient Forum. Healthwatch City of London has helped to develop the Patient Forum and a member of our Board has been instrumental in guiding the Trust to produce user friendly role descriptions and information on

structures and roles to increase patient engagement.

We have started work on investigating the experience of patients using outpatient services and especially those provided at St Bartholomew's Hospital (such as Chemotherapy Day Clinic and the Phlebotomy Clinic). We will continue to undertake a series of structured informal and formal visits, mystery shopping and patient & staff shadowing sessions.

City of London Healthwatch has been very involved with the launch, and monthly meetings of the forums include representatives from all the various departments. These are also an opportunity to hear patients' stories.

We have also been invited to be a member of the St. Bartholomew's Compassionate Care and Patient Experience Board. This focuses on the patient experience, looking at the results of the 'friends and family test', comments received, complaints and disseminating the learning from them.

Catering tender

Healthwatch City of London supported a recent tender to find a new facilities provider at Barts Health NHS Trust. This was in conjunction with the Enter and View activity described earlier in this report. Barts Health NHS Trust have now contracted a new catering provider who will be responsible for addressing the issues raised and improving patient nutrition and catering.

We attended food tasting with the new catering provider at the Royal London Hospital in February. This was following discussion about the catering provided by the previous supplier and the Enter and View report from Healthwatch City of London. Volunteers looked at speciality



ranges and discussed the availability and choice of hot meals for patients.

Healthwatch City of London will continue to monitor the situation and the roll out of the catering contract, with a particular focus on St Bartholomew's in the City.

East London Foundation Trust

Mental health and accessing appropriate care and support continues to be a concern for residents in the City. To help address this, Healthwatch City of London and the City of London Corporation consulted via a workshop for residents and workers on mental health services.

Residents gave their views and opinions with specific reference to:

- What the aims of the Mental Health Strategy should be.
- What they felt was working, and good about mental health services in the City.
- What needed improvement.

We are currently using the findings and feedback from City people to inform the action plan for the Mental Health Strategy. Updates will be posted on our website.

Working with the City of London

Most recently, Healthwatch City of London organised and hosted an event entitled 'Alcohol: Safety and Responsibility' at the Guildhall in the City of London. Areas covered included the impact of alcohol on health and what can be done to raise awareness of the dangers, promotion of "lower risk" drinking, and the impact in terms of community safety and crime.

Delegates at a Healthwatch City of London event.

Discussions focussed on:

- Encouraging safe, responsible drinking.
- Tackling alcohol-related crime and anti-social behaviour such as that resulted from extended after-work drinking.
- Treatment and support for problem drinking.

There was lively discussion about alcohol use and misuse in the City. Attendees' thoughts and comments will be fed into the Corporate Alcohol Strategy which is currently under development. Residents and stakeholders will be updated on progress via the Healthwatch newsletter.

Neaman Practice

Healthwatch City of London was invited to attend the Neaman Practice Patients group, the only GP surgery in the City. Information was given on services and online access to medical records We observed a good response to the 'friends and family test', which provides continual feedback on the services and Healthwatch City of London has now been invited to attend the Patients Group on a regular basis.





Safeguarding

The Healthwatch City of London Manager is a member of the City and Hackney Safeguarding Adults Board, the Engagement and Involvement Group and the City Adult Safeguarding Sub-Committee. The safeguarding self

assessment audit for 2016-17 has been completed, with no safeguarding issues within the monitoring period.

All Board members, volunteers and staff have undertaken safeguarding training and safeguarding is an agenda item at all Board and staff meetings.





Healthwatch City of London annual conference

The Healthwatch City of London Annual Conference took place on 7th October 2016 at the Dutch Centre. The theme was Barts Health NHS Trust, and we secured Alwen Williams, Chief Executive of the Trust, as the keynote speaker. A patient also presented their story and experience of the Trust.



The event featured presentations from Trust Directors.

Central to the event was a hosted panel session, comprising senior directors and staff from the various Barts Health NHS Trust sites. This included a Clinical Director from St Bartholomew's Hospital, the Managing Directors of Royal London, Mile End and Newham Hospitals and the Deputy Chief Nurse for the Trust. This gave City people a key opportunity to put their questions and comments on the things that mattered most to them, to decision makers at the Trust. As one patient noted:

"This is the first time [a service user] has heard from Directors and representatives of the five hospitals."

This session was followed by table discussions focused on each site and facilitated by the relevant staff panel member from that site. This gave people further opportunity to ask questions and

find out about the Trust's priorities from the senior site staff.

It was apparent that the vast majority of participants were not concerned about the clinical care they had received, which was felt to be of a very high standard. Instead, discussion focused on seemingly small - but very important to the patient experience - issues which had caused additional stress to their visit. These included:

- Food quality, which was subsequently addressed through the Healthwatch City of London Enter and View. Many of the recommendations of this report are now part of the contract with the new catering provider.
- Poor phone and internet coverage throughout the hospital - identified as a particular problem for patients who wanted to find out additional information about their conditions or to identify questions to ask their healthcare teams. It was noted that a budget for this has been established for work during 2017.
- Signage - both to the hospital and within the hospital was not felt to be clear and often used medical terms not recognised by patients. This was identified as an ongoing issue, but was on hold until the current building moves are complete. However the Patients' Forum has already been asked to review the new signage when it comes in, to ensure it is fit for purpose.



We were delighted that Senior Directors arrived early for the conference and stayed for the whole event, taking time to speak to attendees after the formal end of the day.

In total, there were 85 attendees including:

- Residents and patients from the different wards of the City and other boroughs that use services from Barts Health NHS Trust
- Service providers, many of whom had information stalls

- Staff from the City of London Corporation
- City workers and
- Representatives from Barts Health NHS Trust who gave presentations and answered questions.

We invited a number of organisations working in the City to have information stalls at the event and we were pleased to welcome: Macmillan, City Advice, local Healthwatch from neighbouring boroughs, Prostate Cancer UK, Alzheimer's Society, City of London Carers Network, City & Hackney CCG and the City of London Corporation.





Making a difference together

How your experiences are helping influence change

Health and Wellbeing Board

Healthwatch City of London continued to have a strong presence on the Health and Wellbeing Board, through representation by our Chair, Glyn Kyle. We continue to be part of the agenda and provide an update report from our consultation work in the City, for each meeting. In the past year our priorities have included:

- Providing an annual conference focused on Barts Health NHS Trust - a key priority and concern for City people
- Relaunch and ongoing development of the CityHealth directory
- Prioritising cancer care and support and engaging with City people and services to improve things
- Enter and View visits at St Bartholomew's Hospital to comprehensively review the catering and nutrition provision and to make recommendations for improvements.

City and Hackney CCG

Healthwatch City of London continues to be part of the governing body of the CCG and an integral part of relevant sub-committees.

Most recently we have participated in the NHS Community Voices patient group commissioned by the CCG, and been part of the working group looking at the Terms of Reference for the new Community

Network that will be part of the Sustainability Transformation Plan (STP).

Healthwatch City of London was invited to be part of the tendering process for the anticoagulation service for City and Hackney

Earlier in the year we were invited to be part of the Cancer Patient Experience Group to explore the long term consequences of cancer treatment and to inform future developments of the service. We have also influenced cancer care through engagement at the workshop Healthwatch City of London organised on cancer care and support.

CQRM (Clinical Quality Review Meeting)

There are concerns about the waiting time between blood tests and the start of chemotherapy treatment on the oncology unit and an informal visit to the unit was made. Healthwatch City of London suggested that patients could be shown round the unit before treatment or a video made so patients would know what they were coming to. This could also be shown while people were waiting.

Healthwatch has worked with the CQRM Lead and the Assistant Director of Nursing on a strategy to develop the patient's voice/feedback for all areas of the hospital.

Following the successful Enter & View to examine catering and nutrition requests have been made for Healthwatch City of



London to be involved in other work within the hospital around feedback from patients.

Homerton Hospital

Healthwatch City of London continues to support and participate in the Patient Experience Delivery Group at the Homerton, and we will shortly be providing a response to the Homerton Hospital Quality Account.

Transport between the City and Homerton Hospital continues to be an issue for patients and we will be working with the hospital and patients to resolve some of the identified issues with this, during 2017/18.

Working with other organisations

London Ambulance Service - Patients Forum

Healthwatch City of London is a member of the Executive Committee for the Patients Forum and also attends monthly meetings with the LAS Commissioner.

The AGM reviewed the CQC report which led to the LAS being put into special measures. The action plan which has been put in place has a particular reference to LAS access to integrated care pathways.

Healthwatch City of London has participated in the campaign for all major stores and pharmacies in the high street to have defibrillators. This has been successful in terms of Sainsbury's, Tesco, John Lewis with M & S increasing their numbers. The present focus is on Boots, which currently is not providing defibrillators on the premises.

As a result of the campaign, both Tesco and Sainsbury's have agreed to place 100 defibrillators in their larger stores.

Pharmaceutical Council

The Manager of Healthwatch City of London is the lay member on the Rebalancing Medicines Legislation and Pharmacy Regulation Programme Board. Details of the very real concerns in respect of reducing the number of independent pharmacies and how chain pharmacies will fill the gap have been highlighted. Although the City has only one independent pharmacy it is well used and residents use local pharmacies just over the different borders rather than the corporate pharmacies.

Working with the CQC

CQC inspections will take place at Barts Health NHS Trust Hospitals in the near future in particular St Bartholomew's in the City in May 2017. Healthwatch City of London has publicised this to residents and patients and requested feedback. The report following the Enter and View on Catering and Nutrition and proposed action plan has also been sent to the CQC.



Supporting Healthwatch England

The Healthwatch Officer continues to attend the London region network meeting with Healthwatch England.

Our workshop on Sustainability Transformation Plans was particularly relevant to Healthwatch England, with discussion on what roles Healthwatch should have and how Healthwatch can best be involved in engagement work to develop the STP. We have shared our findings with Healthwatch England and continue our discussions with them.

We continue to partner with other local Healthwatch through the London region network meetings. Information sharing and initiatives are currently focussed on the London wide local medical committee (LMC) and the patient engagement project to develop patient participation groups.

The contribution of our volunteers

Healthwatch City of London continues to benefit from the support and engagement of our dedicated volunteers.

Our volunteers are based throughout the City and undertake a variety of duties including representing Healthwatch City of London on statutory and patient committees. They help us in ensuring the priorities and feedback from City people

are used to influence the health and wellbeing services in the City.

We would like to say a big thank you to our volunteers for donating their time and skills for the benefit of City people.

This year, one of our volunteers who had previously received PLACE training, and had undertaken assessments was recognised for his contribution:

“I do not know what we would do without his insight and experience. It is so important at PLACE to have an experienced assessor to support newer assessors and Geoffrey does it so well.”

Margaret Howat, Head of Patient Experience at Homerton University Hospital NHS Foundation Trust

Over the past year, some volunteers have wanted greater involvement in our work, and are now performing dual roles as volunteers and Board members.

We continue to recruit volunteers from all sections of the City community and have now translated the volunteer recruitment form into Bengali.





Our plans for next year

Opportunities and challenges for the future

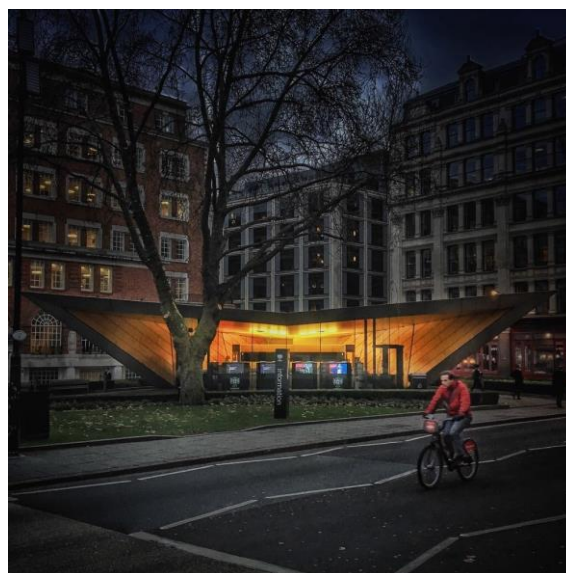
Some of the main aims during the next financial year are to:

- Continue providing and expanding our fully searchable online directory 'CityHealth', and to improve and extend our website, which we hope to complete this year. Our analysis of users shows that 45% of browsing sessions were made using a mobile phone, demonstrating how important it is that we work to make a mobile version of the site, so people can more easily search, while they are out and about.
- To keep supporting the Cancer Unit and the Patients Forum at St Bartholomew's Hospital (the only hospital located in the City), and to continue to ensure that local voices are heard in the planning and provision of services.

Our next annual conference will take place on 20th October 2017 at the Dutch Church in the City. We are currently consulting to decide our theme for this event.

Over the next twelve months we will continue to focus on carers and our work with the Carers Network to promote the awareness of services and support for carers in the City. We are also looking to expand our work with City people with mental health needs. Towards this, we will work in partnership with the City of London Corporation on delivering the City's Mental Health Action Plan.

Healthwatch City of London will also have a central role on the Transformation Board for City and Hackney, to ensure that the service user voice is heard.





Our people

Our board

There are currently nine members of the Healthwatch City of London Board. Glyn Kyle was elected Chair in October 2014 and continues to Chair and to represent Healthwatch City of London on the Health and Wellbeing Board.

Healthwatch City of London has benefitted from a new board member, Reno Marcello, who joined the board in September 2016. He is a City resident and a technologist with an interest in the ways that data and technology can be used to shape and improve the patient experience.

Reno is a public and patient representative on the NHS Health and Social Care Record IT Enabler programme covering City and Hackney (aligned to the Hackney Devolution Pilot) and is currently standing in as Interim Chair of the Patient Panel at St Bartholomew's Hospital.



Janine Aldridge and the Healthwatch City of London Board of Trustees

Many of the Board members represent Healthwatch City of London at a variety of statutory and voluntary meetings. This includes the patient representation groups, particularly for Barts Health NHS Trust and the City & Hackney CCG patients groups run by Healthwatch Hackney.

A current list of all board members and their biographies is available at www.healthwatchcityoflondon.org.uk

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 developed our original 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. The Board have been crucial in helping us develop this strategy to build on the progress we have made to date, as we go into our fourth year.

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 and maintained a total of seven volunteers during 2016/17. 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. All of the volunteers are managed by the Healthwatch Officer who meets with them regularly to discuss their involvement and support needs.



Our Finances

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities	54,678	
Signposting contract income	14,324 ¹	
Total income	69,002	
EXPENDITURE		
Staffing costs	43,600	
Direct delivery costs	8,602	
Age UK London programme and support costs Includes management and communications support, accommodation, overheads, printing and stationery.	16,800 ²	
Total expenditure	69,002	
Balance brought forward	0	

The contract to provide services to Healthwatch City of London is in the name of Age Concern City of 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 income and expenditure account for the year have been extracted from the accounts of Age Concern City of London.

¹ Income received in 2016/17 of £7,678 for the signposting project has been deferred to 2017/18 due to significant project costs falling after the year end - and so is not included in this income figure.

² Programme and support costs include an allocated apportionment of Finance, HR, Communications and Office Management charged by Age UK London. These staff are employed by Age UK London. The charge also includes costs for office space and services Healthwatch City of London staff share with Age UK London.



Contact us

Get in touch

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We will be making this annual report publicly available by 30th June 2017 by publishing it on our website and circulating it to:

- Healthwatch England
- Care Quality Commission
- NHS England
- City and Hackney Clinical Commissioning Group
- Overview and Scrutiny Committee
- 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.

Cover photo kindly provided by the City of London.

Additional photos of the City kindly provided by Clayton Hirst.

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

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