

<b>Committee:</b>	<b>Date:</b>
Health and Wellbeing Board	<b>14.06.2019</b>
<b>Subject:</b>	<b>Public</b>
Draft Healthwatch City of London Annual Report – 2018/19	
<b>Report of:</b>	<b>For Information</b>
Healthwatch Hackney	
<b>Report Author:</b>	
Jon Williams, Executive Director	

### **Summary**

The attached draft Healthwatch City of London Annual Report 2018/19 provides an overview of the activities of Healthwatch City of London during its fifth year.

### **Recommendation(s)**

Members are asked to:

- Note the Healthwatch City of London Annual Report 2018/19

### **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 Healthwatch City of London Annual Report 2018/19 provides an overview of the activities of Healthwatch City of London during its fifth year. The 'Message from the Chair' section will be completed once the Chair of Healthwatch City of London has reviewed the draft Annual Report.

Members will be aware that by mutual agreement City of London Corporation Commissioners and Healthwatch Hackney ended the contract to deliver Healthwatch City of London. The contract will be delivered by a City of London based organisation.

The report outlines, in its report on the October 2018 Healthwatch City of London Annual General Meeting, what City people wanted to see as the Healthwatch City of London priorities. People also told us about their preference for Healthwatch being City based and particularly highlighted their concerns about rough sleepers and how they could be better supported.

Engagement with City residents took place through a number of visits to events and venues in the City of London. We heard about challenges carers faced and positive and negative experiences regarding NHS services. People found NHS staff caring and helpful, but NHS systems could be challenging and create potential barriers to good care. We heard from people they preferred being referred to the University College London Hospital or the Royal London rather than Homerton Hospital.

We used our power to carry out a Enter and View Visit to review patient experience at the Neaman Practice, led by City residents. We are pleased the way the Practice has responded to the visit and the incoming Healthwatch City of London provider will build an enduring relationship with the Practice.

We noted increasing activity around local Integrated Commissioning engagement. City residents, alongside Hackney residents, helped shape the public outcomes for Integrated Commissioning. There was also an opportunity to tell the local commissioners, in November, what were City residents' expectations of health and social care services. As more opportunities to help develop Integrated Commissioning arise it is important City people are involved to ensure they see health and care services develop appropriate to their needs.

### **Conclusion**

3. Members are asked to note the report.

### **Appendices**

- Appendix 1 – Draft Healthwatch City of London Annual Report 2018/19

### **Jon Williams**

Executive Director, Healthwatch Hackney

T: 020 3929 8088

E: [info@healthwatchhackney.co.uk](mailto:info@healthwatchhackney.co.uk)