



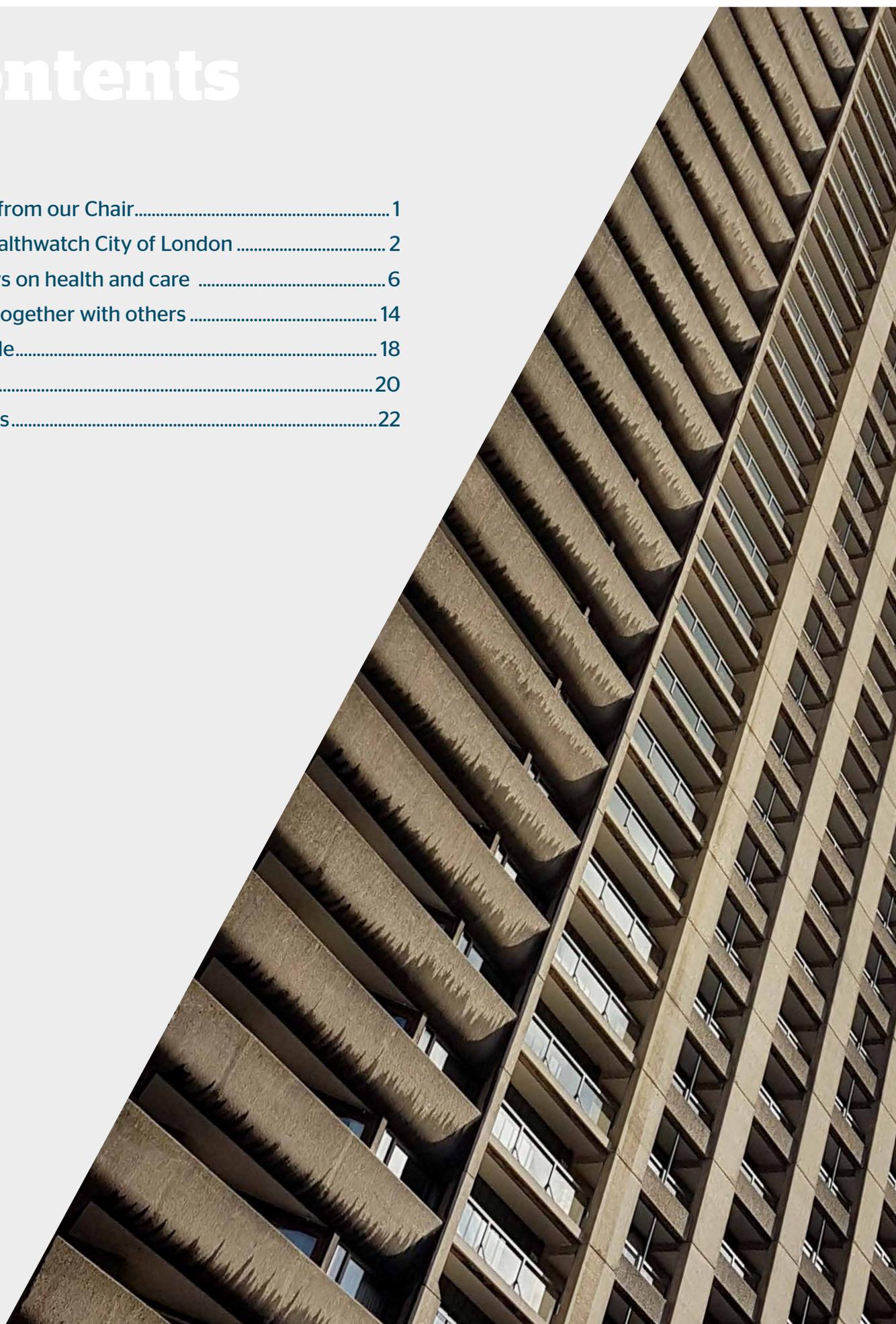
# Healthwatch City of London

Annual Report 2018-19



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# Message from our Chair

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**Gail Beer**

Chair, Healthwatch City of London

# About Healthwatch City of London

Healthwatch City of London is the health and care champion for people who live, work and study in the City of London. There is a Healthwatch in every local authority area in England.

## Our statutory duties require us to:

- + Promote and support involvement of local people in the commissioning, provision and scrutiny of local care services
- + Enable local people to monitor the standard of local care services & whether and how they could or ought to be improved
- + Obtain local people's views on their need for, and experiences of, local care services and importantly make these views known
- + Report on and recommend how local care services could or ought to be improved
- + Direct reports to commissioners, providers and people responsible for managing or scrutinising local care services & share these with Healthwatch England
- + Provide information to the public about local health and social care services
- + Formulate views on the standard of provision and whether and how local care services could and ought to be improved & share views with Healthwatch England





## Our AGM

Forty-two people attended our annual general meeting at the Livery Hall, Guildhall on 4 October 2018. We asked people what they wanted from their Healthwatch. They told us they would prefer Healthwatch to have a presence in the City so people didn't need to travel to meet staff, a better

range of communications and greater Healthwatch visibility. People also provided feedback on a range of local issues including services for rough sleepers and support to improve the health and wellbeing of low paid City workers.

## Healthwatch City of London priorities 2018-19

We consulted local people on our priorities at our AGM. These priorities informed our work over the past year.

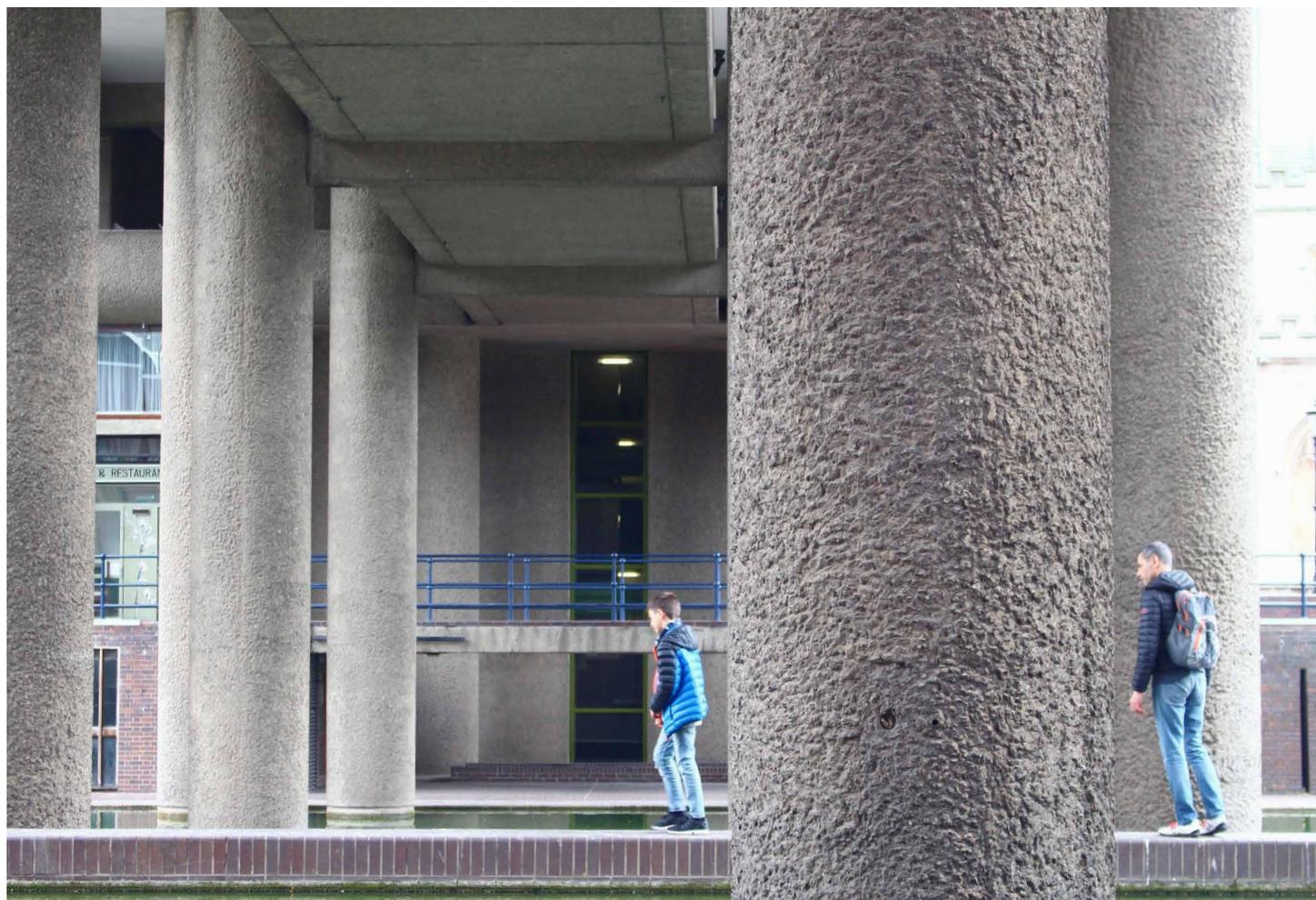
- + **Ensure** City of London residents' views feed into strategic decision-making
- + **Make sure** people using services have their say
- + **Involve** people in partner-led events and consultations
- + **Shape** co-production, particularly in adult social care
- + **Promote** the benefits of public involvement
- + **Support** a wider range of people to get involved including families who have children with special educational needs and disabilities (SEND)
- + **Advise** partners on effective consultation & coproduction
- + **Support** public feedback on health and care integration
- + **Work** with the new East London Health and Care Partnership
- + **Work** collaboratively with Local Healthwatch on the City of London borders
- + **Increase** membership and volunteering
- + **Improve** care for those who work in the City

## Next steps for Healthwatch City of London

The contract for Healthwatch City of London was awarded to Healthwatch Hackney in April 2018.

After a year of working together, both Healthwatch City of London and Healthwatch Hackney boards concluded residents, workers and patients in the City and in Hackney would be better served through Healthwatch delivery that can focus on the key priorities within each local area. A joint decision was made by both parties to amicably terminate the contract at the end of May 2019.

From 31 May, it is expected that a new organisation called Healthwatch City of London, based in the Square Mile and managed by people who live and work in the City, will take on the contract.





**Your views on**

**health and care**

We collected views from people who use City of London health and care services in a range of ways and shared this feedback with service providers and commissioners



256 people shared views on City health & care services  
93 people shared views face to face during outreach



11 City of London volunteers helped to deliver our work including full and associate board members and on our patient panel



83 residents provided feedback on the NHS Plan between 25 March and 10 May



We held 11 outreach sessions in the City and conducted one Enter and View visit

## Insight & Trends

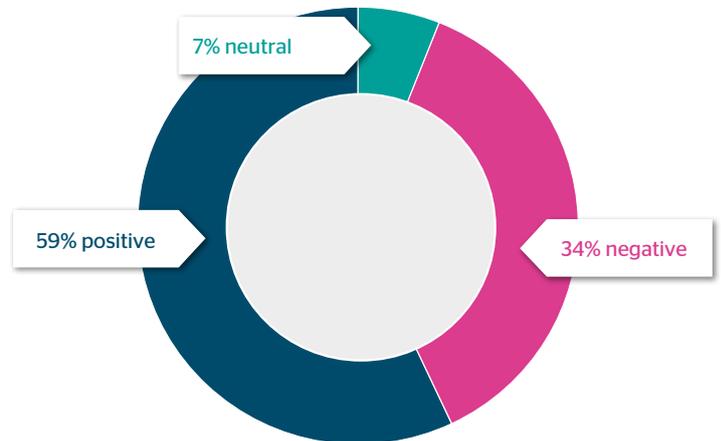
Healthwatch City of London identified and analysed 1,201 issues about local health and care services from 256 people gathered between 1 April 2018 and 31 March 2019.

We reviewed, coded and analysed your feedback using a standardised coding matrix used by other London Healthwatch. 30% of feedback was collected in person.

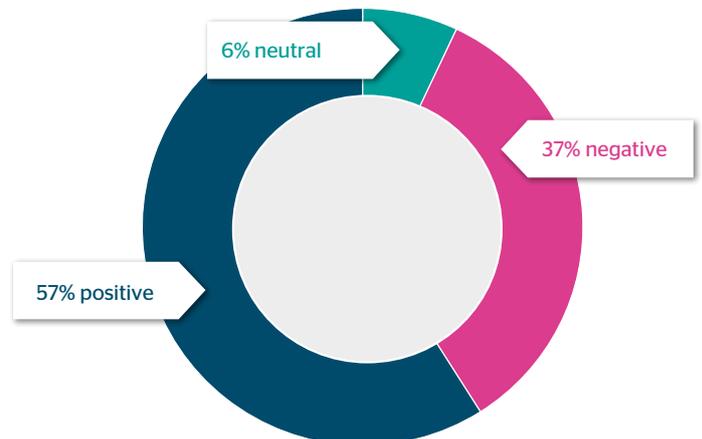
City residents participated in twice month quality assurance patient feedback panels, reviewing and coding your feedback.

Overall people were satisfied with services, especially the quality of care and empathy. People were less happy about access to services and were more positive about hospital than GP services. Our reports were shared with local health and care commissioners and Barts Hospital to enable them to identify areas for improvement.

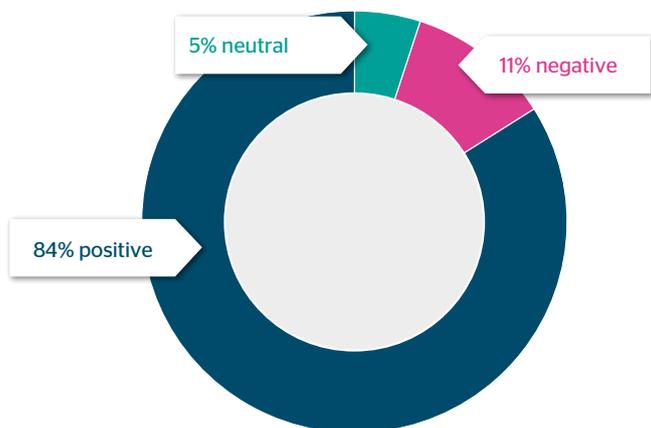
### How people felt as a whole? (all services)



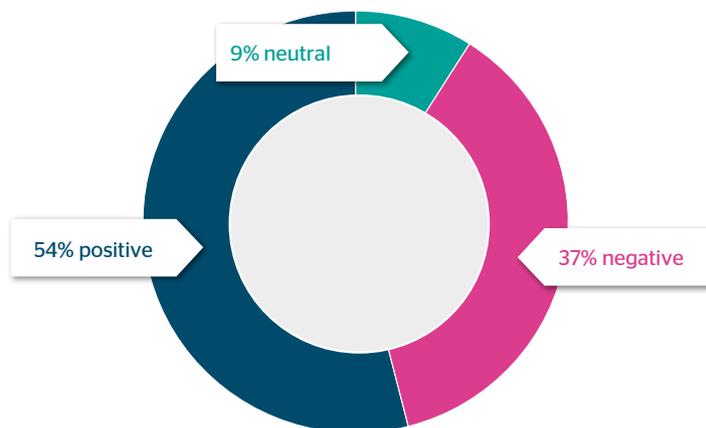
### How well informed, involved and supported did people feel?



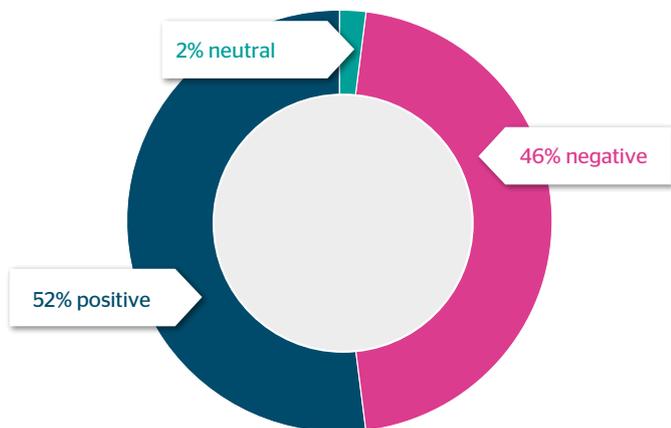
### How did people feel about the general quality and empathy?



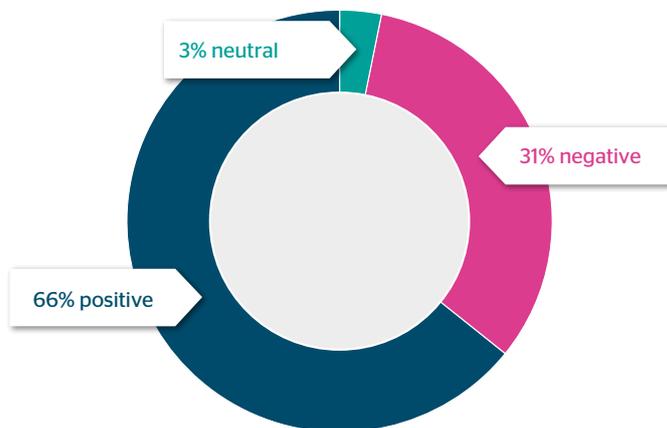
### How did people feel about GP services?



### How did people feel about access to services?



### How did people feel about St Barts?



## Outreach

During 2018-19, we attended events and visited various venues in the City of London to gather intelligence and patient views on health and care services. We spoke to families, workers and older residents to get feedback from a wide range of City people.

### Where we went

- + Artizan Street Library, Stay and Play session
- + Barts outpatients
- + Barts Patient Transport Waiting Lounge
- + Shoe Lane Library messy play
- + Moorfields Eye Hospital
- + Barbican Childrens' Library
- + City of London Lunchtime Streets event (speaking to City workers)
- + Dragon Cafe
- + Golden Lane Health & Wellbeing Event
- + Life Works Class
- + Carers Network Forum

### Talking to carers

Carers told us they spent too long chasing and juggling appointments. Direct payments were too little to cover the cost of respite and overnight care. Travelling to Hackney for specialist dental care for disabled loved ones was challenging.

### Neaman Practice

Patients sometimes struggle to get through on the phone to book same day appointments and some have long waits. Doctors are thorough with children's check-ups. Staff attitudes are good and GPs really listened to patients to get to the root of the problem.

### Barts Minor Injuries Unit

Patients found the unit easy to use, much more user-friendly than A&E. Signs at the centre could be improved.

### Barts Transport services

Barts has introduced a new assessment to prioritise patient transport for the most vulnerable. People felt the booking system was easy to use and waiting times were reasonable. Some patients feared they would lose help with transport under the new process. People complained about traffic and journey length when more than one patient drop-off was involved.

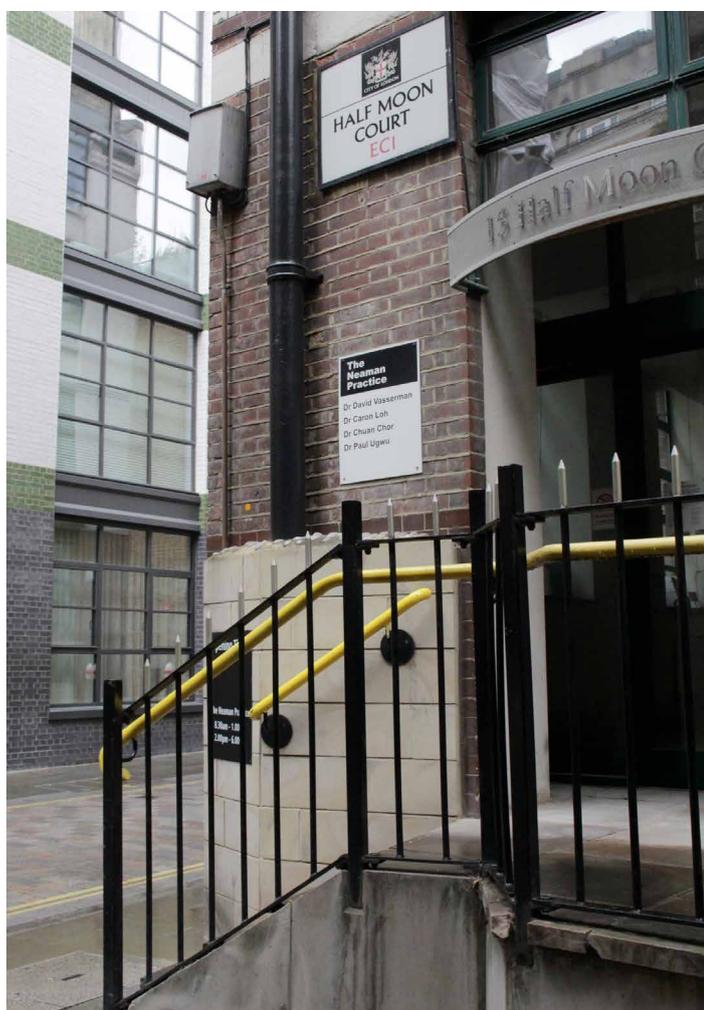
### University College London Hospital (UCLH)

#### Paediatrics

Speedy assessments for children but parents felt the hospital could benefit from increased resources

#### Maternity services

Helpful midwives and effective interpreting services but some mums-to-be experienced waits for beds during busy periods.



### **Moorfields Eye Hospital** (specialist eye hospital used by City of London residents)

Some people found waiting times too long and wanted clearer information on likely length of waits. Patients found staff professional and caring. Minor operations can sometimes be carried out on the same day as the initial consultation.

### **Homerton Hospital**

Some City residents disliked being referred to Homerton Hospital outpatients due to the distance. They preferred to be referred to UCLH or the Royal London.

### **City workers' views**

Workers mainly used pharmacies and opticians and were pleased with these services. They wanted more out of hours opening times to fit in with the working day and avoid busy lunchtime queues.

### **Your views on the NHS Plan**

We gathered residents' views on the NHS Long Term Plan at an NHS Community Voice meeting at Golden Lane Community Centre. We will produce a report on your feedback shortly.



**what**  
**would you do?**  
It's your NHS. Have your say.



## Enter and View

Local Healthwatch have powers of 'enter and view' which means our authorised representatives can enter premises to observe services being provided and ask people about their experiences.

### Visting the Neaman Practice

GPs at the Neaman Practice pledged to make improvements following our Enter and View visit in February 2019. Our visit was led by City of London residents Janet Porter and Stuart MacKenzie who spent time interviewing patients, testing the website and making observations. Read their full report on our website [www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk)

Recommendation	Neaman Practice response
The practice website needs to be completely overhauled	Website upgrade started in April 2019
Improvements are needed to the 2nd floor waiting room	Soft cushions have been added to seats
Reorganise the ground floor to create more space around the reception desk and improve privacy by separating reception and phone duties	We are consulting staff on the best way to reorganise the ground floor
Make the practice complaints leaflet readily available	Our complaints leaflet will be uploaded on the website and made available on all floors and on request
Display names and photographs of all doctors, nurses, and staff	We are discussing with staff on the best way to display our names and job titles
Increased use of texts to communicate important service announcements	We will continue to send text messages to patients and promote our services on a regular basis
Give patients clarity about where they can be and are referred to	Clarity will be provided on organisations available to patients
Enable regular Healthwatch comment collecting at the practice to continue working together to improve services for better patient outcomes	We will continue working together with Healthwatch to improve services for better patient outcomes

# The communications gap

Good internal and external communications are essential in any successful company or organisation. We all complain when trains are delayed without explanation from staff or a simple apology. Or when we are left waiting on the end of phone, not knowing where we are in the queue.

The NHS is often equally guilty of failing to communicate well, either within hospital departments, between GPs and consultants, or with patients. However good the quality of medical care, the communications gap is likely to leave service users feeling anxious, irritated, or frustrated.

Yet these days, there are so many easy ways to communicate information that would benefit NHS staff, GPs, and patients, if used more effectively.

We decided to get involved with Healthwatch City of London as authorised representatives after experiencing several examples of poor communications ourselves. We discovered by chance that our local GP surgery was open on a Saturday, but only through a notice pinned up in the corner of the reception area.

We also found the GP practice website hard to navigate and contained both contradictory and inaccurate information, while the online appointment booking system did not function well. In some cases, it was a matter of information overload, with so many notices displayed around

the surgery that it was hard to spot the ones that really mattered.

And wouldn't it help if all doctors and staff wore visible name badges?

Many of the shortcomings are relatively easy to remedy, but it may take an outsider to highlight them and suggest improvements.

That is where Healthwatch can help.

On our first Enter and View visit to the Neaman Practice, we made a number of observations and recommendations, with the need to redesign the website top of the list. The practice managers had already identified this as a priority, and are now phasing in a much better website.

We wish to keep working with the Neaman Practice and other healthcare providers in the area to ensure that good communications, among other things, lead to a more efficient and seamless NHS at local level. At a time when all budgets are stretched, this is one way of reducing costs by saving time.

Relatively small changes could make a big difference, and we hope Healthwatch City of London can contribute to the process of improving services for the benefit of the whole community.

**Janet Porter & Stuart MacKenzie**  
Associate board members &  
Authorised Enter and View representatives



**Janet Porter**



**Stuart MacKenzie**



**Working together**

**with others**

Healthwatch City of London collaborated with statutory and voluntary sector partners over the last year to promote public involvement and information about service changes.

### **Integrated Commissioning in City & Hackney**

Integrated commissioning is a major initiative started three years ago to bring together health and care services across City and Hackney.

City of London Corporation, City and Hackney clinical commissioning group and Hackney Council are working on integrated commissioning (IC) to pool resources for health and care.

These three organisations meet together as the City and Hackney Integrated Commissioning Board to make decisions.

Healthwatch City of London attends IC board meetings by invitation to promote the 'user voice' and ensure the public are involved as equal partners.

We supported and widely promoted the IC board's 'Let's Talk' event series, to increase opportunities for City people to learn about and influence integrated commissioning.

### **Events**

#### **June 2018 - Public Outcomes for Integrated Commissioning: focus group**

City and Hackney residents worked together to set public expectations for integrated commissioning and shape a new outcomes framework.

#### **November 2018 - City and Hackney Commissioning Intentions event**

City people told us they wanted:

- + More health and care services in the City
- + No reduction in current services
- + Improvements at the Neaman Practice
- + More City based GP surgeries.
- + Better liaison between City social care and local hospitals to improve discharge and support
- + Strengthened access to mental services for children and adults.
- + Improved City air quality
- + More social prescribing available at City locations

Commissioners are using your feedback to help shape future plans for health and care services. We are grateful to those City residents who have been able to get involved with this work.

## Working with the City of London Corporation

We publicised the following City consultations to encourage local feedback:

- + Draft carers' strategy
- + Draft alcohol strategy
- + Gender policy
- + City Transport plan
- + City of London plan

We represented City of London public and patients at:

- + City of London Health Scrutiny committee
- + City of London Health and Wellbeing board
- + City and Hackney CCG governing body
- + City and Hackney Integrated commissioning board
- + City and Hackney Adult Safeguarding committee



## Other collaborations

We collaborated with a number of City organisations and services during 2018-19 to gather views from local people and disseminate information including:

- + Carers Network
- + City Parent Carer Forum
- + Toynbee Hall/City Advice
- + Barbican Library
- + Artizan Library
- + Shoe Lane Library
- + Barbican Tuesday Club
- + The Dragon Café in the City
- + Bags of Taste
- + Golden Lane Community Centre

We are grateful to all these organisations for helping us to reach local people and share information on City health and care services.





## **Our people**

Our board meetings are open to the public and we actively encourage City residents and workers to attend and get involved.

Our board members are all volunteers who live in the City of London. Associate board members (ABMs) lead on specific areas of work.

### Healthwatch City of London Board

#### Gail Beer, Chair

Gail is a long-term City of London resident with more than 40 years' experience of working in healthcare.



#### Reno Marcello

Reno lives in Farringdon Without ward and is a technologist with an interest in how technology can improve patient experience.



#### Renu Gupta - joined Sept 2018

Renu has lived and worked in the City of London since 1997. She is keen to ensure local residents and workers can shape high quality services.



#### Steve Stevenson

Steve sits on the City health and social care scrutiny committee. He was sole carer for his wife who had Alzheimers from 2000 to 2014.



#### Veran Patel

Veran Patel is a City resident, a qualified accountant and a former head of audit working primarily in NHS organisations. He is a governor at a specialist autism school attended by his son.



#### Geoffrey Rivett

Geoffrey, a GP and respected medical historian stepped down from the board in July 2018.



### Associate board members

#### Janet Porter

Janet is a business journalist who has lived in the Barbican for 14 years. She leads on primary care.



#### Stuart Mackenzie

Stuart MacKenzie is retired and a Barbican resident. He held principal consultant and senior European marketing roles in leading UK and US management. He leads on primary care.



#### Cynthia White

Cynthia is a Barbican resident who chairs the City & Hackney Older People Reference Group. She leads on older people.



**Our board is made up of volunteers, all City of London residents who bring a wide range of experience and expertise to guide the organisation.**



# Accounts

<b>Income</b>	
Healthwatch City of London	62,553.00
Healthwatch Hackney	5,718.74
<b>Total income</b>	<b>68,271.74</b>
<b>Expenditure</b>	
<b>Staffing</b>	
Management costs	5,500.00
Direct delivery salaries & costs	44,451.93
<b>Total staffing</b>	<b>49,951.93</b>
Operational costs	10,710.45
<b>Total operational costs</b>	<b>10,710.45</b>
<b>Central administration</b>	
Salaries/IT, support, marketing/governance	7,609.36
<b>Total central costs</b>	<b>7,609.36</b>
<b>Total expenditure</b>	<b>68,271.74</b>



# Contact us



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This report is available on the Healthwatch City of London website and shared with Healthwatch England, the Care Quality Commission, City and Hackney clinical commissioning group and City of London health and social care scrutiny committee

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