

Chairs Introduction

It is a privilege to present this annual report to you in my first year as Chair of Healthwatch City of London. The report provides a detailed record of our activities and they have been many. Raising our profile has been a key objective and although we have seen engagement increase there is much more for us to do. The number of initiatives that impact on the way we receive health and social care and the number of changes that have happened can often seem confusing to those trying to access services either for themselves or those they care for. Healthwatch is here to make sure that the voice of you the user is heard and that you can participate in shaping those services as well holding those who provide our services to account. In 2019 we will continue to strive to improve care through collaboration and partnership with not only those who provide our care but the people who live, work and study here. Over the next year we will be working harder to make sure all your voices can be heard, wherever you live work or study within the City and whatever your physical, emotional or mental health needs are. Building on our work throughout 2018 we will be asking tell us about your experiences and work with us to help influence the shape of change and the development of services. Importantly we need to make sure that those who are seldom heard are given the opportunity to get active.

As you will be aware Healthwatch Hackney have been responsible for the work carried out in 2018. In May we started a new journey, on our own and will be re-launching Healthwatch City of London later in the year with a team who live and work in the City.

I would like to thank the staff at Healthwatch Hackney for their support over the last year. We will still be working together very closely as we share many of the same services and we can achieve more by working together.

Finally, I hope that after reading this report you are inspired to actively support 'Healthwatch' and in the coming months join us as we start this new phase of Healthwatch City of London.