

Committee:	Date:
Health and Social Care Scrutiny Sub Committee	19 May 2014
Subject:	Public
Healthwatch City of London Update	
Report of:	For Information
Chair Healthwatch City of London	
Summary	
<p>The following is Healthwatch City of London's update report to the Health and Social Care Scrutiny Sub Committee. At the last Health and Wellbeing board meeting 30th January, Members suggested that Healthwatch's updates be split to reflect activities more relevant to either to the Health and Social Care Scrutiny Board or the Health and Wellbeing Board, who also receive updates. These changes have been reflected in this report.</p> <p>This report covers the following points:</p> <ul style="list-style-type: none"> • Healthwatch City of London input to the Homerton 2014/15 Quality Account Priorities and request for comments prior to CQC inspections • Involvement in the Barts Health Trust winter A&E campaign • Visits to local hospital facilities 	
Recommendation	
<p>Members are asked to:</p> <ul style="list-style-type: none"> • Note this report, which is for information only 	

Main Report

Background

1. The recent focus of Healthwatch City of London has been on agreeing and consulting on our priorities for 2014/15 and in developing our mission statement. Since our last report in January we have established, through intelligence from resident and worker feedback, the areas of health and social care that have been highlighted as important. Our priorities have been agreed by the Healthwatch City of London Board and are currently out for consultation with our members and stakeholders. These have been presented to the Health and Wellbeing board.

Current Position

2. The Healthwatch City of London board agreed, after a vote at the last board meeting that the preferred mission statement is:

“Shaping the best quality health and social care now and in the future for all in the City of London.”

With a strapline and acronym of:

Community **I**nvolve**m**ent **T**ransparency **Y**our City

3. Healthwatch City of London submitted its first monitoring report on 27 February for the first period April to December 2013 and will submit the next report in May 2014.
4. Detailed below are some activities and member feedback from the last two months.

Healthwatch City of London response to The Homerton request for suggestions to 2014/15 Quality Account Priorities and request for comments prior to CQC inspections

Healthwatch City of London collated the following points based on comments from service users of the Homerton University Hospital NHS Foundation Trust. These comments were received from service users via email and at meetings and events and have been fed into the Head of Quality at the Homerton and the CQC prior to their inspections.

Main points:

- Whilst feedback on the care at Homerton is positive, many residents have complained of long journey times and have commented that an easier journey would encourage them to use the facilities more often.
- Care has been described by one user as excellent and the long travel time means an annual check is worthwhile but a more frequent appointment would not be manageable.
- Comments have shown satisfaction with the consultation and treatment provided. One lady was a little upset as she had to wait four hours before she was seen although she did have an appointment time. After that she was quite happy with the attention.
- The bus journeys to the hospital are described as 'torturous' from the Barbican.
- One resident commented on the Homerton Hospital as being very professional, caring and efficient in all dealings. Experiences have always been extremely good.
- The Homerton is described by one resident as being not very user friendly towards City residents: only just recently two district nurses were withdrawn from being based at the Neaman Practice.
- One resident described the in-patient services at the Homerton as only marginally relevant with less than 1% of City patients using the Homerton because it is distant and difficult to access.
- City patients do, however, use the Community Services administered by the Homerton.
- A volunteer ambulance provider described their relationship with the Homerton as good with the experience being second to none. The staff accept and support the people, they have the trust of patients and listen to them. The situation is always calm and controlled. Staff were described as very good and proactive.
- A&E at the Homerton was described by one individual as challenging who said she didn't feel like they have the patient's best interests at heart and she was kept waiting when in pain. The lady had to wait for over 2 hours and commented that they seem short staffed with not enough A&E doctors or nurses.

- Concern was raised over the access to A&E with the many roadworks outside that could cause access difficulties in an emergency.
- Feedback on maternity services is good with visitors being allowed to stay overnight in the ward although it was also commented that too many visitors can make privacy difficult for other patients.

Healthwatch City of London involvement in the Barts Winter Campaign

Barts Health began working in September with local authorities, GP commissioners and other partners to put in place a comprehensive winter care plan to help meet the extra demand hospitals face during winter, and to make sure patients, especially the frail elderly, get the best possible care. In addition to the support which will be provided to health services and the emergency departments, the Trust is supporting a cross-borough awareness campaign about the importance of only using A&E in an emergency and what services to use for different healthcare needs.

Healthwatch City of London worked with Barts Health NHS Trust to publicise this winter campaign emphasising the importance of using A&E in an emergency only. The following poster was distributed:

Barts Health 
NHS Trust

Feeling unwell? Need advice? Make the right choice.

<p>Pharmacy</p> <p>Diarrhoea/ headache/ runny nose/ rash/ painful cough</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experienced pharmacists <input checked="" type="checkbox"/> No appointment needed <input checked="" type="checkbox"/> Expert advice on medications 	<p>GP</p> <p>Backache/ sore stomach or vomiting/ ear pain or infection</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experienced doctors <input checked="" type="checkbox"/> Appointment system <input checked="" type="checkbox"/> Repeat prescriptions <input checked="" type="checkbox"/> Early morning, evening and Saturday appointments 	<p>Self care</p> <p>Grazed knee/ cough sore throat/ hangover</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> No need to leave the comfort of your own home
<p>NHS Walk-In Centre</p> <p>Cuts/ pains/ sprains/ itches</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Experienced doctors <input checked="" type="checkbox"/> No appointment needed <input checked="" type="checkbox"/> Expert medical advice 	<p>NHS 111</p> <p>Unsure? Unwell? Confused? Need help?</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Immediate healthcare advice <input checked="" type="checkbox"/> Available 24/7 	<p>A&E</p> <p>Choking/ chest pain/ blacking out/ blood loss</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Expert care for life-threatening conditions <input checked="" type="checkbox"/> Available 24/7

A&E is for emergencies only

An emergency is a condition that can cause loss of life or limb.

For all your healthcare needs visit www.nhs.uk, dial **111** for urgent medical advice or visit a walk-in centre if you are not registered with a GP.



Through contacts with estates around the City of London Healthwatch City of London distributed 200 posters to the Barbican estate to cover all noticeboards on the estate and 10 posters each to the following estates.

Avondale Square Estate

Sydenham Hill Estate

Golden Lane Estate

Mais House Estate

Isleden House Estate

William Blake Estate

Middlesex Street Estate

Windsor House Estate

Southwark Estate Office

Our campaign email was also circulated via our database and estate email distribution lists including the Barbican email list of 2000 + contacts. The campaign was featured on our website which received 2,016 visits between July 2013 and the end of January 2014 and 25,754 hits during this period.

Hospital Visits and Tours

During January and February 2014, Healthwatch City of London has carried out tours of Whipps Cross Hospital, the Homerton and the City and Hackney Centre for Mental Health.

During our visit to the City and Hackney Centre for Mental Health we visited the Margaret Oates mother and baby unit that provides care to women who have moderate to severe mental health difficulties in pregnancy or within the first year after child birth. These may be pre-existing illnesses or present during the perinatal period. The unit is family centred with facilities such as a sensory room to ensure that women who require admission and treatment can remain with their baby enabling the mother and baby bond to develop. Throughout the whole centre, therapies such as life skills, stress management, art therapy, drama, movement therapy, work skills are encouraged and a tree of life is produced to help people live with hope.

We have agreed to work more closely with East London Foundation Trust in promoting their events such as forthcoming art exhibitions featuring artwork produced by patients.

Conclusion

The Healthwatch representative will report back on items raised in this report in the next report to the Health and Social Care Scrutiny Sub Committee. This will include updates on further hospital and facilities tours undertaken and the results and feedback from our input to the Homerton Quality Accounts. We will also feed in further member comments and trends identified from our database of service user comments and reports and will update on the results of our current user survey.

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