

Committee(s):	Date(s):
Health and Social Care Scrutiny Sub Committee	25 November
Subject:	Public
Healthwatch City of London Update	
Report of:	For Information
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.</p> <p>This report covers the following points:</p> <ul style="list-style-type: none"> • Healthwatch City of London influence on entertainment facilities at Newham University Hospital • Barts NHS Trust Transport system • Barts NHS Trust Appointment System • Ageing well in the City events • Healthwatch City of London hosting of the Notice the Signs campaign launch event 	
Recommendation(s)	
<p>Members are asked to:</p> <ul style="list-style-type: none"> • Note this report, which is for information only 	

Main Report

Background

The Healthwatch annual conference and AGM took place at the Dutch Centre on 29 October 2014. A review of the year was presented by the Chair Samantha Mauger and then followed by discussion groups that focussed on ways of working more effectively with providers of services and engagement with young people and children and workers in the City of London.

In the afternoon there was a presentation from Glenda Ericksen, Lead Clinician, Consultant Child & Adolescent Psychiatrist, East London Foundation Trust followed by questions and answers and a consultation on Mental Health Care for Older People. The East London Foundation Trust ran a session on the value of the arts in mental health. The outcomes of these sessions will be reported on in the next report for the Health and Wellbeing board.

The incoming Chair Glyn Kyle was introduced to attendees at the meeting. Glyn Kyle will be replacing Sam Mauger as the representative for Healthwatch City of London at the Health and Wellbeing board meetings.

Current Position

Entertainment Facilities at Newham University Hospital

Following a tour of Newham University Hospital in March 2014 Healthwatch City of London wrote a letter in conjunction with Healthwatch Newham expressing our concern at the lack of television facilities in the wards for older people. Our letter was incorporated into the recommendations to make improvements to the ward and the Senior Nurse, Older People and Stroke Services really valued the support given to the ward. A successful bid was made to the Barts Charity in July 2014 for the provision of televisions at Newham elderly care wards.

As a result of our influence Healthwatch City of London has received a commitment from Barts Trust that television will be installed at Newham University Hospital Thistle Ward for the Elderly within the next three months. Once the televisions are installed Healthwatch will write an article for our Newsletter.

Barts NHS Health Trust transport issues

Healthwatch City of London received a complaint via Healthwatch England from the wife of a patient whose husband had been left on the street alone in his wheelchair after his taxi didn't arrive on time. He was left in a vulnerable position and unable to move. The lady put a complaint into the hospital and the MP has written to Peter Morris, Chief Executive of Barts. The Healthwatch Manager liaised with the Facilities Manager at Barts Trust to identify the issues over transport that have arisen at Barts since the introduction of the new transport service. As a result, Barts have prioritised patient transport as an area of concern and our correspondence has been included in a Trust wide investigation into transport incidents. Transport will now be on the agenda for all Barts Trust meetings with local Healthwatch.

Barts NHS Health Trust Appointment System

Healthwatch City of London has been in discussions with Barts Health NHS Trust to assist in communicating their work on the centralised appointments system for all outpatient bookings across their hospital sites and services. This is expected to take around four to six months to implement fully and we will keep residents updated on the progress of this in future newsletters.

Barts Health NHS Trust introduced a new electronic health record system at Whipps Cross Hospital in June 2014 as part of their ongoing efforts to improve patient care. The new system is already in place in all Barts Health's other hospitals, and provides one single record for patients across the Trust, no matter where they are cared for. Following this transition, Barts has experienced some early technical and administrative issues and have apologised to patients for the inconvenience. These have primarily been around delays to patients receiving follow-up letters for appointments, as well as some delays to initial appointment letters. A number of immediate measures have been taken to resolve the situation, including the deployment of additional staff, and increasing the number of telephone lines in the outpatient centre. All patients who were seen in an outpatient clinic, and need urgent treatment, have been contacted and attended the necessary appointments. Barts are currently working to clear the backlog of clinic outcome forms by the end of August and a full investigation into the issue is being led by Helen Byrne, Director of Contracts Performance, to better understand the problems encountered, and to ensure this is never repeated. At the appropriate time Barts will share a report

containing details of the investigation outcomes, including lessons learned and what further changes might be required. We will disseminate this to Healthwatch City of London members when it is available.

Ageing well in the City events

A series of sessions took place in July and August 2014, organised by Healthwatch City of London and the City of London Corporation, in different locations to reach a broad range of City residents. Locations were:

The Artizan Street Library – a discussion group session with 20 attendees
The Sir Ralph Perring Club on the Golden Lane Estate – a discussion group session with 21 attendees
The Barbican Library – an information stall with questions put to visitors of the library

The issues looked at included: the type of support people will need to enable them to stay in their home, the types of housing people might need, where people will want to live, how they will access the support and help they need and where people would go in the City to find the best information and advice in the community. A full report on the outcomes will be available from the City of London Corporation.

Feedback from evaluation forms also highlighted other areas residents would like to focus on including: waiting times for hospital appointments and administration of appointments, the health of older people, care in the community, affordable housing and social housing provision, tackling air pollution, social isolation and dementia services in the City.

The following report on the events was distributed in the Healthwatch newsletter in September 2014:

The City's Community and Children's Service ran two 'Ageing Well in the City' workshops recently, both hosted by Healthwatch City of London, to get residents views about people's needs as they grow older. Both events were well attended and there was lively discussion about the housing needs of older people and the help older people need in the community and at home.

A number of common themes emerged from both workshops

- More needs to be done to help address social isolation in the City especially for certain groups such as older men. The befriending scheme and development of stronger relationships between younger and older people were suggested as ways of providing companionship and a stronger sense of community.
- Local shops, pharmacies and post offices are important as is the development of other assets in the community such as religious centres, schools, and good community centres. Housing estate offices and libraries are good places to get information. Events such as cultural celebrations, gardening competitions, physical exercise facilities and resident involvement schemes in these community-based assets help keep people connected and active.

- Many people told us they liked living in the City and wanted to stay living where they were for as long as they could with good care and the right support. Good design (to lifetime housing standards), size and affordability of homes were emphasised as were accessibility issues, reliable lifts, and the provision of aids and adaptations in the home.
- Consistency, reliability and the recognition of personal preferences were seen as crucial to delivering good care, together with the values of dignity, respect and trust. Good support included help with small jobs, such as changing light bulbs and cleaning. Finding care workers, good advocacy services were issues for some people.
- Many residents recognised the role that new technology could play in supporting, connecting and keeping people safe in the home though it is important to have personalised service and contact when needed; volunteers and neighbours are important but should not replace statutory services. Help in keeping up with new technology would be useful.
- There was also strong interest in the internet and web-based provision to meet the need for better coordinated information about services and events, though many people also favoured face to face interaction to get information and this should be available locally. GPs surgeries were seen as a key opportunity to do this especially for those who may not have the confidence or opportunity to access alternative sources.
- Another key opportunity to do this would be through the development of informal networks such as community groups and gardening clubs, for example, to facilitate this. These networks could be used as drop-ins by staff to promote services that support people in the home, together with provision of evening drop-in surgeries.

Healthwatch City of London hosting of the Notice the Signs campaign launch event

A key concern to all health and social care providers is safeguarding. On 15 October Healthwatch City of London partnered with the City of London Social Care team to run an event for the Notice the Signs campaign – designed to encourage City residents and organisations to work together to keep children and adults safe. There were 30 attendees who met together for an informal afternoon discussions on noticing the potential signs of safeguarding issues.

Attendees were able to spend time with social workers from both the children's and adults' team and were given the opportunity to ask questions and discuss any concerns following the presentations and case studies presented.

Further details are available from the City of London Adult Social Care team.

Conclusion

The Healthwatch City of London representative will provide an update on the areas raised in this report at the next meeting.

Appendices

n/a

Healthwatch City of London

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