

<b>Committee:</b>	<b>Date:</b>
Health and Social Care Scrutiny Sub Committee	2 November 2015
<b>Subject:</b>	<b>Public</b>
Healthwatch City of London Update	
<b>Report of:</b>	<b>For Information</b>
Healthwatch City of London	
<p style="text-align: center;"><b>Summary</b></p> <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"> <li>• Barts NHS Trust</li> <li>• Healthwatch involvement with procurement of warfarin service for City and Hackney</li> <li>• University College London Hospital</li> <li>• City of London Corporation Peer Review</li> <li>• Healthwatch annual conference</li> </ul> <p><b>Recommendation(s)</b></p> <p>Members are asked to note this report, which is for information only</p>	

### **Main Report**

#### **Current Position**

- **Barts NHS Trust**

Healthwatch has been in discussions with a resident who is concerned about the lack of public consultation over the closure of gynaecological services at St Bartholomew's. Patients are now redirected to the Royal London Hospital when they had initially thought that their treatment would take place at St Bartholomew's.

Healthwatch has asked the Deputy Chief Nurse at Barts why the current patients were not written to before with the information and with an explanation as to why the consultations were not brought forward so that they could take place at Barts. Many City residents are telling us that with St Barts being such a specialist hospital that the needs of residents who do not fit into the specialisms are being shifted to other boroughs when they would prefer to be treated more locally and in surroundings they feel more comfortable with. A meeting between Healthwatch, the service user and the relevant Heads of Department at Barts is currently being arranged.

Issues regarding the installation of television sets and aerials and also the quality of patient dining are also being followed up on following recent PLACE assessments.

- **Healthwatch involvement with procurement of warfarin service for City and Hackney**

Following the Healthwatch City of London Officer's membership of the procurement panel for the warfarin service in City and Hackney – Healthwatch took part in the interviews with the

potential providers. The overall aims of the service are to improve patient access to safe and effective warfarin initiation and monitoring by providing a more convenient service, as close to patients' homes as is appropriate, with reduced patient waiting times. The service will provide increased capacity in the community to meet the demand for treatment with warfarin. The CCG wishes to commission a single delivery model that provides value for money to deliver the comprehensive service. The Healthwatch Officer was able to ensure that the needs of City residents were taken into account when planning delivery of out of hours care and discussed engagement with the potential providers to ensure that they engage with City residents through our events and publications in particular when looking at patient access and patient experience.

'This had the result of the bidder submitting a proposal which included a specific clinical hub for City of London residents. Healthwatch were able to provide expertise on all areas and specifically those relating to patient experience such as patient engagement, equality, patient information resources, access and patient feedback.' Quote from CCG in their annual PPI report 2015.

- **University College London Hospital**

A City resident has accepted an invitation to input to the process for planning for the urgent care centre at UCLH. The resident will be gathering information from disability organisations and feeding back to UCLH. The service user's observations are that staff are not always trained in how to deal with people with disabilities. The resident has identified issues of inequality in the way people with disabilities are treated. One person losing their sight is a teacher who is being well supported and another is someone with learning disabilities who is not receiving the attention she needs. The Healthwatch member is working to support these women.

- **City of London Corporation Peer Review**

Healthwatch staff and board members have taken part in the peer challenge review to support self-evaluation and service development with a focus on the implementation of the Care Act in relation to carers and personalisation. Healthwatch discussed the service we provide in the City of London, how we identify carers through our engagement and the issues identified for carers in the City.

- **Healthwatch Annual conference**

The Healthwatch City of London annual conference on 8 October focussed on integrated care and the experiences of City residents with regards to boundaries and care pathways. A full report will be available soon and will be attached to the next report.

**Appendices** - none

**Conclusion**

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

Healthwatch City of London

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