

Adults Health & Public Protection Policy & Scrutiny Committee

Date:	19 June 2017
Classification:	General Release
Title:	Update Report from Healthwatch Westminster
Report of:	Christine Vigars-Chair of Healthwatch CWL
Cabinet Member Portfolio	Cabinet Member for Adults Social Services & Health
Wards Involved:	All
Policy Context:	City for Choice
Report Author and Contact Details:	Carena Rogers - Healthwatch Carena.Rogers@healthwatchcentralwestlondon.org

1. Executive Summary

1.1 This report is to introduce the Committee to Healthwatch Central West London's new Chief Executive Officer and to provide an update on recent work undertaken in Westminster.

2. Healthwatch Central West London Chief Executive Officer

2.1 Olivia Clymer joined Healthwatch Central West London as the new Chief Executive Officer on 24th April 2017.

2.2 Olivia's early career was spent with the Environment Agency, which subsequently led to roles in related areas in both the public and private sector. Her experience of the voluntary and community sector and local authority helped to develop her focus on regeneration and the challenges of social and economic disadvantage.

2.3 Olivia has served as a member for the Consumer Council for Water, and was a housing association board member for nine years. Olivia gained NHS experience as a non-executive director for Dudley and Walsall Mental Health Trust and for Northampton General Hospital where she currently chairs the Quality and Safety Committee. Her experience in social care and systems transformation has informed her interest in the challenging area of sustainable healthcare provision.

3. Update on Healthwatch Central West London (HWCWL) work activity in Westminster

3.1 HWCWL has two work priorities in Westminster, identified through consultation with local people – how well care coordination is working for people with long-term health conditions in the borough, including how user experience is informing evaluation of the service; and ensuring that service users are fully included in planned changes to mental health day provision in Westminster.

3.2. Care coordination for people with long-term health conditions

3.2.1 This work is being coproduced with through a project group established with members from the Advocacy Project's Older Adults Group. We meet every two weeks.

3.2.2 In May, Care Navigators were invited to a project group meeting to outline their role and clarify some questions that members of the project group had on how care coordination was managed across the borough. Following on from this, a decision was made by the project group to take the following actions:

- issue a survey to GP practices to ascertain the level of knowledge about the Care Coordination Service, whether referrals were being made into the service, and to ask about satisfaction with the service. This survey will be sent out week beginning 12th June and will run for two weeks.
- Hold focus groups with people with long-term health conditions living in Westminster to get greater detail on their experiences of managing their condition and support available through their GP practice. These will take place in late June to early July.
- Gather examples of best practice in support for people for long-term health conditions through primary care provision and patient involvement to inform local commissioners of different options.

3.3 Mental health day provision

3.3.1 HWCWL attended the mental health day services transition steering group and continued to advocate for better coproduction with service users and improved communication with both current service users and more widely. The day provision has now entered a new phase that is no longer offered through dedicated buildings to a community based model.

3.3.2 HWCWL has compiled a log of actions taken and reflections on how well service users felt that they were included in the planned changes. This will inform further discussions with Westminster City Council on lessons learned from this process that can lead to improved working practices to support coproduction in the future.

3.3.3 HWCWL is also working with service users to design and present a workshop on coproduction for commissioners within the Council to assist them in working to these principles at all levels of service change or procurement. The

workshop will be delivered in mid-July and is being championed within the Council by the Commissioner responsible for the mental health day services.

3.4 Written reports

3.4.1 HWCWL asked people in Westminster at a number of engagement events and through an online survey whether they knew about plans for changes to health and care in the local area. Over three quarters were not aware of any plans; 82% had not heard of Sustainability and Transformation Plans; and nearly 90% wanted to know more.

3.5. Other engagement activity

- Engaged in CLCCG engagement review of how well they work with the voluntary and community sector
- Engaged with CLCCG engagement review of how well they work with patients and user panel. Advocated strongly for more support for Patient Participation Groups at GP practices.
- Attended One Westminster's Older People's Service Providers Network
- Attend CLCCG Primary Care Commissioning Committee
- Participated in Westminster Community Network meeting investigating the state of the third sector in Westminster.
- Attended South Westminster health and wellbeing network
- Attended CLCCG Quality and Safety Committee meeting
- Met with in-patient pharmacist at Chelsea and Westminster hospital to advise on patient involvement in changes to medication on discharge
- Held an information stall at a Look After Your Brain event at Paddington library
- Held an information stall at Global Heritage Café event at WECH community café
- Held an information stall at Westminster volunteer event at Westminster Boating Base

3.6 Written responses

3.6.1 Provided written statements on Quality Accounts for:

- Imperial College Healthcare
- Central London Community Health
- Central North West London
- Chelsea and Westminster Hospital

3.6.2 Provided written evidence for the CQC's peer led review into Central North West London health provision
