

## HWN Public Event Report 20 September 2018

### Summary:

Over 60 people attended Healthwatch Newham's event on 20 September 2018 at Stratford Library, to hear the new Mayor talk about her vision. Mayor Fiaz said she was very concerned about loneliness and the health and wellbeing of young people.

Selina, Leonardo and Nazrin from Healthwatch Newham talked about the real changes that residents' feedback had made to health and social care services as well as the impact Healthwatch Newham's volunteers have. The team also told about the changes made to meal-times that Newham Hospital put in place as a result of the Healthwatch enter and view report and how Newham Clinical Commissioning was keen to improve services for people with learning disabilities and for older people as a result of Healthwatch and its partners' work.



**Mayor Rokhsana Fiaz speaking about her vision for Health and Social Care.**

Joining them at the event were Sarah Silverton, Head of Patient Experience at Barts Hospital who talked about their new patient strategy that will help build meaningful partnership with local communities and how pivotal residents' participation is to the project's success.

Paul Binfield and Carole Shackleton from East London Foundation Trust talked about their commitment to people' participation and their plans to better manage complaints and feedback to the trust, confirming they are very keen to continue to involve local residents in designing and giving feedback on community health services.

### Panel Question and Answer Session:

The panel included:

- Satbinder Sanghera, Director of Partnerships and Governance, Newham CCG
- Elizabeth Saunders, Director of Commissioning, Health, Housing and Social Care
- Sarah Silverton, Head of Patient Experience, Barts Hospital
- Paul Binfield, Head of People Participation, East London Foundation Trust
- Carole Shackleton, Complaints and PALS Manager, East London Foundation Trust
- Ann Easter, Councillor
- Julie Pal, CEO Community Barnet
- Selina Rodrigues, Healthwatch Newham
- Leonardo Greco, Healthwatch Newham

**Points and concerns raised by attendees and members of the public:**

- Concerns about unhealthy weights and the rise of 'fast-food' outlets. Cllr Ann Easter explained that Newham Council is aiming to reduce the number but has limited powers in relation to planning. Mayor Rokhsana Fiaz said this would be taken up with the Government.
- Concerns about rates of cancer and treatment in Newham. Satbinder Sanghera said that survival rates are improving but more needs to be done. There is now a new Cancer Delivery Board and two new Clinical staff to help improve the services. Selina Rodrigues said that Healthwatch is keen to hear of people's experiences of cancer services, particularly from those who were not aware of cancer services and where to go for treatment. There was a lively discussion about people's experiences of cancer and disabled access and Healthwatch Newham is keen to find out more.
- Participants were interested to hear about improvements to the NHS complaints process. Elizabeth Saunders said that Newham Council is reviewing its complaints process and Barts is putting more staff in place to handle feedback and complaints at Newham Hospital.
- A question was raised about GP appointments and staff attitude. Satbinder Sanghera said that the CCG is aware of problems with GP appointments and that the attitude of some receptionists is a problem. More appointments will be available online, leaving time at GP surgeries for those that really need a face-to-face appointment.
- A point was raised about the lack of equipment or provision for disabled people, such as changing rooms in hospitals. The panel confirmed that facilities should be available at public venues and Selina Rodrigues said that Healthwatch Newham would plan to visit communities to hear more about this. Satbinder Sanghera said that the CCG is also working closely with schools and Newham Council to improve the health and education of children with special educational needs. Elizabeth Saunders said the Council is reviewing its complaints process and that health and wellbeing will part of many other services, such as housing and environmental planning.
- A concern was raised about the 'Foot'/Podiatry clinic and Healthwatch Newham and East London Foundation Trusts will look into why appointments are being cancelled and if patients are getting the care they are entitled to.



**Sarah Silverton engaging attendees about Barts Patient Experience Strategy**

The Panel agreed about the importance of health in all areas of our lives. Newham Council will be working with housing, environmental and other services, to ensure that health is a key part of planning and development. It's also important for children with special educational needs to have linked-up health and education services, said one participant. Satbinder agreed and said that work was continuing on this with the health service, Newham Council and schools and headmasters included too.

Julie Pal thanked everyone for attending the event and for contributing to the panel discussion. Attendees were encouraged to stay after the panel, for refreshments and to talk to the Panel members in more detail.

### **Feedback from the event:**

Of the 63 people who attended the event, 25 were able to complete our evaluation form. Overall, 16% said the event was excellent and 72% said it was good.

92% of the attendees said they found out new information through the Healthwatch Event. The main actions that people said they would take as a result of our event were to make contact or follow up with Health or Social Care services, charities or other support organisations and join Healthwatch as a volunteer.

90% said that the Mayor Rokhsana Fiaz's presentation, Healthwatch update and Community Health Services presentation by East London Foundation Trust were the most useful presentations. 10% found the Barts Patient Experience Strategy and Networking sections of the event as most useful.

When asked about what people found least useful about the event, 16% said they found the Question and Answers (Q&A) session the least useful. Two participants commented that more specific details and answers on some of the questions raised would have been useful. 36% of the attendees commented that they found all the presentations at the event useful and did not think there was any part that was not beneficial. The remaining 48% did not leave any comments about what they found least useful.

### **Further comments we received about the event were:**

*'General health advice at the end would be good – on looking after yourself or children'*

*'The QA was poorly managed by the chair'*

*'Information on where Healthwatch activities take place during the presentation'*

*'The discussions were good'*

*'Not answering questions properly as suggested in the flyer, way to go on communication'*

*'Presentations could be more in-depth but due to timings this is understandable, may consider holding a longer event for next time'*

We will be taking these comments and feedback into consideration for future public events.



**We had a very good mix of attendees from different parts of the community**