

## Westminster Healthwatch Activity update Jan- March 2017

### **Mental health day service review**

- Continue to represent service users views at the Westminster MH Day Services Transition steering group and to request better communication about the changes to services and process used to design new model of support.
- Publicised Westminster Mental Health Market Day, Abbey Centre through HW Twitter account. Attended the event, joined in activities and hosted a stall. Spoke to service users attending the event about their views on changes.
- Arranging visits to current mental health day services to capture people's experiences of the co-design workshops, how the changes are being implemented and what communication they are receiving on the changes.

**Reflections:** There are still concerns about how well the changes are being communicated to local people, especially those who are not currently using mental health day services. The service users I spoke to at the Market Day event appeared mostly positive about the changes. The Market Day was full of energy and was well attended. I would now like to gather views of service users away from the positivity of an event.

### **Changes to primary care support for people with long term conditions**

- Set up project group with older people's group at The Advocacy Project and have agreed a project plan. The aim is to maximise our presence at GP surgeries and to be able to engage more widely across seldom heard groups.
- Working with older people's group to finalise survey questionnaire to understand people with long-term conditions' experiences of care coordination in Westminster
- Meeting arranged with Care Coordinator to gather intelligence about their role.
- Undertaken wider evidence gathering on care coordination and expectations of service users.
- One Westminster have agreed to be involved in supporting information gathering around the signposting element of CCS and to promote the survey to their member organisations.

**Reflections:** Members of the older people's group are enthusiastic about the issue of care coordination, many of them have a range of long term conditions and have experienced difficulties getting support. Regular project meetings are now set up and the work can progress.

## General Westminster

### Meetings

- Radhika Howorth, PPI Communications lead CLCCG regarding communications on STP
- Emma Playford, PPI lead Central London CCG to discuss better user representation at CCG Board meetings and primary care co-commissioning committee.
- Linda Burridge, Patient Engagement Manager, Guy Young Head of Patient Involvement and Mick Fisher, Head of Public Affairs at Imperial Healthcare. Agreed to meet regularly, to share information with each other, and promote each other's work.
- Met with Labour Councillors from North Westminster to inform them of the work that Healthwatch is doing in Westminster and to share evidence. Agreed to meet on a regular basis going forward.

### Committees, Groups and Forums

- Represented HW at Westminster HWB. We stated the importance of continuing engagement around the STP and local plans, concern over how long regeneration plans are taking for the Church Street area and the importance of transition age data inclusion in the JSNA on young people
- Represented HW at CL CCG Quality, Risk and Safety Committee, attending meetings bi-monthly
- Attended BME Health Forum meeting and participated in discussions on SEND provision in Westminster based on information gathered from parents.
- Participated in CNWL's consultation event on clinical quality strategy

### Volunteer activity

- Chaired 2 Breathe Easy member meeting
- Attended South Locality GP meeting
- NIHR Biomedical Research Centre PPI Panel
- Attended Pimlico Library Health event January 24th - (low attendance)
- Attended Westminster Community Network
- Attended Penfold Hub - open introduction session to Penfolds services
- Social Value Strategy session City Hall (talking about 100k contracts)
- Attended 2 NIHR Biomedical Research Centre PPI Panel meetings
- Attended CLCH Inner London committee
- Attended Kings Fund seminar on Hospital Transfer
- Talked to St Marys COPD rehab class seminar
- Participated in Wellington House - PPV meeting draft list of indicators - HCF
- Attended CLCCG User Panel and PPG workshop focused on improving CCG engagement
- Attended meeting on L&Q Plaza merge with sheltered Housing orgs - gave STP info
- Participated in European Patient Ambassador Program (EPAP) - teleconference for newsletter and Sheffield meeting

### **Written evidence**

- Local Committee member provided written comments on air quality for City of Westminster Council based on views collated from local Breathe Easy members.

### **Outreach**

- North Westminster Food Bank
- Mosaic Community Trust Women's Day Event
- Westminster Mental Health Providers Market Day

### **Networking**

- Attended Church Street Networking Lunch. Met with other organisations and promoted the work that HW is doing in Westminster. One Westminster expressed an interest in supporting our project on CCS and potentially joining Local Committee.
- Attended South Westminster Health and Wellbeing Network
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