

Adults & Health Policy & Scrutiny Committee

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Classification:	General Release
Title:	Update Report from Healthwatch Westminster
Report of:	Christine Vigars, Chair Healthwatch Central West London (HWCWL)
Cabinet Member Portfolio	Cabinet Member for Adults Social Services & Health
Wards Involved:	All
Policy Context:	City for Choice
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1. Executive Summary

- 1.1 This report is to provide an update on recent work undertaken by Healthwatch in Westminster and also to notify the Committee about health and care matters and concerns that we have heard from talking to patients and the public.

2. Update on Healthwatch Central West London (Healthwatch CWL) work activity in Westminster

- 2.1 Healthwatch CWL has two focused projects 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.

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

2.2.1 The final draft report is complete and has been shared with the Health and Wellbeing Board (HWBB). The report will be considered at the next HWBB meeting on 24th May along with next steps, as discussed with Central London CCG. Healthwatch would request that the report is shared with the next scrutiny committee.

2.3 Mental health day provision

2.3.1 Healthwatch CWL has shared learning from the process of changing mental health day opportunities with commissioners looking at day opportunities for people with dementia and with mental health needs in Kensington and Chelsea and Hammersmith and Fulham. HWCWL will be able to progress this work as the transition to bi borough concludes and staff start their substantive roles

2.4 Focus for 2018-2019

2.4.1 HWCL is settling on three focuses for the coming year; primary care, young people and the impact locally of the wider north west London NHS system change. Under these headings we'll be working locally to shape delivery. Scoping is already in hand in Westminster for work with young people with the establishment of a project group and in primary care for support work with PPGs and complaints.

3. Issues arising locally

3.1 Soho Square GP Practice

3.1.1 Healthwatch CWL continues to raise concerns about the process in which the proposed changes by Living Care Medical Services (LCMS) in regard to Soho Square GP Practice have been presented, implemented and generally communicated. Although the changes were not implemented on 1 December 2017 as initially put out by the provider, certain aspects of it have been brought in without due agreement and involvement of patients.

3.1.2 Particular concerns include:

- Single doctor: From 1 December 2017, the Surgery has one doctor while it brings in locum doctors from time to time. It is unsatisfactory, if not unsafe for over 5000 patients to be looked after by one doctor.
- Lack of permanent staff: Over the past 3 months, the staff turnover at the Surgery has increased including the resignation of one doctor and the high use of locum healthcare practitioners.
- Inconsistent service provision: Although the Surgery remains open, there have been days when patients were not attended to due to no doctor or Advance Nurse Practitioner (ANP) being on duty. This occurred on three different occasions, one being a full day while the other two were half day each.

- Disruptions to repeat prescriptions: Many patients have raised concerns that their prescriptions were changed or terminated without information or consultation.

3.1.3 Ongoing concerns:

- Proposed changes: the provider's proposed changes were not backed by any evidence or clear and timely consultation with patients and this has resulted in misunderstandings and confusion about what will be changing. There has been a lack of details regarding the impending changes; i.e. while the provider said in January that the telephone triage will be suspended, it has recently returned this to the agenda, but no details of the cost implications to patients has been provided or clarified.
- Healthwatch Central West London feel; that sections 14Z2 of the Health and Social Care Act 2012 which stipulates that CCGs "must make arrangements to secure that individuals to whom the services are being or may be provided are involved... b) in the development and consideration of proposals for changes in the commissioning arrangements where the implementation of the proposals would have an impact on the manner in which the services are delivered to the individuals or the range of health services available to them", could have informed and supported a more transparent and effective engagement with patients.
- The provider appears not to have carried out any Impact Assessment – Equality or Quality – and therefore does not have any evidence on how these changes would be beneficial to patients who have different levels of vulnerability.
- The provider has not provided evidence that choice and personal care will remain vital components in the new system.
- The provider has offered to install Language Line (LL) and this is welcomed. However, this has not been explained in detail to patients majority of whom does not know what it is, means and how it can impact on their confidentiality and the amount of time they would get in their consultations.
- Patients want the choice of having access to face-to-face appointments with their GP and want a reassurance that this will remain so.
- The provider has not been clear on whether the entire booking system and consultation will be handled through the telephone triage, although this seems to be the proposal. If so, this raises a question as to whether this Surgery is local or virtual. More clarity is needed on this aspect.

3.1.4 LCMS have been asked by the CCG to provide a Practice Plan outlining the changes. This was due on the 21st December and Healthwatch expects this to be made available to both ourselves and the PPG at Soho Square Practice. This has yet not been shared. Healthwatch understands that CL CCG have been working with Living Care and the PPG on concerns.

3.1.5 Healthwatch CWL has formally written to the Central London CCG and NHS England in early February outlining our concerns about the above issues and most especially, the telephone triage system as well as the significant reduction

in doctors' hours. We identified the poor patients' engagement that has surrounded the discussion and requested an explanation on steps commissioners would take to ensure due diligence is followed and a full plan of how they intend to engage patients going forward. Central London CCG have responded and advised they are seeking a practical way forward.

4. Charing Cross Hospital

- 4.1 The report Charing Cross Hospital Experiences of Today: Questions for Tomorrow has been completed and considered at the Joint Overview and Scrutiny Committee for NW London, Imperial College Healthcare NHS Trust Public Board. Copies of the report have been circulated to Committee Members for information.

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