

London Borough of Hammersmith & Fulham

Report to: Health, Inclusion and Social Care Policy & Accountability Committee

Date: 27/01/20

Subject: Healthwatch Hammersmith and Fulham - Update

Report of: Olivia Clymer, Chief Executive Officer,
Healthwatch, Hammersmith and Fulham

Responsible Director: External report, Keith Mallinson Chair Healthwatch
Hammersmith & Fulham



1. Summary

- 1.1 This report is to provide an update on recent work undertaken by Healthwatch in Hammersmith and Fulham and to notify the Committee about health and care matters and concerns that we have heard from talking to patients and the public.
- 1.2 Healthwatch H&F Local Committee Partnership Work with H&F CCG: Signposting leaflet.
- 1.3 H&F Local Committee has worked with H&F CCG to provide advice and guidance in producing a comprehensive leaflet of how to access health services in H&F. H&F CCG said: "We are extremely grateful for the Local Committee's support in providing us with public friendly language for this work, and advice around design". There is potential appetite to replicate these booklets across North West London.
- 1.4 The leaflet can be found here:

https://www.hammersmithfulhamccg.nhs.uk/media/164170/j21616_nhs_hf_utc_gp_access_campaign_leaflet_6pp_v7-3-.pdf

Recommendations

That the Committee considers, comments and notes the report.

Wards Affected: All.

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Background Papers Used in Preparing This Report

None.

2. Resident Information on Primary Care Networks

2.1 We have produced a leaflet to explain to H&F residents what Primary Care Networks are. We have shared this with H&F CCG and the GP Federation, and at the follow up Patient Participation Leadership Training for North West London residents that we co-designed and delivered with H&F CCG in October 2019. We will also be using it as part of our ongoing engagement.

2.2 The leaflet can be found on our website here:

<https://healthwatchcwl.co.uk/wp-content/uploads/2019/10/PCN-infosheetmap-HFCCG.pdf>

2.3 HWCWL has secured funding to support capacity development for local resident involvement in their GP practice Patient Participation Group. Healthwatch will be working with the GP Federation to link with practice managers and residents. This project will also support local resident understanding of the changes in local health provision around Primary Care Networks. The funding has been allocated by H&F CCG as their engagement lead has taken a new role. This funding is focused on the Patient Participation Group development.

3. Young People and Digital Health Healthwatch Report:

3.1 Healthwatch CWL has published its report: “Healthcare in the Digital Era: An exploration of young people’s health needs and aspirations in Hammersmith & Fulham”. A briefing and the full report is available on our website.

3.2 The aim of the report is to provide independent, local insight into the healthcare needs and aspirations of young people in Hammersmith & Fulham. It explores how young people would like these needs and aspirations to be met using digital technology.

3.3 The recommendations are as follows:

1. Digital Healthcare: Information and communications

Recommendation 1: North West London Collaboration of Clinical Commissioning Groups (NWL CCGs) should develop a communications plan focused on digital healthcare, which should be implemented in advance of the new Primary Care Contracts of April 2020 to support the development of the Primary Care Networks.

This should be co-produced with Hammersmith and Fulham Clinical Commissioning Group (H&F CCG), and future and perspective patients to ensure that digital interventions are based on needs of the local population.

The following should be included and addressed in the engagement plan:

- Provide information about possibilities of using digital healthcare to help people envision a health system where digital can take place.
- Increase awareness about existing online applications such as NHS 111 online, NHS Go, HealthHelpNow app, the NHS App, and advertise a list of approved NHS applications.
- Clarify the different functions of the applications above and when it would be useful for a patient to use them.
- Work with GP Practices to produce videos with self-care tips for common problems to be advertised on GP websites.

How can Healthwatch CWL help?: Healthwatch CWL will support this by advertising information material and opportunities for engagement to its members through its offline and online communications channels.

2. Prevention: Focus on Mental Health

Recommendation 2: H&F Health and Wellbeing Board and the Integrated Care Partnership should commit to develop a patient pathway that addresses mental health concerns before reaching the point of crisis. They should set out how they will develop this by April 2020.

How can Healthwatch CWL help?: Healthwatch CWL can support implementation of this pathway bringing together LBHF Public Health, West London Health Trust, H&F CCG, the voluntary sector, current and potential mental health service users and other interested parties into a stakeholder group.

3. Checklist: Digital interventions provision

Recommendation 3: H&F GP Federation, H&F CCG and the Primary Care Networks Clinical Leads should co-produce a checklist to ensure that they are delivering digital healthcare that reflects local needs with current and perspective users. The process for this should begin by April 2020.

How can Healthwatch CWL help?: Healthwatch CWL offers to work with H&F GP Federation, H&F CCG and the Primary Care Networks Clinical Leads towards the development of a checklist that could act as a guidance to streamline the digital healthcare offer locally on an ongoing basis.

The following points should be included:

- Ensure that websites and online applications are updated on a regular basis with the latest information.
- Use language that is accessible and easy to understand in line with the NHS Accessible Information Standard (**DCB1605**) in all existing digital interventions.

- Embrace innovation and be open to explore new technologies and initiatives.
- Ensure that new products/interventions are addressing people's needs and involve people in every stage.
- Ensure that each digital intervention is linked to the NHS logo that people know and trust.
- Ensure that the promotion of digital interventions is accompanied by a reassurance that non-digital methods of healthcare and face-to-face appointments will continue.

Areas for Further Work

As part of our project, the young people we spoke to identified two areas for further work relating to the development of specific apps that interested parties could explore further to see if there is appetite for these interventions.

- **Nutrition App**

A mobile health application with scientific information based on national guidelines as a way of creating healthy meal plans, designed specifically for each individual body. This should include guidance on nutritional content of foods, what to purchase for their individual needs, and as a reference point for a balanced diet. The app should be scientifically based, but it should be easy for the user to interact with in simple language.

- **Medication App**

An app that could provide information on each medicine to enable the patient to double check side effects. This could be used to address concerns that a medicine might affect you by causing side-effects such as headaches and skin care etc. It could also support patients make informed decisions about their healthcare when they need to combine different types of medication to address one specific health matter, especially if they are on a long-term treatment.

- 3.4 Healthwatch CWL will be working with relevant stakeholders towards the implementation of the above recommendations.

Healthwatch would welcome PACs views on the report and how it might be shared for maximum impact.

4. Pembridge Hospice Provision

- 4.1 CL CCG supported by NW London have convened a working group (Palliative Care Review working group) of locally recruited members of the public with an interest in the future of palliative care. People attending the earlier workshops were able to apply and the opportunity was promoted on our website.
- 4.2 There is some concern that the pace of the working group is too quick with members not being able to comment and shape the outcome. Healthwatch has raised this with those organising the meetings as this should be used as a

genuine opportunity to work with the group and address concerns, with an appropriate forward plan for meetings, minutes and the extent of influence for the group clarified.

5. North West London Collaborative CCG

- 5.1 Healthwatch received a response to the questions posed by local residents and our Local Committee members on the NW London Case for Change. Our Chair Christine Vigars has been championing the voice of the patient at the various NW London CCG meetings, the Collaboration Board, NW London Quality Assurance meeting and the Integrated Lay Partners Group.
- 5.2 A NW London wide patient engagement event was held on the 17th December to share the draft engagement strategy and get feedback for future ways of working and ensuring that the patient voice is at the heart of decision making. The event was well attended and well received with participants across NW London.

List of Appendices:

- Appendix 1 - Briefing Note - Summary of Young People and Digital Health Report
- Appendix 2 - Young People and Digital Health Report 2020 16.01.20