

OUTER NORTH EAST LONDON JOINT HEALTH OVERVIEW AND SCRUTINY COMMITTEE, 18 OCTOBER 2017

Subject Heading:	Reports from Healthwatch Redbridge
Report Author and contact details:	Anthony Clements, Principal Democratic Services Officer, London Borough of Havering
Policy context:	The attached reports detail a project currently being undertaken into patient discharge from hospital by Healthwatch Redbridge.
Financial summary:	No impact of presenting of information itself.

SUMMARY

The attached Enter and View report has been written in response to concerns raised in regards to the patient discharge pathway in Redbridge. Healthwatch Redbridge (HWR) had heard from patients and relatives who were concerned that they were experiencing difficulties accessing services once they were discharged from hospital.

Healthwatch Redbridge visited all discharge lounges within the three main hospitals providing inpatient treatment (Whipps Cross, King George's and Queens). The initial report for BHRUT services is attached and the organisation is currently working on the report for Whipps Cross Hospital discharge lounge.

Further concerns were raised when Healthwatch undertook to follow a patient on their journey from leaving hospital to returning home. The report; "From Hospital to Home: A Patient Discharge Journey" highlights the failure of hospital and home treatment services to offer the appropriate support to a particular patient.

A number of issues have been highlighted with the service providers and commissioners including:

- The discharge pathway from Whipps Cross Hospital was not clear.
- Poor patient communication which was often confusing and erratic.
- Poor service provider communication which led to a breakdown of services until HWR intervened.

Joint Health Overview and Scrutiny Committee, 10 October 2017

Healthwatch Redbridge would like to thank the patients, visitors and staff at the hospitals for their assistance and contributions to this report. Healthwatch Redbridge would also like to thank Mrs H, the patient we followed for their report for her support in allowing her story to be told.

The Joint Committee is asked to consider the reports and take any action it considers appropriate.

RECOMMENDATIONS

1. That the Joint Committee considers the attached Healthwatch Redbridge reports and takes any action it considers appropriate.

REPORT DETAIL

Officers will present and summarise the main features of the attached Healthwatch Redbridge reports following patient discharge from Whipps Cross Hospital and their recent Enter & View activity to the discharge lounges for King George's and Queen's Hospitals.

IMPLICATIONS AND RISKS

Financial implications and risks: None of this covering report.

Legal implications and risks: None of this covering report.

Human Resources implications and risks: None of this covering report.

Equalities implications and risks: Healthwatch Redbridge is concerned that patients in the West Redbridge area may be receiving a poorer service provision than those in other areas of the borough.

BACKGROUND PAPERS

None.