



## **OUTER NORTH EAST LONDON JOINT HEALTH OVERVIEW AND SCRUTINY SUB-COMMITTEE, 13 FEBRUARY 2018**

**Subject Heading:**

Healthwatch Havering – Second Enter  
and View Visit to Queen’s Hospital at  
patients’ mealtimes

**Report Author and contact details:**

Ian Buckmaster, Director, Healthwatch  
Havering 01708 303300  
ian.buckmaster@healthwatchhavering.co.uk

**Policy context:**

The information presented summarises  
further work undertaken by  
Healthwatch Havering to scrutinise in-  
patient meals at Queen’s Hospital.

**Financial summary:**

No impact of presenting information  
itself.

### **SUMMARY**

The attached report of Healthwatch Havering details the work carried out by the organisation in follow up visits to review the quality of in-patient meals at Queen’s Hospital.

### **RECOMMENDATIONS**

1. That the Sub-Committee considers the attached Healthwatch Havering presentation and takes any action it considers appropriate.

**REPORT DETAIL**

At the Joint Committee's meeting in July 2017, Healthwatch Havering presented a report of an Enter and View visit carried out in October 2016. The findings were, in short, that although the serving of meals was generally satisfactory, there were shortcomings in the serving of meals to patients on a ward for people with dementia.

Healthwatch decided to carry out a further visit, over two days, in October 2017. Again, although the serving was satisfactory overall, there remained areas of concern. Barking, Havering and Redbridge University Hospitals Trust subsequently produced a formal response, including an action plan to deal with the issues identified in the report and the Healthwatch recommendations.

A presentation (attached) will be made at the meeting.

**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:** None of this covering report.

**BACKGROUND PAPERS**

None.