

For general release

REPORT TO:	Health and Social Care Scrutiny Sub Committee 19th July 2016
AGENDA ITEM:	9
SUBJECT:	Healthwatch Croydon Update
LEAD OFFICER:	Darren Morgan, Healthwatch Croydon Co-optee
CABINET MEMBER:	NA
PERSON LEADING AT SCRUTINY COMMITTEE MEETING:	Darren Morgan, Healthwatch Croydon Co-optee

ORIGIN OF ITEM:	This item forms part of the Health, Social Care and Housing Scrutiny Sub Committee Work Programme 2016/17
BRIEF FOR THE COMMITTEE:	<i>To receive and examine information provided by Healthwatch Croydon</i>

1. EXECUTIVE SUMMARY

Healthwatch Croydon (HWC), as a co-opted committee member, hereby submits its regular update.

2. HealthWatch Croydon Update

HWC has evaluated the experience of the anti-coagulation service, visiting 8 of the borough's 9 clinics, and engaging with 118 patients. We found the service to be of a very high standard, with patients not having to wait long, and treated with dignity and respect. It was interesting to hear that waiting times had come down considerably under the new service. It was also commented that now patients have been moved from Croydon University Hospital, the waiting times there have also improved generally as a result. Feedback about the waiting environment was negative overall, however we observed people standing at one site only (Purley). Most people overall commented they had never had to stand. A full trends analysis report is available.

Appendices

None

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BACKGROUND DOCUMENTS: NONE