

Committee(s)	Dated:
Health and Wellbeing Board	18 September 2020
Subject: Healthwatch City of London Progress Report	Public
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Summary

The purpose of this report is to update the Health and Wellbeing Board on the continuing development of Healthwatch City of London (HWCoL) since its inception as a Charitable Incorporated Organisation (CIO) in September 2019. This report will provide members with assurance that HWCoL on the progress made so far in both establishing the organisation and the proposed activities during Quarter Two of 2020/21

Recommendation(s)

Members are asked to note the report.

Main Report

Background

Healthwatch is a governmental statutory mechanism intended to strengthen the collective voice of users of health and social care services and members of the public, both nationally and locally. It came into being in April 2013 as part of the Health and Social Care Act of 2012.

HWCoL is funded by the City of London and has been in existence since 2013. The current contract for HWCoL came into being in September 2019. It is an incorporated by the Charities Commission as a Foundation Model Charity Incorporated Organisation and Licenced by Healthwatch England (HWE) to use the Healthwatch brand.

HWCoL is an organisation that is run by City people for City people within the City. HWCoL believe this gives us the ability through working with fellow residents and workers and local organisations to identify the issues local people face, respond to them more effectively and gain clearer insights into the needs of local residents, workers, and students.

Current Position

1. As reported at June's Health and Wellbeing Board the staff of HWCoL are continuing to work from home. This position is not expected to change in the immediate future as the City of London are unable to advise when a return to the

office will take place. The HWCoL Board are considering the implications of delivering the contract for a prolonged period without a base in the City.

2. HWCoL continues to manage the challenges created because of COVID-19. These include:

- The impact of not being able to carry out face to face activities including Enter and View visits
- Access to office space to act as a base for staff to embed themselves in the local community
- Collecting the views of residents who are not digitally active
- Using non -digital means of communication

3. Achievements in this period include:

- Produced the first Performance report for Commissioners (appendix 1). Of the 26 Key Performance Indicators HWCoL have achieved or exceed the target in 14; rated green in the report. The open rate for newsletters and bulletins is 51.4%, double the industry average of 25% a noted success. Of the twelve underperforming areas, ten were amber with the remaining two being red. The two areas of significant under performance, are the training of volunteers to carry out Enter and View; this activity is restricted because of COVID-19, and the number of followers of the HWCoL Facebook page. HWCoL launched a new Facebook site in April however, during the pandemic communication activity has focussed on the production of newsletters and bulletins.
- Held the first quarterly meeting with the Neaman Practice. The meetings are an opportunity for HWCoL to provide feedback to the practice highlighting any concerns. The Neaman Practice are able to share updates on the development of the practice and services.
- Produced and distributed five newsletters and eight bulletins through digital communication channels. HWCoL partnered with the Barbican Newsletter to increase reach by a further 1,500 residents to 1,600. During COVID-19 the newsletters and bulletins focussed on providing up to date Government advice, how to access health services, general health, and well-being information as well as community support and activities. Some non-digital communication was achieved by asking partners to support distribution.
- Using lessons learnt from COVID-19, HWCoL revised its engagement and communication strategy. The strategy aims to increase engagement and communication with the population of the City, stakeholders, and volunteers via:
 - Monthly awareness campaigns.
 - Information and feedback gathering activities – roundtables, on-line/paper surveys.
 - Weekly communications – newsletters, bulletins, newsflashes, and blogs.
 - Increased social media activity – daily updates on Twitter and Facebook.
- Completed a report on the responses to three surveys HWCoL ran during COVID-19 to gain community insight. These being:
 - Community Feedback Survey
 - Experience of using NHS 111 Service

➤ Access to GP surgeries during Covid 19

One area of concern was the Neaman Practices' website which was identified as difficult or somewhat difficult to use. Overall, respondents had accepted services had changed but they still received a caring service.

The report will be shared with the Neaman practice and HWCoL will be asking for the Neaman Practice's response. A full report can be found on the HWCoL website.

- Produced a Business Plan covering the remaining years of the Healthwatch contract with accompanying plans for delivery of the objectives. The plan will be presented at HWCoL's Annual General Meeting on 16 October and at the next HWB.
- Held a second Virtual Public Board Meeting which included a presentation from David Maher, Managing Director City and Hackney Clinical Commissioning Group, updating the meeting on the CCG's post COVID Recovery Plan and future public engagement in these changes. The update also included the plans for the 2020/1Flu Immunisation programme. The meeting received a presentation from Amaka Nnadi, a member of the St Leonard's site development project team, who updated the Board on the development proposals and planned public engagement.
- Completed HWCoL's first Annual Report (appendix 2).
- Held a Virtual Carer's listening event. A range of issues were discussed including the City foodbank; issues with the delivery of prescription drugs and the impact of the changes to access through the Beech Street tunnel; and the impact of the increased congestion charge on visits from relatives. As a result of this meeting HWCoL helped resolve the issue of prescription delivery and is now taking forward the issue of the Beech street tunnel and access.
- Fully participated in the repositioned meetings of the Clinical Commissioning Group playing an active role in assessing and advising on the impact of the development and changes of services to the people of the City of London, in particular the Neighbourhood Conversation for City and Shoreditch-ensuring City residents views are considered from the outset of the project, and the Equality and Diversity Working group.
- Participated in several events and activities organised by HWE. Including how Healthwatch get back into their local communities Post Lockdown: Volunteering and Engagement in a digital environment; and Planning Research projects,

4. Planned Activities

- Continue to focus on the impact of COVID-19, carrying out additional surveys to gather further insights from the local community.
- Organising a round table discussion on the Mental Health impact of COVID-19 on the local community
- Holding further Carer's listening events
- Partnering with Healthwatch's in North East London in a COVID Community Insights project on behalf of the NEL Strategic Transformation Partnership. A grant of £3,000 for this engagement work has been awarded and will be carried out later in the year

5. Risks

HWCoL regularly reviews its risks which now include the impact of the pandemic. The main risks include:

- Impact on the work programme of digitally only engagement activities, the exclusion of those members of the community that are not digitally connected restricting their ability to participate fully in any proposed developments or changes. HWCoL are conscious of the potential for safeguarding issues as a result of lack of face to face contact.

Mitigating actions include ensuring opportunities are available for residents to join meetings by telephone/text; advertising meetings news and events with posters in communal spaces; keeping abreast of changes to the access and use of facilities to bring back face to face meetings when and where safely possible. Exploring where possible working with partners to deliver information leaflets.

Conclusion

In conclusion, Healthwatch City of London has successfully delivered on the contract objectives despite the recent challenges. The survey report and mystery shop projects are evidence of HWCoL adapting to the changing environment. Moving forward HWCOL will present its completed business plan to commissioners for sign off by the end of September 2020.

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