

<b>Committee:</b> Health and Wellbeing Board - For Information	<b>Dated:</b> 19 February 2021
<b>Subject:</b> Healthwatch City of London Progress Report	<b>Public</b>
<b>Report author:</b> Paul Coles, General Manager	<b>For Information</b>

## **Summary**

The purpose of this report is to update the Health and Wellbeing Board on progress against contractual targets and the work of Healthwatch City of London (HWCoL) with reference to Quarter Three (appendix 1). The report provides members with information on proposed activities during Quarter Four of 2020/21.

## **Recommendation**

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 Corporation and has been in existence since 2013. The current contract for HWCoL came into being in September 2019. HWCoL was entered on the Charities Commission register of charities in August 2019 as a Foundation Model Charity Incorporated Organisation and is Licenced by Healthwatch England (HWE) to use the Healthwatch brand.

HWCoL's vision is for a Health and Social Care system truly responsive to the needs of the City. HWCoL's mission is to be an independent and trusted body, known for its impartiality and integrity, which acts in the best interests of those who live and work in the City.

### **Current Position**

1. As previously reported the work of HWCoL continues to be delivered remotely by staff, Trustees, and volunteers.
2. During Q3 the majority of HWCoL's work has been focussed on providing information and support to City residents regarding the pandemic. These include:
  - Continuing to publish Bulletins and Newsletters on a weekly basis providing up to date information on Covid-19 with a particular emphasis on accessing the local and national vaccination programme. The bulletins are very well

regarded, and the information is often adopted and used by other groups to provide information to City residents. The bulletin now has a wide reach across the City.

- Increasing the reach of the website with 2,428 users accessing HWCoL's website generating 3,008 sessions in Q3. The increased usage has been driven by people accessing the site for Covid-19 information, demonstrating HWCoL is a trusted source of information.
- Undertaking a series of focus groups with Carer's, partnering with City Connections and Independent City Carers. The focus groups provide HWCoL with an understanding of Carers experience of health and social care services during the pandemic, enabling us to provide informed insights to providers of services.
- Holding a successful Mental Health focus group, via Zoom, to understand the impact of Covid-19 on the mental health of City residents. Partnering with East London Foundation Trust and City and Hackney Mind all participants attending obtained insight on the impact of Covid-19 on residents and their support requirements. We were able to share with East London Foundation Trust and City and Hackney Mind of the need to provide mental health support via visual platforms and not just telephone support.
- Increasing the use of Social media, particularly Twitter, as a source of information for residents. Promoting sessions at the Dragon Café, HWCoL Board meetings in public, HWCoL focus groups and links to our Community Insight surveys.
- Carrying out a series of surveys to understand the impact of Covid-19 on residents. These included building on an earlier survey on access to dental services to better understand the state of care locally since the end of the first lockdown. In September dentists in the City of London opened to existing patients only. One of the objectives of the survey is to confirm the availability of NHS and private dentists to new patients with findings being available in Q4 and shared with Healthwatch England.
- To understand the impact of Covid-19 on services during Q3 HWCoL undertook a mystery shop of Patient Advice and Liaison Services (PALS) available to City residents. PALS deal with health-related questions and help resolve concerns or problems patients have with the NHS including complaints. The project will identify the accessibility of services for Patients to raise concerns regarding their treatment during the pandemic. The report will be published in Q4.
- A staff member from HWCoL has completed the Covid-19 Community Champions training.

3. Achievements in this period include:

- The recruitment of a resident of Petticoat Tower as a new Trustee. They will help focus attention on issues in the East of the City and enable HWCoL to deliver its objectives particularly, with regards to services delivered by Tower Hamlets.
- Attended two volunteer recruitment fairs at the London School of Economics and London Metropolitan University. Recruiting seven volunteers to assist with six projects.
- HWCoL has been awarded three grants:

**Covid- 19 Information** -Successful application to Hackney Giving Covid-19 Information Grants programme for a contact point grant. As a contact point HWCoL will disseminate information on the Test and Trace system, the Covid-19 vaccination programme and work closely with Public Health to identify and feedback issues that arise including misinformation.

**PCN Patient Engagement-** partnering with Healthwatch Hackney and the Shoreditch Park and City Primary Care Network (PCN) on a programme of patient engagement to assist them with establishing the vision and direction for the PCN. Support the PCN to establish a PCN Patient Participation Group ensuring that the opportunity to join is widely promoted within the City. The project is being promoted by a leaflet delivered to residents and text messages from the surgeries. The project's first activity is to conduct a patient survey followed up with focus groups. The report from patient engagement will be available in Q1 of 2021/22.

**Community Insights** - partnering with Healthwatch's in North East London on a Covid Community Insights project. During Q4 of this year and Q1 of the next financial year, HWCoL will be holding a series of focus groups and one to one interview's with people who have physical or sensory disabilities with the objective of capturing their experiences during the pandemic. The project will enable HWCoL to identify any issues meeting the health and social care needs of residents with disabilities during the pandemic.

The additional funding for HWCoL to deliver these projects has enabled HWCoL to employ an Administrator for two days a week for a year to assist with the delivery of the projects and support additional activities to increase HWCoL's work.

4. The Q3 Performance Report for Commissioners (appendix 1) provides evidence of continuing improvement. Of the 25 Key Performance Indicators HWCoL have achieved or exceeded the target in 16; rated green in the report. Of the nine areas of underperformance six are rated amber and three rated red.
- 4a. Areas in the Performance Framework which are rated green.
  - In Q3, 2,428 users accessed HWCoL's website. The numbers for October and November show a gradual increase, with 523 users in November. In December, the website had 1,359 more than double the previous month's users and more than the total for the previous two months. This is largely due to accessing information about Covid 19.
  - The number of responses to surveys will exceed the annual target of 60, with 59 responses recorded in Q3. HWCoL will be reviewing response rates to all surveys to identify the key components for a successful survey. These lessons will be incorporated into HWCoL's surveys in the financial year 2021/22.
- 4b. Underperforming areas in the Performance Framework rated yellow:  
Since the Q2 report the areas of underperformance (rated yellow) are all showing steady improvement and HWCoL see no reason to change current plans to meet the target. These include:

- Numbers of people signed up to receive Newsletters, Twitter, and social media,
- Use of Twitter; analytics show a small increase in signed up members for the quarter, increasing by eight in December. Twitter impression numbers were 1,253 with the top tweet being Healthwatch's December Newsletter.
- Attendance at On-line Board meetings in Public. HWCoL made a concentrated effort to increase the number of attendees for the Annual General Meeting. Total attendance now stands at 28 and attendance has varied with new people joining at each meeting. HWCoL will continue to try and attract more attendees by making the agenda more relevant, advertising meetings so that local people don't feel intimidated or anxious.

4c. Underperforming areas in the Performance Framework rated red:

- The number of followers of the HWCoL Facebook page. A review of social media platforms will be carried out during the Quarter 4 with a decision on continued use of Facebook following the review.
- Subscribers to HWCoL email bulletins are recorded as an area of significant under performance.as result of an uplift of the target in Quarter 1 the current action plan is delivering the required rate of increase.

5. Planned Activities in Quarter 4

- Communications will focus on the Covid vaccination programme, ensuring residents have up to date information on vaccination centres and which of the nine priority groups are being currently vaccinated.
- A Webinar on the vaccination programme for residents, panel to include Dr Sandra Husbands, City and Hackney Public Health.
- Scrutiny of the development of the new Integrated Care Partnership for City and Hackney. Providing opportunities for City residents to be informed of progress and question whether the partnership is meeting their needs. More
- Scrutinising the development of St Leonard's hospital, attending project management meetings, and planning a public meeting in partnership with Healthwatch Hackney on the future development. An Enter and View is also planned when restrictions are lifted.
- Increasing engagement with Tower Hamlet's CCG and East London Foundation Trust, enabling residents to participate in developments in health and social care and for greater scrutiny of service provision.
- Reviewing the Engagement and Communication strategy to ensure there is greater focus on:
  - Engagement with residents in the East and South of the City,
  - Providing updates on the development of the New Goodman's Field Health Centre, Leman Street by Tower Hamlet's CCG in there
  - Social Care provision for City residents.
- Work with partners to provide up to date information on the delivery of acute elective and urgent care post pandemic and scrutinise the delivery of those services ensuring they meet the needs of local residents.
- Successful delivery of the three grant funded projects.
- To increase opportunities for City residents to engage with HWCoL it is proposed to provide monthly drop-in surgeries, initially on-line but face to face

when able and in strategic locations in the City thereby raising visibility and accessibility.

- Exploring the possibility of establishing a young people's Healthwatch.
- Considering a research project with 2020Health, a social enterprise think tank working to improve the public's health through evaluation, research, and relationships, on the digitalisation of healthcare. HWCoL objective is to produce a final report with recommendations on digital delivery for both our local health partners and nationally.
- Strategic review of the Business plan to agree HWCoL's priorities for the financial year 2021/22.
- Providing greater scrutiny of the delivery and impact of the CoL's social care strategy.

## 6. Risks

HWCoL regularly reviews its risks and issues log. The Risk Log has been updated to recognise the impact on HWCoL's mission from the merger of the three Clinical Commissioning Groups (CCG)'s in North East London. Mitigating action include HWCoL working with partners to ensure that the needs of City of London residents are not marginalised as a consequence of the merger.

HWCoL will continue to inform residents on the development of the North East London CCG and the Integrated Care Partnership for City and Hackney. Providing opportunities at Public Board meetings and other fora, for residents to scrutinise the development of both the North East London CCG and the Integrated Care Partnership for City and Hackney. We will make sure that this not a reactive exercise, but actively engage with partners to ensure the City voice is heard and recognised at all levels of Governance.

## 7. Conclusion

In conclusion Healthwatch City of London is making good progress towards meeting all the contracted targets. The usage of the website is evidence that HWCoL has established itself as a trusted source of information for residents. But recognises further work is required to increase reach. The new projects highlight HWCoLs success in working with partners to make sure the City voice is heard in key developments in health and social care and will seek to increase that reach. During Q4 HWCoL will focus on increasing opportunities for engagement with City residents; scrutinising the development of Health and Social Care Governance for City and Hackney; and the successful delivery of the grant funded projects.

Gail Beer  
Chair  
Healthwatch City of London  
E: [gail@healthwatchcityoflondon.org.uk](mailto:gail@healthwatchcityoflondon.org.uk)

Paul Coles  
General Manager  
Healthwatch City of London  
E: [paul@healthwatchcityoflondon.org](mailto:paul@healthwatchcityoflondon.org)



Appendix 1  
Performance Framework