

Committee: Health and Wellbeing Board - For information	Dated: 10/11/2023
Subject: Healthwatch City of London Progress Report	Public
Report author: Gail Beer, Chair, Healthwatch City of London	

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 August, September and October 2023/24

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.

The City of London Corporation has funded a Healthwatch service for the City of London since 2013. The current contract for Healthwatch came into being in September 2019 and was awarded to a new charity Healthwatch City of London (HWCoL). 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.

1 Current Position

The HWCoL team continue to operate from the Portsoken Community Centre and through hybrid working – both at the office and home working. The team is currently reduced due to the unexpected departure of the Volunteer and Projects officer. Recruitment is underway to fill the position.

The communication platforms continue to provide residents with relevant information on Health and Social care services via the website, newsletters, bulletins and social media.

The recruitment of new Trustees to the Board is ongoing; Trustees are in conversations with a possible candidate however, another Trustee to increase diversity on the Board and to ensure representation of communities across the City would be welcome. The positions have been advertised in newsletters on social media and the Barbican Life magazine.

2 Extension of the HWCoL contract

As reported last quarter the City of London Corporation (CoL) have extended the current contract for a further year, at the increased funding level agreed last year. HWCoL have now received official confirmation on the extension from Sarah Greenwood, Commissioning Manager, Department of Community and Children's Services period, ending on 15th September 2024. No changes to the deliverables in the current contract have been stipulated in the extension agreement.

3 Annual General Meeting

In October HWCoL held its Annual General Meeting at St Giles Church, Cripplegate. Ian Thomas, Town Clerk and CEO City of London Corporation was the key speaker at the event.

He shared how committed he and the CoL are to improving health and wellbeing and outlined how making the new health and social care organisations relevant to residents was important, giving clarity on their achievements and impact.

He spoke about the CoL's continuing desire for another GP surgery although, did acknowledge that it would be a struggle due to the number of patients required to justify a second surgery.

The importance of charities and the public sector working together more effectively for the benefit of residents was acknowledged.

The public audience raised a number of issues including;

- the suitability of the standard of the premises at the Neaman Practice and the opportunity for a more modern site.
- a question from a parent regarding information and communication between different services to support those with Special Needs and Neurodiversity.
- the amount of office building and renovation in the City and its impact on health.
- utilisation of the City's empty space for volunteer groups to use.
- the lack of access to affordable healthy food in the City

It was pleasing to have the support of members of the policy team from CoL, colleagues from City Connections and Dr Anu Kumar from Shoreditch Park and City PCN at the AGM. A fruitful discussion was held on resident engagement and feedback to the Integrated Care Board and decision-making bodies. Work is already

underway to ensure that the patient voice is heard, but with the increased involvement of the CoL policy team in Health and Social Care meetings, and the Public Health team it is now improved.

HWCoL will follow up on the issues raised with the relevant parties and report back progress to the Health and Wellbeing Board at a future meeting.

4 Healthwatch City of London Board

A HWCoL Board meeting was convened to reappoint Lynn Strother and Steve Stevenson as Trustees of Healthwatch City of London with immediate effect and to reappoint Gail Beer as Trustee and Chair of Healthwatch City of London with effect from the expiry of her current term of office on 31 October 2023.

The terms have been extended for four years.

5 Areas of concern

5.1 Over prescribing at the Portman Pharmacy

As noted in the last report, HWCoL have been made aware of over dispensing of repeat prescriptions by the Portman Pharmacy. Dr Paul Gilluley, Chief Medical Officer at NHS North East London has been made aware of this as have the Neaman Practice.

The medicines optimisation team have been looking into this matter and have held meetings with both the Pharmacy and the Neaman Practice. HWCoL have been informed that the meetings have taken place and further meetings are scheduled for this week. HWCoL will update on the situation once a report is received from the medicine's optimisation team. The HWCoL team have not received any information on the risks to patients but have continued to alert through newsletters.

5.2 COVID and Flu vaccination roll out.

The winter vaccination programme began in early September, however HWCoL did not receive confirmation of where residents could obtain their COVID vaccinations in a timely way. We understand that confirmation of the sites was made very late in the day, however, there was a lack of communication from the PCN.

6 Public Board Meetings

See item 1

7 Communications and Engagement

7.1 Patient Panels

Patient Panel – Cancer Screening

HWCoL held the first in a new series of Patient Panels at the end of September.

Caroline Cook, the Early Diagnosis Lead at NHS North East London Cancer Alliance

joined the team to talk about the cancer screening programme across North East London. The event attracted five attendees who hadn't attended a HWCoL event before.

The presentation focused on the three main screenings available, breast, cervical and bowel, and the attendees had the opportunity to understand how important preventative cancer screenings are, and how and where to access them.

There was a good conversation around the difference between regular screening and diagnostic testing. For example, breast screening takes place at Mile End hospital whereas diagnostic testing would normally take place at Barts.

The most important take away from the session is, cancer screening saves lives, and we should encourage people to take the tests when offered.

The next Patient Panel will be held on 8th November 2023 with the NHS North East London Cancer alliance with the focus on the new cancer wait times standard.

7.2 NHS NEL Big Conversation

HWCoL supported the 'Big Conversation' launched by NHS NEL. The Big Conversation is about listening to people in our communities, and understanding their views about health, care and wellbeing in north east London with a view to organisations working across health and care, including local government; the voluntary, community and social enterprise sector; the NHS and wider partners are working together to plan and deliver joined up health and care services.

The results from the surveys, events and focus groups has been collated by Healthwatch Tower Hamlets and submitted to NHS NEL. Focus is on five areas in which to develop success measures.

- Compassionate care and support
- Organisations working together
- Improved access to Primary Care
- Community Wellbeing
- Employment opportunities.

These were discussed at the North East London Care Partnership Board and feedback will be collated by the NHS NEL communications team who will feedback at the next ICB meeting. Healthwatch City of London attend the North East London Partnership Board meetings, and the NEL Healthwatch meetings in which the progress on actions are monitored and discussed.

7.3 Engagement with Barts NHS Trust: Royal London Hospital

HWCoL will be meeting Neil Ashman, Chief Executive at the Royal London Hospital, to discuss increased engagement with the HWCoL team and patients, including better information on emergency pathways and access to cancer care.

This meeting will take place in November.

8 Projects

8.1 Mental Health Service Provision and Social Isolation

The team met with Jed Francique, ELFT Borough Director for City and Hackney, and Ellie Ward, Head of Strategy and Performance, Department of Community and Children's Services, CoL and Hannah Dobbin, Strategy and Projects Officer, Department of Community and Children's Services, CoL to explore the development of a project addressing the impact of social isolation.

Mental health and emotional wellbeing are being included in the refreshed carers strategy that is currently being finalised by CoL. The policy team are working on the social isolation project with HWCoL and with the carers lead at ELFT to ensure joined up support and access to services for carers and those they care for.

HWCoL volunteers will undertake a mapping exercise to fully understand all services, both NHS and voluntary, to which residents have access. A further meeting is scheduled for January to scope further after initial actions are completed.

8.2 Digital Apps

HWCoL are currently scoping a project which will focus on the plethora of apps used by both Primary and Secondary Care services. The team will explore accessibility, integration and usefulness.

9 Enter and View programme

Healthwatch have a statutory function to carry out Enter & View visits to health and care services to review services at the point of delivery. Following a halt in Enter and View due to Covid HWCoL have now recommenced this important activity.

9.1 Enter and View at Goodmans Fields Medical Centre

In September HWCoL, along with colleagues at Healthwatch Tower Hamlets carried out an Enter and View at the Goodman's Field Medical Centre.

The centre opened last year incorporating several practices from across Tower Hamlets. It has around 33,000 patients and is the biggest practice in Tower Hamlets. They estimate that around 600 patients live in the Portsoken area of the City and are registered at the practice.

Colleagues at Healthwatch Tower Hamlets are currently producing the report, which will go to the Practice for discussion before it is published.

9.2 Barts Health NHS Trust

Later this month the HWCoL team are meeting with David Curran, Director of Nursing and Professor Charles Knight, Chief Executive at St Bartholomew's Hospital to discuss an Enter and View at the hospital. Based on feedback from residents the Enter and View will focus on communication, the current administrative services and the impact on care.

Further Enter and view training is scheduled in November for more HWCoL volunteers.

11 Q3 Performance Framework (Contractual Obligations)

There has been no significant change in performance as measured by the Key Performance Indicators. 20 green indicators and 4 amber indicators. The main concern is attendance of the public at HWCoL events, there was a good turnout at the AGM, however it is sometimes low at other events including public board meetings.

12 NEL Communications

Work continued with the resident involvement review task group led by NHS North East London. The group are focusing on the following;

- Training and development and community of practice across statutory and voluntary organisations.
- Social action and asset-based development
- VCS able to participate meaningfully, ensuring the voluntary sector is involved in policy guidance and fully included in service provision.
- Addressing gaps in representation, ensuring all communities are represented and has access to services.
- Coordinated and aligned local engagement activity, public facing engagement offer and City and Hackney engagement strategy

HWCoL are active in the addressing gaps in representation workstream to ensure the City voice isn't lost, and seldom heard groups are included. The team also sit on the City and Hackney Integrated Care Partnership Communications and Engagement Enabler Group (ICCEEG) which will be delivering the engagement activity in that workstream. This workstream is working on the resident engagement framework for the Integrate Care System.

The strategy and action plan for this workstream has now been written and is being presented to the following groups on these dates by the City and Hackney Population Health Hub:

- City and Hackney Public Health SMT – 7th Nov
- ICCEEG – 8th Nov
- Neighbourhoods Delivery Group – 9th Nov
- Neighbourhood Health and Care Board – 28th Nov
- LBH Adults Health and Integration DLT and City of London DLT – 6th Dec
- HISG – 1st February

13 Volunteers

Unfortunately, the new volunteer and projects coordinator has left Healthwatch due to a change in personal circumstances, however she increased the volunteer base to

17 volunteers. The team held a volunteer team meeting and training session in September.

The recruitment of new Trustees to the Board remains challenging, the team have had extensive conversations with members of the Court of Common Council from across the City, and advertisements have gone out through a range of publications Business Healthy. Increasing the diversity of the Board to ensure representation of communities of the City remains a priority.

14 Neaman Practice

The new Practice manager is now in post and the team look forward to working with him in the coming months.

HWCoL will be addressing access the Practice Participation Group including the provision of evening sessions. The Practice are open to this suggestion; however, they feel it will limit the number of partners available to attend.

15 Planned activities in Quarter 3/4 2023/24

In support of the delivery of the business plan during Q3/Q4 the team at HWCoL will:

- Recruit additional Trustees.
- Hold Patient Panels in two areas Cancer Screening wait times the NHS App
- Carry out an Enter and View visit at St Bartholomew's Hospital
- Volunteers enter and view training.

16 Conclusion

In conclusion it has been a busy few months at HWCoL, we have increased the number of volunteers, increased engagement with City residents, worked with NEL ICS to ensure that the City's voice is heard and reignited the Enter and View Programme.

Gail Beer
Chair
Healthwatch City of London
E: gail@healthwatchcityoflondon.org.uk

Rachel Cleave
General Manager
Healthwatch City of London
E: rachel@healthwatchcityoflondon.org.uk