

Committee: Health and Wellbeing Board - For information	Dated: 02/02/2024
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 November and December 2023

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 continues to operate from the Portsoken Community Centre and through hybrid working – both at the office and home working. Recruitment is underway to fill the Volunteer and Project Officer position, with interviews taking place later this month.

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; and Trustees recently interviewed and made an offer in January. Activities continue to create a more diverse board that reflects all communities in the City of London

2 Healthwatch City of London Board

A private HWCOL Board meeting took place in November when Malcolm Waters was reappointed as a Trustee of Healthwatch City of London with immediate effect.

The term has been extended for four years.

3 Areas of concern

3.1 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 and the Neaman Practice were made aware of this.

The medicines optimisation team have looked into the matter and have reported back the following;

- The was reported to NHS England who manage complaints regarding community pharmacies, which will be reviewed and reported back to the medicines optimisation team
- The Neaman Practice and the pharmacy have met and put processes in place to prevent this from happening again. This includes the pharmacy identifying a specific member of staff to manage the repeat prescribing requests. Additional processes have been put in place by both the practice and the community pharmacy to ensure there is a robust process to managing requests. The practice is keen to continue to review this process.
- Senior pharmacists from the Portman Pharmacy attended the GP practice to ensure better communication is established to prevent this from happening again.
- The practice is very keen to develop and embed strategies to prevent this from happening again. They have identified risk mitigation and have established clearer communication routes with the pharmacy. They are also auditing this and looking for feedback to see meaningful change before they close the loop on this one.
- It should be noted that both the pharmacy and the Neaman practice have been very proactive to prevent this kind of error happening again.

4 Public Board Meetings

There were no public board meetings in the timeframe for this report.

5 Communications and Engagement

5.1 Patient Panels

Patient Panel – Cancer Screening

This panel was noted in the last report. The notes from the meeting can be read on our website. [Patient Panel into Cancer Screening Programmes | Healthwatch Cityoflondon](#)

Patient Panel – Cancer wait times standard.

This was held in November 2023 with the NHS North East London Cancer alliance with the focus on the new cancer wait times standard.

From 1 October 2023, changes have been made to cancer waiting times with the two weeks wait standard being removed and the remaining waiting times standards to be rationalised into three core measures. HWCOL were joined by Wayne Douglas, who is the lead for diagnosis and treatment at the NHS North East London Cancer Alliance, who explained these changes and answered questions on any of the concerns expressed during the session. The report from the session is on the HWCOL website. [Patient Panel into New Cancer Wait Times Standard | Healthwatch Cityoflondon](#)

HWCOL will monitor the wait times and carry out a survey to measure patient satisfaction with the service.

There are three more panels scheduled for the Q4.

25th January – Deaf Awareness, with Jane Richardson, City Resident and Speech and Language professional.

9th February – Safeguarding – how to identify and report concerns in the City of London with Dr Adi Cooper, Chair City and Hackney Adults Safeguarding Board.

8th March – CPR (cardiopulmonary resuscitation) training with the London Ambulance Service

Further information can be found on the events page

5.2 An additional GP practice in the City

This has long been a desire of many residents and this issue was raised at the HWCOL AGM earlier this year with Ian Thomas CEO and Town Clerk CoL. Since then a number of residents have spoken in support about the possibility of not only an additional GP surgery, but a new surgery on one level and with more up to date facilities. The team will work with CoL and the NEL ICB to explore this further.

6 Volunteers

6.1 Training

Enter and View training took place for volunteers in November, giving HWCOL eight authorised enter and view representatives.

6.2 Christmas information leaflet

Working with the communications and engagement officer, one volunteer researched access and opening times for Health and Social Care services over the festive period. The information was collated into a leaflet that was distributed to our mailing list and available on the website.

6.3 Public Representatives

Healthwatch Hackney is funded to manage the City and Hackney public representatives programme. Public representatives attend focus groups giving their opinions on topics given by NHS North East London. Currently there are three City public representatives with two more scheduled to receive the training at the end of January. HWCOL have put forward the volunteers to the programme to ensure City representation and will hold quarterly feedback sessions with the group.

6.4 Barts Health NHS Trust PLACE Assessments

Members of the Board and staff undertook the recent place assessments held across Barts Health NHS Trust. The results from the assessments are due to be published in late February.

7 Projects

7.1 Mental Health Service Provision and Social Isolation

Scoping for this project is underway with ELFT and the Department of Community and Children's Services at CoL.

A meeting is scheduled for January for the project team to report back on their findings from the research activities identifying services available for the socially isolated and those affected.

7.2 Digital Apps

The project will focus on the plethora of apps used by both Primary and Secondary Care services and will commence in Q4. A team of HWCOL volunteers has been set up to work on the project and they will explore accessibility, integration and usefulness of the various apps and make recommendations to service providers.

8 Enter and View programme

Healthwatch has 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.

8.1 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 report has now been approved by the Board at Tower Hamlets Healthwatch and has been sent to the Practice for their comments. The final report should be published in Q4 and will be shared with this board at that time. .

8.2 Barts Health NHS Trust

The HWCOL team met with David Curran, Director of Nursing 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.

The project brief has had approval from the HWCOL Board and will take place in Q4.

The team also met with Dr Neil Ashman CEO of the Royal London and Mile End sites to explore closer working and collaboration. Alongside colleagues at Tower

Hamlets Healthwatch it was agreed to set up much closer contact and work together to ensure the voice of City residents is heard at the hospital.

9 Q3 Performance Framework (Contractual Obligations)

There has been no significant change in performance as measured by the Key Performance Indicators. 20 green indicators and four amber indicators. The main concern is attendance of the public at HWCoL events; however, the Patient Panel series have proved popular with new people attending each time.

10 Neaman Practice

A meeting has taken place with the new Practice manager and a good dialogue is now open regarding PPG dates and attendance by users as mentioned in the last report.

11 Hoxton Health

As reported in many previous reports, foot health is a big issue for older residents in the City, and HWCoL has campaigned for the provision of a toenail cutting service and access to foot health in which we very much appreciate the support of the City of London officers. HWCoL is pleased to inform the Board that grant funding has been agreed for the service to continue at the Neaman Practice, Portsoken Community Centre and home visits.

12 Planned activities in Quarter 4 2023/24

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

- Recruit additional Trustees.
- Hold Patient Panels on Deaf Awareness, Safeguarding and CPR Training.
- Carry out an Enter and View visit at St Bartholomew's Hospital
- Digital Apps project
- Recruitment of new Volunteer and Project Officer.
- Campaign for an additional GP Practice in the City to be planned.

13 Conclusion

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

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