



## Health and Wellbeing Board – Supplementary Agenda

**Date:** FRIDAY, 12 JUNE 2020  
**Time:** 1.45 pm  
**Venue:** VIRTUAL PUBLIC MEETING (ACCESSIBLE REMOTELY)

8. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT:**  
**HEALTHWATCH CITY OF LONDON PROGRESS REPORT**  
Report of the Chair of Healthwatch Ciy of London.

**For Information**  
(Pages 1 - 6)

Item received too late for circulation in conjunction with the Agenda.

**John Barradell**  
**Town Clerk and Chief Executive**

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<b>Committee:</b>	<b>Dated:</b>
Health and Wellbeing Board	12 June 2020
<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 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 Four of 2019/20

## 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 February Board HWCoL have recruited a new General Manager and Engagement and Communications Co-ordinator. These staff commenced in late March and as such have worked from home since the commencement of their contract.
2. Additional staff support for one day per week provides Communications and Administration Assistance. This is an interim arrangement to address the need to contact all those on the data base transferred from the data controller (CoL) as a requirement of the GDPR following contract holder change.
3. The new team and the board have faced several challenges as a result of COVID, including establishing themselves without being able to meet in person. These include:
  - Inducting process for the new staff
  - Information Technology support for home working and Governance
  - Connecting with new repurposed CCG Governance structures to ensure the voice of City of London residents is heard
  - Informing and Advising City Residents
  - Collecting the views of residents
  - Impact on planned activities as outlined in our last report
4. Achievements in this period include:
  - Operationalising Strategic Plan for Communication which we have adapted due to COVID as part HWCoL remit. The plan maps out HWCoL actions on gathering feedback. The views of people about their needs and experiences in relation to COVID-19 and other services where it relates to patient safety. HWCoL aim to share this with key stakeholders as soon as possible to inform plans as they unfold.
  - Creating and delivering three newsletters and two Bulletins since April 1st to community groups and HWCoL mailing list of subscribers providing up to date Government advice, up to date advice on how to access health services, general health, and well-being as well as community support and activities.
  - Writing and running four COVID experience surveys as part of our evidence gathering of people's needs and experiences
    - Community Feedback Survey
    - Experience of using NHS 111 Service,
    - Access to GP surgeries during Covid 19
    - Carers' survey
  - Following up on concerns raised around the accuracy of signposting within Dentistry during COVID. HWCoL carried out a 'mystery' shopping exercise of Dentists in the City and Hackney by telephone. The resulting evidence was presented at our Board meeting in public and subsequently shared with City and Hackney CCG, Hackney Healthwatch and Healthwatch England. The full report is available on the HWCoL website.

- Virtual Board meeting in April as HWCoL adopts to changes enforced by COVID.
  - Virtual Board meeting in public in May with 10 members of the public including a presentation from David Maher Managing Director City and Hackney Clinical Commissioning Group. HWCoL Board asked David to provide an update on Covid-19 Recovery & Restoration Programme for City and Hackney CCG as part of our remit to ensure the public are consulted and informed of change in service provision.
  - Agreed a performance framework for HWCoL in collaboration with our Commissioner which forms our quarterly contract management meetings.
  - Drafted and agreed a Board skills audit tool to ensure the Board has the range of skills and experience for good Governance. Where there are gaps an action plan will be developed to address these issues.
  - Drafted a volunteer charter to reinforce HWCoL commitment to volunteering which will be signed off by the Board at the end of the June. This reinforces HWCoL commitment to volunteering.
5. During COVID-19 HWCoL has fully participated in the repositioned meetings of the Clinical Commissioning Group playing an active role in assessing and advising on the implications for the development of services to the people of the City of London as per our remit. These include:
- City & Hackney Integrated Commissioning Board - abreast of changes in delivery of services and able to inform residents
  - ICCEEG Covid-19: City and Hackney ICS Communications & Engagement - HWCoL is integrated into the communication network ensuring consistency of messaging and providing feedback
  - North East London CCGs Governing Body - abreast of changes in the Health and Social sector landscape as the Sustainable Transformation Partnership develops because of COVID
  - Patient and Public Involvement Committee - providing feedback on patient's experience
  - Neighbourhood Conversation-City and Shoreditch - ensuring City residents views are considered from the outset of the project
  - Equality and Diversity Working group - as part of our remit to ensure our harder to reach communities voice is heard
6. HWCoL have also participated in several events and activities with HWE. Training on production of the annual report, On-line volunteering training, Board training and Healthwatch in London network meeting including a presentation from Care Quality Commission activity during COVID.

## **Proposals**

Planned activities include:

- Focus Groups via Zoom to capture resident experiences and concerns
- Trial Carer's café via zoom as a potential on-going monthly project where carers are able to express and share their views with HWCoL
- Further COVID surveys to better understand people's experiences on:
  - Mental health services provision

- Community nursing
- Children's services
- Returning to work
- Produce a Newsletter in partnership with City and Hackney CCG as part of our remit to inform city residents of development of services by City and Hackney CCG. Looking at doing quarterly if first is seen as a success
- On-going work includes reviewing and updating of website content
- Production of Newsletters and Bulletins as per COVID strategy. Reviewing content, style, and frequency as we move to the new norm.
- Increased use of Social media to increase reach of our message and gathering of feedback and views of the community
- Identifying partners who can support HWCoL work in consulting with communities not digitally connected.
- Monthly Board meetings with every other being in Public for good Governance Complete the HWE Quality Assurance audit-drafting an action plan from the results to address any gaps as we strive to be a quality provider
- Draft and adopt HWCoL business plan including annual work plan
- Write HWCoL's annual report, a statutory requirement
- Implement a policy review process for good Governance
- Recruitment plan for volunteers delivered virtually to increase our volunteer base and consequently reach
- Review of volunteering roles as work shifts virtually enabling us to meet volunteers' expectations and availability.
- Report on our first quarters as part of our Performance Framework

## Implications

The Board have reviewed HWCoL's risk log as a result of the COVID-19 crisis. The main risks include:

- Impact of COVID-19 on work programme including on recruitment and engagement activities and our development.

Risks include significant change in Health delivery as a result of COVID-19. Restrictions on face to face activity means that traditional engagement through public meetings with our local population is curtailed. Restrictions on face to face activity results in the ceasing of public events where traditionally we would be able to recruit volunteers with follow up face to face interviews. Restrictions on face to face meetings results in major disruption of CCG and City of London Boards calendar. Impact on staff induction due to restrictions on face to face and having to work remotely. Board and sub-committee meetings not able to be held face to face.

Mitigating action include engaging and participating in all on-going City and Hackney CCG Board meetings for intelligence. Ensuring we are included in those virtual Board meetings that are still being held include any new Board set up to deal with COVID-19 where appropriate.

Developing a performance and quality framework that responds to the challenges of the new landscape. Surveying patients to ascertain the impact of

changes. Reporting our qualitative feedback to our partners. Drafting a COVID-19 communication strategy and a volunteer recruitment strategy focussed on on-line recruitment. HWCoL increased the number of newsletters and positioning of website as go to site for City residents with up to date advice on COVID 19.

Staff set up to work remotely using of Microsoft teams to hold meetings with staff. Where possible staff induction has been carried out either via on-line meetings and email. A review of induction to be carried out when return to normal work conditions. The HWCoL Board are holding meetings via teleconference or via on-line meetings.

- Structural Change as a result of COVID-19. New models for delivery of Health and Social Care as a result of COVID-19.

Risks include new health and social care models imbedded without consultation with the public. New health and social care models imbedded without scrutiny of their effectiveness. Rate of change is greater and faster than the capacity of HWCoL to cope with, within its current resources

Mitigating action include making available a number of surveys on-line regarding city of London residents experiences of new health and social care models during and post COVID-19. Ensuring there are opportunities for those not on-line to have an opportunity to engage in our research activity. Look to hold an open public engagement event with residents as soon as possible after the lifting of face to face restrictions advertised through community information channels.

Ensure we are a member of all relevant, both including the CCG's of City and Hackney as well as Tower Hamlets, and City of London Corporation, Boards championing public engagement and contributing to the development of new health and social care models as a critical friend. HWCoL Board to be kept informed of changes and the impact on staff and Board members. Commissioners to be kept informed of the impact on HWCoL's ability to carry out its duties within current resource envelope as a result of changes in delivery of Health and Social Care.

These risks will be kept under close review over the next few months and new risks will be added as our work begins in earnest and we start to deliver on our statutory objectives.

## **Conclusion**

7. In conclusion Healthwatch City of London has successfully adapted to the challenges faced from COVID-19. Staff have adjusted their working practices and HWCoL has been able to continue to engage with our community. There are several risks attached to the delivery of the contract as a result of COVID-19 which will be kept under close review.

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