

Committee: Health and Wellbeing Board	Dated: 7 May 2021
Subject: Healthwatch City of London Progress Report	Public
Report author: Paul Coles, General Manager	For Information

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 Four (appendix 1). The report provides members with information on proposed activities during Quarter One of 2021/22.

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.

A Healthwatch service for the City of London is funded by the City of London Corporation 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.

Current Position

1. As previously reported, the work of HWCoL continues to be delivered remotely, but the team are preparing to return to work in the City as lockdown restrictions ease. This will be dependent on finding suitable accommodation as the point at which HWCoL can access to the 'Green Box 'is still uncertain.
 - 1.1 Since the last report HWCoL have been working to address several issues that directly impact on City residents these include:

- Availability of the Podiatry Service supplied by Homerton University Hospital NHS Foundation Trust - access to the Podiatry clinic at the Neaman Practice ceased during the pandemic. Patients were unable to obtain appointments through the GP practice or Homerton Hospital. Further investigation resulted in identification of administrative issues. Further work is required to identify possible changes to the referral criteria.
- Neaman Practice- HWCoL has been alerted to a range of issues including, but not limited to, access to services via the telephone system and online booking. HWCoL is working with both the practice and the Primary Care team to rectify these issues. An action plan is being prepared by the Practice Manager and is due to be presented at a joint meeting on the 20 May 2021.
- St Leonards Hospital Redevelopment - In response to the delay in the redevelopment of St Leonard's Hospital HWCoL and Healthwatch Hackney are co-producing a Peoples Plan to support the redevelopment. The plan, which has yet to be approved, will enable greater engagement with residents to devise a plan that meets the needs of those using the service.
- NEL ICS Governance - HWCoL have attended many meetings that support the development of the new Health and Social care structures in NEL including Neighbourhoods and the PCN. As structures emerge it is important that the voice of the users and potential users are heard. This is work in progress, but there is a risk that the City voice becomes limited as these structures develop. HWCoL will continue to seek clarity about the levels of local accountability and influence.
- Increasing HWCoL's reach- Targeted approach to resident engagement in Middlesex Street and the Portsoken area.

Support During Covid

2. During Q4, HWCoL's continued to provide up to date information and support to City residents regarding the pandemic. These include:
 - Organised and delivered a successful webinar for City residents on the Covid-19 vaccination programme. The webinar was hosted by HWCoL Dr Sandra Husbands, Director Public Health, City of London and London Borough of Hackney Public Health and Dr Mark Ricketts, Chair of City and Hackney CCG answered residents' questions in a lively Q&A session. Seventeen residents attended the session.
 - Publishing 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 well regarded, and the information is often adopted and used by other groups to provide information to City residents. The bulletin has a wide reach across the City and during Q4 Middlesex Estate Facebook page was added to the distribution list.

- Increased the reach of the website with 9,414 users accessing HwCoL's website generating visiting 18,197 page. The increased usage has been driven by people accessing the site for up to date and accurate information on the Covid-19 vaccination programme, demonstrating HwCoL is a trusted source of information.
- Increased use of Twitter as a source of information for residents on the Covid vaccination programme resulted in one City resident commenting that HwCoL is the most active Healthwatch on Twitter.
- In partnership with City Connections and Independent City Carers HwCoL undertook three focus groups for Carer's to provide an understanding of the impact of the delivery of the vaccination programme on Carers. HwCoL were able to feedback to the Public Health Team concerns on the lack of home vaccinations and the requirement for more information on the side effects. HwCoL were able to alert Public Health that information given over the phone by GP surgeries regarding access to vaccination differed from the guidance.
- HwCoL partnered with Healthwatches across North East London to deliver an on-line survey exploring the experience of disabled residents during the Covid -19 pandemic. The survey, commissioned by the North East London Clinical Commissioning Group is part of a larger project to understand the impact of Covid-19 on the wider North East London community. The findings of the survey will be validated through focus groups with disabled residents and one to one individual interviews. A report is due to be completed in August 2021.

3. Contract Performance

The Performance report for Q4 is attached for information, appendix 1. Points to consider are:

- 3.1. Of the 25 KPI's in the Performance Framework HwCoL have achieved or exceed target in 16; no change from Q3.
- 3.2. Since the Q3 report the areas of underperformance, six, (rated yellow) are all showing steady improvement and there is no reason to change current plans to meet the target.
- 3.3. Underperforming areas in Q4:
 - As an impact of Covid-19 Enter and View activity remained suspended during 2020/21. Training opportunities for Enter and View remained limited during Q4
 - Attendance at Board meetings in Public remained challenging and inhibit public reach. HwCoL responded to the challenges of Covid-19 by holding the meetings via Zoom with attendees having the option to dial in by telephone. HwCoL will continue to try and attract more attendees by reviewing the

agenda with more outside speakers and will hold face to face meetings as soon as able.

4. Engaging with Stakeholders.

- HWCOL Trustees represent city residents by attending several fora including North East London CCG meetings, City and Hackney Integrated Care Board and Committees, and CoL Committees, including Health and Well-being Scrutiny and Adult Safeguarding Board. During Q4, at the Health and Well-being Scrutiny Committee HWCOL raised issues reported by carers regarding the delivery of the support contract from City Connections Carers. The delivery of carers support has now been added to the work plan for the Scrutiny Committee.
- Board meetings in public continue by Zoom. Recent presentations include:
 - City and Hackney CCG Covid-19 recovery and Restoration programme.
 - The New Integrated Care operating model for City and Hackney.
 - City and Hackney Neighbourhoods programme engagement model.
 - East London Foundation Trust mental Health provision during and post Covid-19.
 - St Leonard's Hospital development proposals and public engagement.
 - The development of the Goodman's Field Health Centre

Future agendas will focus on the post Covid-19 recovery programme for City and Hackney Integrated Care Partnership, Barts Health NHS Trust, East London Foundation Trust and Tower Hamlets Integrated Care Partnership.

5. Volunteering

Five new volunteers have been recruited. The volunteer team are helping support HWCOL engagement and project work and supporting two new projects:

- Understanding the sexual service provision and the advice available for City residents. Compiling a report with the findings to support a public health campaign to promote the services and provide information.
- Exploring the establishment of a Young Healthwatch considering the developments within the City regarding engaging young people in health issues.

6. Projects

HWCOL has been awarded four grants:

- **Covid- 19 Information** -As a grant holder HWCoL is funded to disseminate information on the Test and Trace and vaccination programme. HWCoL works closely with the Public Health team to identify and feed-back issues arising in the community e.g. misinformation regarding vaccination.
- **PCN Patient Engagement-** partnering with Healthwatch Hackney and the Shoreditch Park and City Primary Care Network (PCN) on a programme of patient engagement. The engagement exercise will identify areas of improvement for health support within the Shoreditch Park and City Primary Care Network.
- **Community Insights** - partnering with Healthwatch's in North East London on a Covid Community Insights project. The project will provide North East London CCG with insight on the impact of Covid-19 on the community within North East London. The Healthwatches are carrying out in depth research via surveys and focus groups on the impact of Covid-19 for Disabled People within the Community.
- City Outreach project- discussed earlier.

The additional financial resource through grant funding has enabled an increase in staff to support the delivery of projects and resident engagement.

7. Planned Activities in Quarter 1 2021/22.

- HWCoL's annual survey; an opportunity for City residents, partners, and stakeholders to provide feedback on performance during 2020/21. The survey will help identify where improvements are required and how HWCoL is perceived as an organisation.
- Continue to seek to understand residents' experiences through on-line surveys providing telephone support for residents who have no online access. Deliver shorter more targeted surveys on the experience of service users.
- The annual Business plan and workplan for 2021/22 will be completed by mid-May and will be available for consultation with residents and stakeholders during May/June 2021 with final sign off in June 2021.
- Completion of the Healthwatch England's Quality Framework by June 2021 as part of the on-going development of the organisation.
- Production of the Annual Report by July 2021. The report will be available to residents on HWCoL's website with printed copies being available in CoL libraries.
- Communications will remain focused on the Covid vaccination programme, and test and trace as lock down eases.
- Increase engagement in all areas of the city increasing access to HWCoL 's work for the diverse residents of the City.

8. Risks

Trustees review the Risks and Issues Log at Board meetings. The Risk Log was updated in Q4 to recognise the impacts on staffing of additional project work ensuring there is no detrimental effect to delivery of the core contract.

9. Conclusion

Quarter 4 has seen activity significantly increase with a focus on Covid 19 information, resolving service issues for local people and greater activity to support the development of the new health and social care structures ensuring the city voice is heard. HWCoL has built trust with residents, providing a variety of opportunities to engage becoming a reliable and accurate source of information on the vaccine programme. In a period where resident engagement has been challenging, the usage of the HWCoL website is evidence of our development as a trusted organisation. The four new grant funded projects highlight HWCoL's success in working with partners, ensuring the City voice is heard and shapes key developments in health and social care for City residents. At the same time good progress is being made towards meeting all the contracted targets during 2020/21.

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

Paul Coles
General Manager
Healthwatch City of London
E: paul@healthwatchcityoflondon.org



Appendix 1
Performance Framework