

Committee: Health and Wellbeing Board	Dated: 16 July 2021
Subject: Healthwatch City of London Progress Report	Public
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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 One 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 2012.

A Healthwatch service for the City of London has been 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 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

1.1 During Quarter 1 HWCoL completed the annual business and work plan for 2021/22 including a period of consultation with stakeholders. The Annual Report was completed and submitted to Healthwatch England. The Annual Survey was commenced. HWCoL continued work on four key commissioned projects which are now nearing completion. Work with the local GP practice continued and significant progress has been made in addressing a number of concerns. Staff have begun a phased return to working in the City utilising the Golden Lane Community Centre.

2.Business Plan (Appendix 1)

2.1 HWCoL completed a draft of the 2021/22 Business Plan building on last year's plan and the experiences of the past year. A thorough review of 2020/21 was undertaken over a three-month period. Alongside the statutory and contractual obligations, several local priorities have been identified and included. These have been developed in response to the field work undertaken by the team and interaction with residents. These include:

- Reflect the diversity of the population of the City of London to ensure that every voice is heard.
- Encourage GP services to deliver good care in their practices, the services they commission, and those commissioned by their primary care network.
- Campaign to ensure that the 'new normal' in health and social care services are responsive to the requirements of residents, students, and workers.
- Ensure City residents' needs remain at the heart of the new Shoreditch Park and City Neighbourhood.
- Scrutinise the development of a single North East London CCG (NEL CCG) for primary care.
- Ensure services currently provided by St Leonard's Hospital remain within easy reach of City of London residents.
- Act as a critical friend to the City of London Corporation and participate in any decision-making that impacts on the provision of health and social care issues.

Consultation with all stakeholders, including residents and partners was carried out in June. Once all the comments have been collated a final draft will be completed.

3 Annual Report 2020/21 (Appendix 2)

3.1. HWCoL's Annual Report was completed and submitted to Healthwatch England on the 30th of June. This is a statutory requirement from HWE. The report reflects on the past year and highlights the successes in delivering the core Healthwatch activities. These include:

- Identifying the causes behind the cessation of the Podiatry Clinic at the Neaman Practice; working with Homerton University NHS Foundation Trust to ensure that services were made available; ensuring that the Neaman Practice was able to work with HUHFT to deliver an accessible service.
- Working closely with the Neaman Practice to understand the causes behind several complaints and issues raised by residents and develop an action plan to address them.
- Carrying out an in-depth survey to identify the level of access to dental services during the first lockdown of the pandemic, followed by a further survey to identify any changes. The report and recommendations were shared with Healthwatch England and City and Hackney CCG.
- Producing 12 newsletters and 40 bulletins, including a Christmas Services special.
- Significantly increased HWCoL's presence through social media
- Setting up dedicated Covid 19 information pages on the website.
- Signposting 284 people, including 152 who requested support during the pandemic.

- Helping 12,102 people by:
 - Providing up to date advice on the COVID-19 response locally.
 - Linking people to reliable up-to-date information.
 - Supporting the vaccine roll-out.
 - Supporting the community volunteer response.

4. Contract Performance

The Performance Report for Q1 has only recently been completed and has not been submitted as of the date of the Health and Well-being Board report. The report identifies HWCoL's continued performance improvement. Points to consider are:

4.1. Of the 25 KPI's in the Performance Framework, HWCoL has achieved or exceeded target in 20; an improvement of four over the Q4 report in 2020/21. These include:

- HWCoL produced weekly newsletters and bulletins providing advice and guidance to residents regarding the COVID-19 vaccination programme in City and Hackney, and Tower Hamlets. The newsletters and bulletins continue to be sent out to all City residents and HWCoL will be improving access to the newsletter for residents on Guinness estate now they have returned to the office.
- In Q1, users of the website continued to increase significantly. Attracting 10,418 unique visitors compared to, 9,414 unique visitors in the last quarter. During Q1, 17,681 pages were visited, in 12,688 sessions. The Covid-19 information pages continue to be the most visited on the website.
- In Q1 the team posted 135 times on the Facebook page. Facebook followers increased from 29 to 105, achieving the quarterly target of 50 followers.
- In Q1 the Twitter account added 11 new followers, increasing the number of followers to 652, above the quarterly target of 650. HWCol posted 123 tweets in the quarter generating 19,215 tweets.

4.2. Since Q4 2020/21, the areas of underperformance decreased by two to four, (rated yellow). These include:

- The annual month-long campaign to recruit board and associate board members has not been undertaken but will be launched at the AGM in September.
- The number of Board members remains at five and there is no City worker representation or Trustee to adequately reflect the views of young people. Addressing the lack of representation from these groups will a key focus for the annual recruitment campaign.
- The number of attendees at Board meetings in public remains a challenge. despite a concentrated effort to increase attendance at virtual meetings. Following both the successful webinar and the increased public attendance to

the presentation by the Neaman Practice, a review of the agendas will take place to ensure that Board Meetings in Public have agenda items that are addressing areas of public interest.

- Enter and View activities continue to be suspended whilst Covid-19 restrictions remain in place. A number of 'mystery shops' have been undertaken to compensate for this lack of activity. Currently, a volunteer is carrying out a 'mystery shop' exploring the availability of audiology services in the City.

4.3. Red Rated Areas:

- With the suspension of Enter and View activity, HWCoL has not provided training for volunteers. Enter and View training activities for volunteers are now being sourced to ensure full participation when restrictions are lifted.

5. Working with the Neaman Practice

At the last HWB meeting it was reported that several concerns spanning a diverse group of performance issues had been formally raised with Neaman Practice. Work is ongoing with the practice and Dr Chor attended a recent HWCoL public board meeting and presented a comprehensive action plan that addresses the issues. HWCoL will continue to monitor progress and work with the Practice over the coming months.

6. Annual Survey

The Annual Survey was undertaken during Q1. Response rates from stakeholders have been encouraging, but once again, response rates from residents remain low.

The responses will be collated and will provide valuable information to update the business plan and will be taken into consideration in the refresh of the Q2 workplan.

A mid- year survey will be undertaken once the HWCoL team are back on site and able to encourage greater participation through face-to-face activities.

7. Project Update

HWCoL is participating in four income generating projects these are:

- **City Outreach project-** The objective of the project is to promote greater engagement from City residents and City of London VCSE organisations with the new Shoreditch Park and City Neighbourhood forum. Funded by Hackney Council for the Voluntary Sector it includes outreach work with residents and voluntary, community and social enterprise (VCSE) organisations working in the City of London. The final report with the project's findings will be produced in July and will include recommendations regarding the future governance of the forum.
- **PCN engagement project-**Working together with Healthwatch Hackney the project aims to identify both the services patients require from their General Practices and the health priorities of those using services. The project's final

report will be available in July. With over 270 city residents contributing to the project a summary report for the City is being produced.

- **Covid Information** - Hackney Giving Covid-19 Information Grants programme. 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 (such as misinformation circulating). The Board plan to hold a webinar for City residents on the Covid-19 and Flu vaccination programme.
- **Community Insights** - partnering with Healthwatch's in North East London, the project will provide North East London CCG with insight on the impact of Covid-19 on the community. Residents living with disabilities were asked to complete an on-line survey; 18 residents completed the survey equating to 3% of the 574 surveys completed. Follow on focus groups with residents living with disabilities in North East London are being planned.

8. St Leonard's Hospital Redevelopment

In partnership with Healthwatch Hackney, HWCoL will be holding a public meeting regarding the redevelopment of St Leonard's Hospital site. The meeting will be the first stage in consultation with the residents of City and Hackney and will be followed by a survey and focus groups. HWCoL and Healthwatch Hackney are committed to involving residents in the redevelopment opportunities for the site. The results of the public engagement will take the form of a People's Plan.

9. Communications

Communications remain focused on the Covid vaccination programme and test and trace as lock down eases. As highlighted above a webinar is planned for October with a focus on the combined Flu/Covid-19 Vaccination programme.

The Annual Public Meeting will be held in September but due to the uncertainty regarding on-going Covid-19 restrictions the meeting will be held on-line. The meeting will also incorporate the Annual General meeting.

10. Risks

Trustees review the Risks and Issues Log at Board meetings. Amongst others, the Risk Log identifies the current response to Covid 19 as having a major impact on HWCoL's work programme including Enter and View and resident engagement. The impact will be reviewed as Covid-19 restrictions are lifted and the Risk Log will be updated accordingly.

11. Conclusion

Quarter 1 has been a busy period in which HWCoL has delivered its statutory obligations through the completion of the Annual Report and Business Plan; demonstrated an improvement in contracted performance and played an active

part in improving services for patients through its work with the Neaman Practice. Preparation is now underway for the team to return to the City thereby providing the opportunity to engage with residents who are not digitally active. The team continue to participate in several forums and projects to ensure the voice of the City service user is fully represented.

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Appendix 1 – HWCoL Business Plan June 2021 – August 2022
Appendix 2 - HWCoL Annual Report 2020-21