

# Global pandemic. Local Focus.

## Working for you

Healthwatch City of London Annual Report 2020-21



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# Message from our Chair

I am extremely proud of we at Healthwatch City of London have achieved over the past, highly unusual, year.



You will recall in our last annual report we had just set up as a Healthwatch run for and by the people who make up the City of London, be they residents, people who work here or those studying here. We now have more Board members, more staff and more volunteers working tirelessly to improve services and influence change and decision making in Health and Social Care provision.

Over the past year the landscape of health service has changed for the City of London. The City and Hackney Clinical Commissioning Group (CCG) has now merged with the six other North East London CCGs – Newham, Tower Hamlets, Waltham Forest, Barking and Dagenham, Havering and Redbridge – becoming a single organisation called North East London CCG (NELCCG). The health and social care system in the City of London will be managed by the Integrated Care Partnership Board (ICP) on behalf of the new CCG. We continue to work closely with the NELCCG and the ICP to make sure that your voice counts and that City views are taken into account.

Getting all of the latest information to you on the pandemic has been our main priority this year: we increased our communications to a weekly bulletin, ensured the latest updates were published on our dedicated COVID information pages on our website, and daily social media posts were in place. Our communication however has been two way: we've held events for our carer's community, mental health and wellbeing groups and drop-in sessions for anyone to join to ask questions.

Aside from COVID, we are working on several projects: supporting public engagement in the redevelopment of St Leonard's hospital, exploring audiology provision post COVID, reviewing Patient Advice and Liaison Service(PALS) advice across the NHS trusts and assessing Pharmacy provision during COVID to name a few. We've had recent successes working with the Neaman Practice improving patient experience, and the resumption of the locally provided podiatry clinic.

We continue to work with partner organisations to influence and shape what matters to you. In these difficult and unusual times, it is imperative that all your voices are heard. The delivery of Health and Social services is changing, and at speed, and we will ensure that you have your say.

Finally, I would like to extend my thanks to the Board, our staff and volunteers, who have delivered on our vision 'For Health and Social Care services to be truly responsive to the needs and requirements of the residents and workers of the City of London'.

Gail Beer, Chair  
Healthwatch City of London

# About us

## Here to make health and care better

We are the independent champion for people who use health and social care services in the City of London: we're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

## Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing health and social care environment and restrictions limiting people's access to health and social care services.

### Our goals



#### 1 City Focussed

Relentlessly championing the voice of the user and would-be user in the health and social care system, ensuring that we give an opportunity for all voices from our diverse populations to be heard.



#### 2 Connected

Help our populations to access high quality information about how their health and social care is delivered



#### 3 Networked

Recognise that the unique position of the City requires collaboration with other organisations, working with partners openly, constructively, and inclusively to support our shared purpose of improving health and social care services.



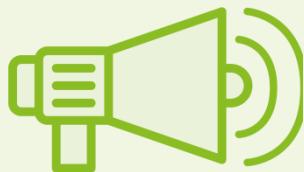
**"Our focus is on scrutinising Health and Social care services as they return to normal. We will be concentrating our efforts on making sure that you are able to access these services when you want to, and that face-to-face appointments are available alongside digital appointments, ensuring that all members of the community have equal access."**

**Gail Beer, Chair City of London Healthwatch**

# Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

## Reaching out



We heard from

**502 people**

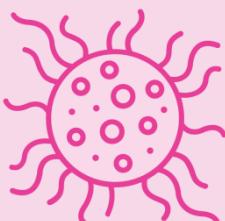
this year about their experiences of health and social care in our focus groups, drop in sessions, surveys and attendance at Public Board Meetings.

We provided advice and information to

**284 people**

this year.

## Responding to the pandemic



We reached **1846 people** via our newsletters and bulletins

Provided **152 people** with advice and information

**20 people** attended our COVID vaccination webinar

**9414 people** visited our dedicated COVID website pages

**670 people** viewed our social media posts

## Making a difference to care



We published

**3 reports**

about the improvements people would like to see to health and social care services.

From these, we made

**7 recommendations** for improvement.

## Health and care that works for you



**10 volunteers**

helped us to carry out our work. In total, they contributed 426 hours of voluntary work.

**We employ 4 staff**

Our four members of staff work part time and equate to 1.8% full time equivalent, which is an 0.4% increase from the previous year.

We received

**£66,722.04 in funding**

from our local authority in 2020-21.



# Theme one: Access to Dentistry

**(May – June 2020)**

Dental practices not identified as part of the urgent care dental system were told by the Chief Dental Officer and relevant professional bodies to cease face-to-face contact with patients from 25 March 2020. Afterwards, there was little information about what dental services were being provided by NHS and private dentists, as well as hospital dental departments, causing distress for those in need.

In May 2020, Stuart MacKenzie, a Board Associate, tried to get a better understanding of the situation by contacting 23 dental service providers, mainly in the City of London and Hackney areas. In-depth discussions took place with 15 of them, providing useful feedback and highlighting concerns, such as communication issues.

Stuart conducted follow-up research on 9 June, the day after the Chief Dental Officer asked all dental practices to open again, provided they had adequate Personal Protection Equipment and Infection Protection and Control measures in place. Responses from a representative sample of NHS, private and mixed practices revealed no practices were open for routine appointments and treatment but were doing their best to help patients in pain and/or needing urgent care.

Healthwatch City of London believes these published reports were useful in getting information on local dental services where there had been none. The full report is available on our website <https://www.healthwatchcityoflondon.org.uk/news/2020-06-16/update-services-offered-dentists-carried-out-9th-june>



## Theme two: Podiatry/Foot Health Service Provision

During the pandemic, getting podiatry and foot health appointments, especially nail cutting, at the Neaman practice and St Leonard's Hospital, has been very difficult, even for those already referred and registered. Services had been delivered at these locations on a regular basis for many years by Homerton University Hospital but were drastically reduced from March 2020.

Problems worsened early this year, which were not just due to staff shortages. Healthwatch City of London (HWCoL) contacted administrators at Homerton and St Leonard's, who commissioned and managed podiatry, including the appointments booking process. It seems there had been an 'unidentified system issue', and that the eligibility criteria for treatment had changed. As so few people turned up for appointments at the Neaman, it was wrongly assumed the service was not needed, and nearly withdrawn!

Our General Manager and a Board Associate felt this was an unacceptable situation, so have worked hard to ensure the necessary changes are made. The local service at the Neaman practice has recently started again with appointments on a six-weekly basis. HWCoL is still questioning the latest criteria, and if previous patients, currently excluded, might be reinstated. Also, the Neaman is talking to the Hoxton Health charity about offering a regular low-cost nail cutting service at the practice.



## Theme three: St Leonard's Hospital redevelopment

Healthwatch City of London is working with Healthwatch Hackney to ensure that City and Hackney residents are fully involved in shaping plans for the redevelopment of St Leonard's Hospital. Working with Healthwatch Hackney we have put together a public engagement programme that is designed to give residents the opportunity to have their say in creating a new community hospital that will meet the needs of local people well into the future.

We plan to hold an initial public meeting in July 2021, at which local people will be able to hear a presentation on the redevelopment process, ask questions and express their views on the future of the hospital. The current intention is that the meeting will be followed by a survey of City and Hackney residents and a series of focus groups following which the two Healthwatches will draw together the views expressed by local people and integrate them into a People's Plan for the future of St Leonard's Hospital.

We and our colleagues at Healthwatch Hackney are determined to do all we can to ensure that residents have a proper opportunity to express their aspirations for the services and facilities that should be provided at a redeveloped St Leonard's.



## Theme four: Accessing your local GP

We have been working very closely with the Neaman Practice this year following some of the concerns you have raised with us. These issues included access to services, especially the podiatry clinic; the availability of appointments and the process by which these are booked; the telephone system and lack of information on the advertising and involvement in the Patient Participation Group.

We are really encouraged by the progress that is being made by the Practice. It is clear the matters we raised with them have been taken extremely seriously. All the issues raised are being responded to and have an appropriate action plan in place for resolution. The telephone system does still remain an issue, but the Practice is working with their supplier to reach a satisfactory solution.

The Patient Participation Group is now attended by the Neaman Practice Management, Dr Chor and Dr Ugwu (two of the GPs working at the Practice) and Members of our Board. We also hold a regular meeting between us and the Practice to monitor and review any issues. We continue to support the Practice to ensure that this progress is continued.

## Working in Partnership

The first step to change is speaking up about your experiences of health and social care services. We work in partnership with local Health and Social care providers to ensure that your voice is heard.

It is imperative that the City has a voice at the heart of decision making, and we ensure that speak up for what the City needs. During 2020-21 we represented you on the following boards and committees, and also attend meetings on your behalf:

### **City and Hackney Integrated Commissioning Board**

This board is the principal forum to ensure that commissioning improves local services and outcomes and achieves integration.

### **(The former) City and Hackney CCG Governing Body**

This body aimed to govern effectively thereby building local public and stakeholder confidence that their health and healthcare is in safe hands

### **Neaman Practice Patient Participation Group**

The group discuss the services of the practice, and how improvements can be made for the benefit of patients.

### **North East London CCG Governing Body in Common Meeting**

This body was established by all seven NEL CCGs – City and Hackney, Newham, Tower Hamlets, Waltham Forest, Barking and Dagenham, Havering and Redbridge – to discuss common issues and, in a limited number of areas, take decisions on services that are commissioned across NEL.

### **City of London Health and Wellbeing Board**

This board aims to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework and the Public Health Outcomes Framework through improving the integration of services - positively influencing the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses.

### **City and Hackney Patient and Public Involvement Committee**

The committee gains the views and voices of patients and the public during the clinical commissioning cycle.

## Health and Social Care Scrutiny Committee

This committee fulfils the City's health and social care scrutiny role in proactively seeking information about the performance of local health services and institutions, challenging the information provided to it by commissioners and providers of services for the health service and testing this information by drawing on different sources of intelligence.

## Integrated Care Communications and Engagement Enabler Group

This group supports and facilitates effective engagement with key stakeholders in the development of the Integrated Care System (ICS) in the City of London and Hackney.

## City of London Adult Safeguarding Sub-Committee

This committee oversees the discharge of the City of London's responsibilities to safeguard adults who have been identified as requiring support and protection.

## Healthwatch in London Network Meeting

This network aims to share updates on issues from across London, enable project working on areas that affect people across boroughs and to share best practice.

## Neaman Practice Quarterly Meeting

The group discuss any issues raised via Healthwatch and the services of the practice, and how improvements can be made for the benefit of patients.



### Want to get involved?

If you'd like to represent HWCoL at these meetings, and are interested in volunteering, please get in touch at [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk).

You can read more about our volunteer opportunities here <https://www.healthwatchcityoflondon.org.uk/volunteer>



We are here to make sure that those managing and delivering services put people at the heart of care and this, more than ever, is vitally important during times of uncertainty.  
Gail Beer, Chair Healthwatch City of London

## Reaching out

We use a wide range of approaches to ensure that as many of you as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, setting up listening forums for unpaid city carers and for people experiencing mental health issues.

This year we have produced 12 newsletters and 40 bulletins, including a Christmas Services special. We've increased our presence on social media and set up dedicated Covid 19 information pages on our website.

We have held 7 Listening to City Carers events, 5 Board Meetings in Public, including our AGM, 2 Mental Health Forums, a Vaccination Programme Update webinar and a Covid 19 Drop In Session.

## Feedback

 "Thank you again very informative and very helpful."

**Matthew, attendee at the Vaccination event**

 "it is the first time anyone has ever asked for my views about the NHS (and I am 70!)"

**Michael, Primary Care Network Focus Group Participant**

 "A colleague of mine has just forwarded your newsletter which I found a very good read with really useful information."

**Annie Roy, Project Manager Integration, Department of Community & Children's Services, City of London Corporation**



 "Healthwatch City of London, is one of the focal points in getting our voices heard. The Listening to Carers event, does exactly that. Success this year from Healthwatch in my view, are monthly sessions which are open and honest, each person is valued and has an equal voice and feels comfortable enough to say how it is for them. Healthwatch have enabled vaccinations to be delivered to housebound carers, feedback on the challenges of GP appointments and facilitated the delivery of temperature controlled medicines where the City's road system hindered medicines to be delivered directly. All of these conversations have those of us that care in mind."

**Shirley, Founder, City Carers Connections**



# Responding to COVID-19

**Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.**

**This year we helped 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.
- Publishing weekly newsletters and creating dedicated pages on our website.

## Top four areas that people have contacted us about:



3.5% on GP services



10% on Dentistry



34.5% on General Enquiries



52% on Vaccines

## Providing information



In the pandemic, we heard from 152 people about the lack of clear information and often inaccurate information. Our role became much more focused on providing people with clear, consistent and concise advice and information articles on our website to help address people's concerns.

The key questions people were asking included:

- Where can I get my vaccination?
- When will I get my vaccination?
- How can I find an NHS dentist?



### Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



[www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk)



**0203745 9563**

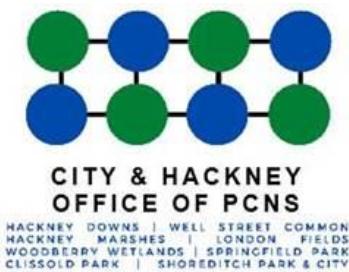


[info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)



## Grants and Projects

**Healthwatch City of London have received grants to undertake work on several projects, the outcomes of which will inform service providers on the requirements of our community.**



## Shoreditch Park and City: Primary Care Network Engagement

Healthwatch City of London and Healthwatch Hackney partnered on patient engagement via an online survey (with telephone support) and follow up focus groups.

The project will identify the services patients would like to see available in their GP Practices, the wider determinants to healthy living, priorities of patients and understanding impact of Covid and key health challenges for patients.

## The COVID-19 Information Grants programme

To support Public Health and the national test and trace system to ensure as many communities as possible can engage with the process and the vaccination programme.

Healthwatch City of London are a contact point to for residents to raise questions or concerns about the vaccination programme or the test and trace system, to provide up to date information on the vaccination programme, to ensure that messages around the ongoing coronavirus pandemic are reaching all of the City of London communities and to provide feedback and community insight to Public Health.

## Neighbourhood Conversations and Forums: City Outreach Project

Neighbourhood Conversations & Forums are part of wider change underway to improve the health of local people through strengthened systems of local collaboration between NHS, the City Corporation and the Voluntary, Community and Social Enterprise (VCSE) sector.

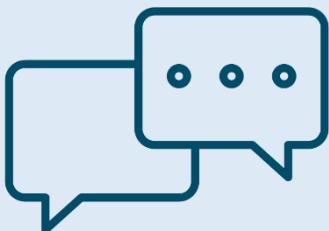
The project aims to undertake research across the City of London voluntary organisations, Health and Social Care providers and make recommendations for their involvement in the developing Neighbourhood structures.

## Impact of Covid 19 on people living with disabilities in North East London

North East London Clinical Commissioning Group have funded the eight Healthwatches covering North East London to identify the impact of COVID 19 on people living with disabilities, including physical, sensory and communities with special educational needs (SEND) communities. So far a survey (with support to aid people to complete) has been carried out and is being analysed. The next stage of the project are in depth focus groups. The project is due to be completed by Sept 2021.

### Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch City of London is here for you.



 [www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk)

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## Our Board

**Our Board is made up of volunteers who bring a wide range of experience and expertise to guide the organisation**

### Gail Beer – Chair

Gail has over 40 years' experience in healthcare.

A Bart's trained nurse, her association with the City goes back a long way.

After working extensively in London Hospitals, including the Royal London, Gail moved into management, becoming an executive director on the board of Barts and the London. Leaving Barts, Gail worked as an independent consultant before moving into 2020health, a Westminster-based think tank. She has returned to the NHS and is currently at Guy's and St Thomas' as a director working on special projects.



As a long term City resident, she feels strongly that the voice of local residents and workers must be heard and that holding health and social care providers to account is an essential part of the Healthwatch role.

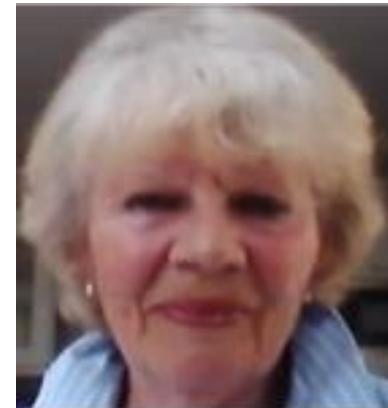


### **Steve Stevenson, Trustee**

Steve has been a City resident since 1988. He was a member of the City of London's Common Council from 1994 to 2009, serving on the community services committee covering housing, social services and health. Steve has considerable experience of patient engagement and involvement first as a member of the Community Health Council and then at Links. He has been a member of the City of London's health and social care scrutiny committee since 2012. Steve was the sole carer for his wife who had Alzheimer's from 2000 to 2014. Steve joined the board in October 2014.

### **Lynn Strother, Trustee**

Lynn managed the first Healthwatch City of London contract and offers a wealth of knowledge and understanding of Healthwatch. She also has experience and knowledge of the NHS, Social Services and Older Peoples Charities, having worked in these sectors for several years. Lynn has been part of the London Ambulance Service Patients Forum for many years and is a member of the Executive Committee and on the End-of-Life Care Steering Group. She is also a member of the Patient Involvement Collaborative at Kingston Hospital.



### **Malcom Waters, Trustee**

Malcolm retired in 2019 after 41 years in practice at the Chancery Bar in London. He was appointed a QC in 1997. In his professional life, he specialised in retail financial services and mutual institutions, taking a particular interest in the law relating to unfair contract terms and the various ways in which consumers can obtain redress if they have been treated unfairly by financial institutions. He has a flat in the Barbican and joined the Board in 2019.



### **Sean Lee, Trustee**

Sean Lee has lived in the City since 2012. Sean is a qualified accountant who trained in London. His professional experience is in accounting and finance, project management, internal audit, and external audit, encompassing the UK, Singapore, Malaysia, Hong Kong and China, across various industries and commerce. He lives on the Middlesex Street Estate where he is a member of the Middlesex Street Residents Association and the Petticoat Square Leaseholders' Association. Sean became a Trustee at Healthwatch City of London in February 2021.



## Board Associates



### Cynthia White, Board Associate

Cynthia joined Healthwatch City of London as an Associate Board Member in January 2019. She chairs the City & Hackney Older People's Reference Group, sits on the City of London Adult Safeguarding Sub-Committee, and represents the Neaman Practice on the CCG's Patient and Public Involvement Committee. Cynthia is a Barbican resident who is well known across the City for her voluntary work, dedication, and commitment in the improvement of Health and Social Care provision in the City.



### Janet Porter, Board Associate

Janet has lived in the Barbican since 2005. She is a retired business journalist who now chairs the editorial board of the shipping publication Lloyd's List, as well as continuing to write about the maritime industry. Janet was born in London and has an economics degree from London University. As a resident of the City of London, she is keen to ensure that health and social care services in the Square Mile are world class and meet the needs of the local community. Janet is an authorised Enter and View representative.



### Stuart Mackenzie, Board Associate

Stuart is retired, and a Barbican resident since 2005. He held principal consultant and senior European marketing roles in leading UK and US management, high technology, and product design consultancies. He is interested in improving the user/service provider interface and the quality of communications in the NHS and social care. Stuart is an authorised Enter and View representative.

## Our Staff

### **Paul Coles, General Manager**

Paul has over 30 years management experience in the Voluntary sector. Paul previously worked as Chief Executive at Age UK Maidstone for 12 years. His volunteering roles include Chair of Fusion Maidstone, a Healthy living centre where he was the Chair for five years, Treasurer at Hearing Concern for six years and Board Member for Black Roof Housing for four years, and is currently a Parish Councillor for Chartham, Kent since 2015.

### **Teri Anderson, Communications Assistant**

Teri has previously worked in voluntary roles in Communications and Marketing for various charities including Healthwatch Central West London. Her role involves assisting with the distribution of e-newsletters and e-bulletins as well as managing the social media channels. She performs general administration duties which includes conducting research, producing databases, supporting meetings and recording experiences that the public have had with the NHS and health and social care.

### **Rachel Cleave, Engagement and Communications Coordinator**

Rachel has over 20 years' experience in Communications. Her experience spans a range of areas, including event management, internal communications, website management, production and design of publications, budget control and project management. She has worked in the public and private sector. Rachel is a Governor at her local Primary School, and the Secretary of the Parents Association

### **Salma Khatun, Administrative Assistant**

Salma has 12 years of volunteering and facilitating experience alongside 8 years of journalism experience. Her time outside of work is utilised in doing charity work for different organisations both locally and internationally. Her role here is to provide secretariat support to the Board, administrative support to the Engagement and Communications Co-ordinator in the management of volunteers and administration of projects.





# Volunteers

**At Healthwatch City of London we are supported by 10 volunteers to help us find out what people think is working, and what improvements people would like to make to services. Our Board is also made up entirely of volunteers.**

## This year our volunteers:

- Carried out mystery shops into the provision of dental services during the COVID pandemic and the availability of the vaccination across the City.
- Devised online surveys to help us obtain the views of our community on a number of issues including provision of services through the pandemic, access to GP surgeries and experiences of using NHS111.
- Attended meetings and produced reports on local issues including the establishment of the Shoreditch Park and City Neighbourhood.
- Drove the agenda for Healthwatch City of London



### Student volunteer - Marlize

"During lockdown I wanted something to fill my extra free time. I contacted Healthwatch City of London to volunteer. I undertook a project on the Shoreditch Park and City Primary Care Network. I analysed the data resulting from the survey and subsequent focus groups. I produced a report which has been presented back to the PCN and will be published soon"

### Board Associate – Stuart

"I have been on the Healthwatch Board for three years now. When the pandemic hit it came to light that dentistry provision across the City was severely affected. I carried out an extensive telephone survey to understand the services available to residents and the procedures in place to ensure their safety."



### Current volunteer projects

#### **City Outreach Project**

Neighbourhood Conversations & Forums are part of wider change underway to improve the health of local people through strengthened systems of local collaboration between NHS, the City Corporation and the VCSE sector. The project aims to undertake research across the City of London voluntary organisations, Health and Social Care providers and make recommendations for their involvement in the developing Neighbourhood structures.

#### **Disability awareness in the City**

This project will ascertain the numbers of the disabled population of the City of London, and their disabilities. This includes physical, sensory and SEND disabilities. Research will also identify the charities who provide support to the population.

Once this research has been carried out we will run a focus group to understand the needs of the population, the issues they face, how digitalisation of services are affecting them, and if they feel isolated. Also to understand if they feel engaged in consultations in such projects as Neighbourhoods, PCN resilience programme, Health and social care provision changes during COVID.

#### **Audiology provision**

Research is being carried out to understand the provision and availability of hearing aids, hearing aid batteries and service across the City. Understand the audiology services available in the City and the current service provision post COVID.

#### **Sexual Health and Family planning**

A team of three volunteers is researching the provision of sexual health and family planning services and education across the City. The project is being undertaken in three phases, the first to understand the services currently available, the second to identify gaps in the provision of the services and the third to produce an awareness campaign.



#### **Volunteer with us**

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk).



[www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk)

**020 3745 9563**

[info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)

# Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

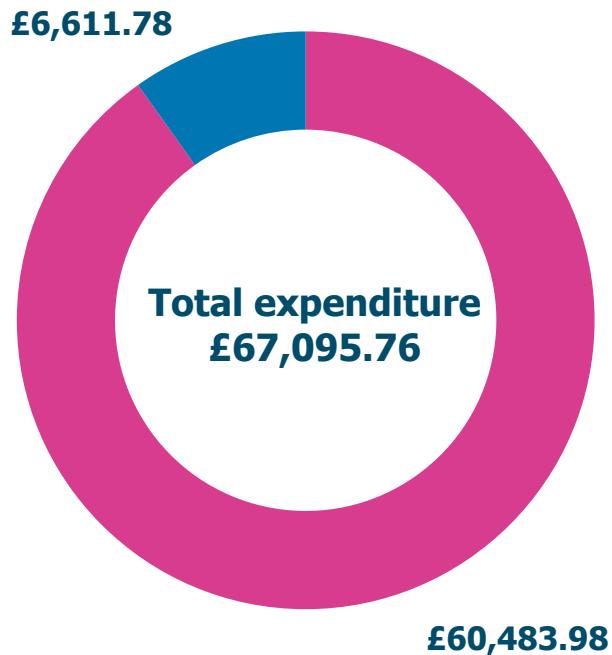
## Income

- Funding received from the City of London Corporation
- Other income



## Expenditure

- Staff costs
- Operational costs



# Next steps

## Top seven priorities for 2021-22

- Reflect the diversity of the population of the City of London to ensure that every voice is heard.
- Encourage our GP services to deliver good care in their practices, the services they commission and those commissioned by their primary care network.
- Campaign for the 'new normal' in health services to be 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 and participate in any decision-making on health and social care issues.

## Achieving these priorities

- Plan engagement activity, including drop-in surgeries, in locations that cover the geography of the City
- We will be a critical friend to the Neaman Practice and the Goodman's Fields Health Centre, supporting City residents by working to ensure that both practices meet residents' expectations. We will develop our plans around our commitment to equality and diversity and to meeting the needs of seldom heard communities
- We will analyse waiting times for Diagnostics, Elective and Urgent care, and Out-Patient Appointments on behalf of City residents, raising these with City and Hackney Integrated Care Partnership Board and seeking assurance that actions are being taken to reduce them.
- During 2021 HWCoL will work with the City of London to organise and deliver a conference for City residents on the City and Hackney Integrated Care Board Neighbourhoods model
- We will participate in engagement opportunities as the NEL CCG develops, scrutinising the emerging governance structure and championing the needs of City residents
- Co-produce a People's Plan for the St Leonard's redevelopment that meets the aspirations of City residents.
- HWCoL will scrutinise delivery of City of London Corporation care services



**"Tackling unfair health differences will need those in power to listen. To hear the experiences of those facing inequality and understand the steps that could improve people's lives, and then to act on what has been learned."**



# Statutory statements

## About us

Healthwatch City of London uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

### The way we work - Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of eight members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 11 times and made decisions on matters such as our communications strategy, our budget, objectives as an organisation and the values by which we deliver our service and our business plan.

We ensure wider public involvement in deciding our work priorities.

### Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

### Health and Wellbeing Board

Healthwatch City of London is represented on the City of London Health and Wellbeing Board by Gail Beer, Chair. During 2020/21 our representative has effectively carried out this role by providing written update reports on our activities, attending all meetings and feeding back to the Board.

# healthwatch

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