

Committee: Health and Wellbeing Board	Dated: 17 September 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 Two 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.

1.Current Position

During Quarter 2 HWCoL completed the annual return of accounts to the Charities Commission prior to HWCoL's Annual General Meeting on the 16th September 2021. Staff have maintained a presence in the City at the Golden Lane Community Centre to enable improved team working. The Chair of HWCoL has entered in to discussion with the Corporation of the City of London regarding permanent accommodation. HWCoL has applied for a Healthwatch Network Award for 2021 following positive feedback on the provision of communication regarding Covid19. The ongoing work with the Neaman Practice is beginning to delivery improvements in patient experience. The attendance of Ian Jarman at HWCoL

carers listening enabled HWCoL to support productive resident engagement for the co-production of services.

2. Return of Annual accounts and Trustees Report to the Charities Commission (appendix 1)

- The annual accounts include a summary of the main activities in delivering the objectives of HWCoL within the Trustee report. The objectives and activities of HWCoL are in accordance with its Constitution, the contractual obligations which it has entered into with its main commissioner, the City of London Corporation, and the licence granted by Healthwatch England.
- Although the accounts show a positive balance this is largely due to:
 - HWCoL has not been required to pay rent during the pandemic as all staff have worked from home.
 - Additional income of £6,288 from the Covid-19 Information grant and patient engagement on behalf of the Primary Care Network for Shoreditch Park and City

As mentioned above the Chair is in discussion with the CoL regarding accommodation in the Community Centre at Aldgate. The proposed rent will consume the income currently being saved.

- **Summary of the main achievements of HWCoL**

These can be seen in the attached report to the Charities Commission (appendix 1), and it should be noted the main achievements are as reported to the last HWBB in HWCoL's Annual Report. The main point to note is that the Charities Commission requirement to deliver public benefit has been met.

3) Projects

- **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 final report and summary report have been completed and are awaiting sign off by the Shoreditch and City PCN prior to publication.
- **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. A draft report has been completed for review. Final report is due to be returned to Hackney Council for the Voluntary Service by the end of September 2021.
- **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 is holding a second webinar for City residents on the Covid-19 and Flu vaccination programme on Wednesday 15th September.

- **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 disabled members of the community. The report headed 'Disabled Voices' is being finalised. The final stage of the project will involve Healthwatches working with disabled members of the community on solutions to the issues identified within the report.
- **St Leonards Development** -as reported at the Health and Wellbeing Board in July 2021. HWCOL are working with Healthwatch Hackney to develop a People's Plan that will enable service users to have greater input into the development. HWCOL and Healthwatch Hackney held a public meeting via Zoom in July. HWCOL and Hackney are finalising the plan for further engagement activity with residents in September and October 2021 and will be working closely with both the CCG and Homerton University Hospital Foundation Trust.

Other Activities

- City of London Commissioner Ian Jarman attended HWCOL's Carers Listening event in July 2021. The event offered an opportunity for Ian to hear from Carers who currently use or are planning to use a homecare service in the City as part of the review of Adults Homecare Contract.

Carers requested flexibility from the service with visits spread out throughout the day especially in the winter. Homecare staff need to be aware that carers and the cared for may not have English as their first language. Carers asked:

- How can the quality of homecare provision be improved?
- How can staff turnover be reduced and thereby provide more consistency in delivery of care?
- When does the time of care begin? Is it from when the paid carer rings the doorbell to time they leave or the time they start delivering care to the time they stop e.g., some carers take a phone call whilst delivering care.

Points raised included:

- Being put to bed at 8pm is not dignifying and consideration needs to be given to addressing this.
- The team will seek to ensure that carers speak the same first language as those cared for.
- There is no information on the CoLC website on where to get care services from.

A commitment was made to consult with Carers at a future HWCOL Carers Listening event to review the draft specification for the Homecare contract when it becomes available. CoL are considering including a list of Homecare providers operating within the City on the CoL website.

- At the end of July 2021 HWCOL launched the report 'A guide to Audiology Services and Hearing Aid provision in the City of London' (appendix 2). The guide was produced by a HWCOL volunteer and City resident. The guide includes useful information from recognising when hearing aids are needed to where they are available from and how to access both NHS and private services.

4. Neaman Practice Update

In August the regular quarterly review meeting took place with the Neaman Practice, at which issues and concerns are discussed and an exchange of information takes place. Dr Chor provided an update on progress of the action plan developed in response to the concerns raised in April and HWCoL are pleased to report that good progress is being made. The most important issues to be addressed are:

- **Practice telephone not being answered-** A 4G telephone system has been installed. Although it is an improvement, there are still issues. The City of London has written to BT on the Practice's behalf asking for the telephone lines to be upgraded.
- **Face to face appointments and the triage system-** There is still some confusion on how this is being managed and the Practice have informed HWCoL that they have a 25% target for non-face to face appointments. More work needs to be undertaken to understand the impact of this change.

5. Planned Activities in Quarter 3 2021/22

Below is a brief outline of the activities planned for Q3 these include:

- HWCoL's Annual Public Meeting planned for October. Due to the on-going impact of Covid-19 the event will be held on-line. HWCoL will use the event to launch a campaign to increase the number of volunteers from the diverse communities of the City.
- Conduct a series of webinars that provide residents with a wide range of information on several pertinent topics. The webinars will provide more in-depth information on services and enable residents to question providers of services. It is proposed that some of these be made available to all East London Healthwatches.
- Hold a 'meet your local Healthwatch' event targeted at residents of the Mansell street estate in the new Portsoken community centre. HWCoL has identified engagement with Mansell street residents as an area for improvement.
- Progress work on delivering against the seven local priorities.
- Provide greater scrutiny of the work of the ICS to ensure the voice of users and the public is heard.
- Work in partnership with all those delivering services in East London to ensure that access to timely and equitable and that care is delivered to the standard expected.
- Support the opening of the Goodman's Fields GP surgery in Tower Hamlets.

6. Feedback to on resident engagement.

HWCoL remain concerned about the plethora of engagement activities that require volunteer recruitment to support various activities. HWCoL are being asked to support the recruitment of Health & Wellbeing Volunteer researchers, Community Influencers, City and Hackney ICP Public representatives and NHS Community Voice Patient Representatives.

It is often unclear where the differences are between each role and their expected outcomes for each project. There is often a lack of clarity regarding the support the volunteers will receive and the exit strategy for volunteers when the projects are completed. HWCoL are concerned that the community engagement strategy across a wide range of providers in health, social care and the voluntary sector is not coordinated. It has been difficult to get people to volunteer for a large number of projects which seem to compete and overlap.

In HWCoL's view there needs to be a more coordinated approach to community engagement. The current model of using different volunteer branding for broadly similar projects is causing confusion and may impact on the ability to secure the appropriate level of engagement. It is our recommendation that there is a review of current activities in the round.

7. Risks

Trustees review the Risks and Issues Log at Board meetings. The Risk Log identified the lack of access to long term suitable and accessible accommodation will impact on HWCoL's ability to deliver the Healthwatch contract. Having a permanent office in the new Portsoken community centre will mitigate this risk. As the return to face-to-face activities increases the team at HWCoL will continue to Covid risk assess each venue and event to ensure the safety of all those present.

8. Conclusion

HWCoL's Trustee statement in the annual accounts highlights HWCoL's successes in 2020/21. The proposed office space in the Portsoken Community Centre will provide HWCoL with a base to hold face to face meetings as the impact of Covid-19 recedes. HWCoL recognises the need to improve engagement with residents in the east of the City and the location of the new offices will create greater engagement opportunities with all residents in the City. HWCoL will continue to work closely with partner organisations to ensure that the services provided to City of London Residents meet their needs.

Appendices

Appendix 1 – HWCoL Annual Accounts

Appendix 2 – Audiology Report

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