

PERFORMANCE FRAMEWORK REPORT Q3 2021/22

Healthwatch City of London

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Summary

This report provides an update on the Quarter Three (October-December 2021) performance of Healthwatch City of London (HWCoL) against the key performance indicators laid out in the Performance Framework for 2021/2022.

In Q3, HWCoL worked closely with the North East London Integrated care System (NEL) on their proposals for patient engagement. The proposals include developing a NEL system wide engagement charter, developing a shared staff training package for partners to support engagement. HWCoL joined the St Bartholomew's Patient Experience & Engagement Committee providing a presentation on the team's work. The team held a successful webinar with the East London Cardiovascular Disease Prevention Group; HWCoL committed to work with ELoPE on promoting the programme. Professor Charles Knight OBE, Chief Executive, St Bartholomew's Hospital, and Catherine Pelley, Chief Nurse, Homerton University Hospital were guest speakers at HWCoL's Annual Public Meeting. The speakers were asked to provide an update on their trust's response to tackling waiting lists and patient engagement during the reconfiguration of services. The meeting provided the opportunity to raise concerns about lack of direct access to St Bartholomew's Hospital for non-invasive cardiac tests for City residents. Professor Knight gave a commitment to discuss establishing a pathway for those registered with the Neaman Practice. Three projects were completed during the quarter, including producing the closing reports for the City Outreach Project and the PCN Engagement Report.

The team continued to provide residents with up-to-date information about the Covid-19 vaccination Booster programme via the website, newsletters, bulletins, and social media. HWCoL staff provided support during their Christmas break to update residents on information on support for self-isolation due to the Omicron variant, the availability of Covid-19 tests sites over the Christmas period and where to obtain a Booster jab.

Projects

The City Outreach project was submitted to Hackney Council for Voluntary Services (HCVS), the funder, in October. HWCoL were tasked to engage with City organisations and residents in a discussion about the value of the Neighbourhood Forum. The report identified 27 recommendations to enable continuing City engagement with the forum. During January, HWCoL will follow up with HCVS to confirm whether the report has been accepted and how the recommendations will be implemented.

The closing report for the Primary Care Network; Shoreditch Park and City (PCN) patient engagement project was completed during Q3 and submitted to the PCN. The report identifies the top three health priorities that residents within Shoreditch Park and City wish the PCN to address. These being:

- childhood obesity
- adult obesity
- drug misuse

Residents in the City identified the same priorities, adult obesity is seen as a higher priority than childhood for the City.

In their GP practices residents required access to the following services:

- mental health services,
- physiotherapy

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- health/wellbeing advisors

City residents identified the same priorities for services they required access to from their GP surgeries.

The report includes a further 11 recommendations regarding service improvements. HWCoL and Healthwatch Hackney are due to attend a meeting of the PCN in January to present the report for sign off.

Covid-19 Information grant: The grant programme was completed in December and the closing grant report will be submitted by January 31st 2022. HWCoL will produce a summary report for publication and share with Healthwatch England. The funding from the report supported HWCoL to deliver weekly bulletins, newsletters, and the delivery of HWCoL's focus groups. Now the grant money has ended the team will review the frequency of bulletins and consider how greater use of social media might replace weekly bulletins. HWCoL will review the focus groups with attendees to ascertain whether there is a need to maintain the current frequency.

Other significant achievements and activities:

- HWCoL was one of eight local Healthwatch who jointly won the 'Working with your integrated care system' category in the Healthwatch Awards 2021. NEL Healthwatches were recognised for their work on providing North East London Health and Care Partnership with timely and valuable feedback which will help develop services that meet the needs of NEL's diverse population.
- In November HWCoL attended the opening of the new Portsoken Community Centre. This provided an opportunity to engage with residents in the East of the City and meet with new partners.
- Organised a webinar with the East London Cardiovascular Disease Prevention Group (ELoPE). ELoPE is a Barts Health initiative with the aim to reduce cardiovascular disease (CVD) risk in the local community.
- HWCoL's Annual Public Meeting guest speakers were Professor Charles Knight OBE, Chief Executive, St Bartholomew's Hospital part of Barts Health, and Catherine Pelley, Chief Nurse, Homerton University Hospital. The speakers covered the steps their Trusts are taking to tackle waiting lists, how they will engage the public during the reconfiguration of services and finally, the development of the Integrated Care Partnership. HWCoL Chair raised with Professor Charles Knight access to St Bartholomew's for cardiovascular screening for City residents. Professor Knight agreed to further discussions with HWCoL and the Neaman Practice to explore establishing alternative local pathways. Neaman Practice patients are currently referred to UCLH, Homerton University Hospital or Royal London for non-invasive cardiac tests. Catherine Pelley has been appointed Director of System Development at Homerton Hospitals to lead on the development of the City and Hackney Integrated Care System (ICS) focusing on realising the benefits of collaborative working across the ICS. Catherine agreed to attend a future Board meeting and provide an update on this work.

Performance highlights

Of the 25 KPI's in the Performance Framework 20 have been achieved; no change from Q2. A summary of areas of over performance are set out below.

HWCoL produced 11 newsletter /bulletins during Q3, providing up to date advice and guidance to residents regarding the COVID-19 vaccination programme in City and Hackney and Tower Hamlets. HWCoL distributes bulletins and newsletters via Mailchimp; in the week of the 19th of November the open rate for the bulletin was 52.3%. The newsletters and bulletins continue to be distributed to all City residents. HWCoL are targeting improved access to HWCoL's communications for residents on the Guinness Estate.

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In Q3 HWCOL continued to add followers to the Twitter site. Twitter numbers increased to 670, a 1.6% increase on Q2. Posts on both Twitter and Facebook will focus on HWCOL's work during Q4, the Covid-19 vaccination and booster programme, and mental health support. Posts will continue to promote the Covid-19 vaccination programme, public health messages and the work of City of London partners.

The team have commenced a significant overhaul of the website to make it more accessible and relevant and will test out improvements with local residents and volunteers.

Areas of under performance

The number of areas of underperformance remains at four.

In Q3 HWCOL completed a first draft of the Healthwatch England (HWE) Quality Framework for review with HWE and expect to review the draft with HWE by the end of February. The Framework is expected to be completed by the end of March 2022.

HWCOL carried out a month-long recruitment campaign to address the interlinked areas of underperformance in the recruitment of Board Associates and volunteers. One resident expressed interest in joining HWCOL Board as an associate member. The Chair has approached them about joining the Board as a Trustee. The plan is to organise a face-to-face volunteer recruitment session in March. This will be supported by on-line recruitment of student volunteers for project work and will take place during January and February.

HWCOL Enter and View activity remains an area of underperformance whilst Covid-19 restrictions remain in place. HWCOL planned Enter and View with St Leonard's Hospital staff, in partnership with HWH, is on hold. HWCOL and Healthwatch Hackney are seeking confirmation from Homerton University Hospital that they will be moving forward with the transfer of the St Leonards' site before commencing with further engagement activity on the proposed development. HWCOL are using Healthwatch England's guide to deliver virtual Enter and View to produce a project plan for a virtual Enter and view for sign off by Trustees in February. The objective is to deliver one virtual Enter and View by the end of the financial year. HWCOL will use the guide to train volunteers.

Areas of significant under performance

HWCOL has one area of significant underperformance: the training of Enter and View volunteers. The spread of the Omicron Covid-19 variant has resulted in continuing restrictions to Enter and View activities. HWCOL plan to conduct a virtual Enter and View visit before the end of the Financial Year.

Area of Concern

In Q3 Facebook followers decreased by 40% from 110 to 66. HWCOL will be reviewing use of social media during Q4 now that the Covid-19 project has been completed. HWCOL will be focusing on producing bespoke content for Facebook.

Performance report

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Indicator name/Description	Reporting period	HWE QF	CoLC Outcome	Annual Target	Quarterly Performance 2020-21				Annual Total to date	Progress	Comments on performance and progress update
					2021-22	Q1	Q2	Q3			
Number of local people trained and supported to actively participate in decision making		People	A, B, C								
Number of trustees on HWCOL board.	Quarterly	People		5	5	5	5	5	GREEN	HWCOL's recruitment campaign generated interest from one resident in joining the Board. See comment above	
Number of associate board members.	Quarterly	People		4	3	3	3	3	AMBER	Number of Board associates remains at three. Trustees are reviewing the role of Associate Board Members in light of changes within the NHS and social care .	
Number of volunteers attending decision-making committees	Quarterly	People		3	6	6	6	6	GREEN	Volunteers represent HWCOL and City residents, workers and students on the following Committees. City of London Adult Safeguarding Sub-Committee, Health and Well-being Board, and Overview and Scrutiny. The City and Hackney Clinical Integrated Care Board, and the Equality and Diversity Working group. The North East London Clinical Commissioning Group Board. During Q4 HWCOL will be reviewing attendance at decision making committees. The review is focussed on	

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												increasing attendance by volunteers at committee meetings. Representatives provide feedback to the board, supporting HWCoL identify areas of strategic concern.
Production of annual work plan, regular progress reporting against milestones		Influence and Impact	A, B, C, D, E									
Produce a three-year workplan with an annual workplan, detail objectives and actions that meet contractual requirements and objectives.	Annual	Influence and Impact		1	1					1	GREEN	During Q4 HWCoL will review delivery of the Business plan, focussing on the delivery of local objectives. The review will identify activities to enhance delivery during any extension of the contract.
Produce Annual Work Plan produced. To reference Performance Framework, Quality Framework, and Business plan.	Annual	Influence and Impact		1	1					1	GREEN	The Annual Work Plan is included with the Business plan for 2021/22.
Completion of Healthwatch's Quality Framework.	Annual	Influence and Impact		1	1					1	AMBER	In Q3 HWCoL completed a first draft of the HWE Quality Framework. A meeting with HWE has been arranged to review progress. Any revisions

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[Annual survey - reviewed and analysed and used as part of our plans for the next year -annual report, business plan and workplan.]													annual survey of residents and stakeholders.
Evidence of active and increasing engagement with the public on social media (e.g., through number of website hits etc).		Engagement, Involvement and Reach	D										
Email bulletins – numbers of subscribers.	Quarterly	Engagement, Involvement and Reach			150	157	167	152			152	GREEN	During Q3 subscribers to email bulletins fell by 13. HWCoL are promoting ‘sign up’ to the email newsletters and bulletins via social media. Bulletins are available in the Barbican Newsletter and through the Golden Lane website. Some recipients were receiving the bulletins from a number of sources and have taken action to correct this.
Email bulletins sent.	Quarterly	Engagement, Involvement and Reach			12	13	13	11			37	GREEN	HWCoL provided 11 newsletters /bulletins in Q3. Weekly newsletters/bulletins were a key element of the Covid-19 grant application. With the project now completed there will be a

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											review of the frequency of newsletters and bulletin.
Mailchimp email bulletin open rates.	Quarterly	Engagement, Involvement and Reach		25% ave - industry standard	48.28%	48.23%	48.34%		48.34%	GREEN	The open rate during Q3 was 48.34% compared to 48.23% in Q2. In the week of the 19 th November the open rate was 52.3%. The open rate remains stable at almost double the industry average. The Q3 click rate was 18.84 compared to 16.65% in Q2 remaining stable and above the industry standard of 13%.
Twitter - numbers of followers.	Quarterly	Engagement, Involvement and Reach		650	652	659	670		670	GREEN	<p>During Q3 HWCoL</p> <ul style="list-style-type: none"> • added 11 new followers, increasing the number of followers to 670, above the quarterly target of 650. • posted 101 tweets in the quarter generating 13,091 tweets. <p>Top two tweets were:</p> <ul style="list-style-type: none"> • If you are self-isolating, help is at hand. • ELoPE webinar.
Facebook – number of followers (new account).	Quarterly	Engagement, Involvement and Reach		50	105	110	66		66	GREEN	In Q3 Facebook followers decreased by 40% from 110 to 66. During Q3 HWCoL produced 78 posts. Top post was Pop up vaccination centre in the City of London. As the Covid-19 pandemic numbers decreased during October and November the demand for regular updates

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											<p>on the vaccination programme decreased and this has impacted on HWCoL Facebook followers.</p> <p>HWCoL are reviewing the contents posted on Facebook as part of the engagement strategy update. The strategy will focus on delivering different bespoke content for the platforms. The drop in numbers is consistent with the numbers visiting the website. Numbers have dropped as demand for up-to-date information on Covid-19 has decreased.</p>
Website – Numbers of visitors.	Quarterly	Engagement, Involvement and Reach		1000	10,418	4,835	3387		18,640	GREEN	<p>In Q3 the website attracted 3,387 unique visitors. This was consistent with the drop in visitor numbers reported for Q2. Visits to the website remained in the region of 1,000 per month with 1,033 visits in October, 987 November and 1,470 in December. The recovery in number is consistent with the website being a trusted source of information on Covid-19, and people sought information on Omicron. Following a review looking at the accessibility of the website compared to other Healthwatch websites, it is clear that information is not easy to find. The website is</p>

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											being updated by adding more drop-down menus taking visitors directly to the information they seek. Pages have been added to support people in making a complaint to the NHS as well how Choose and Book works. Bespoke pages on the NEL Integrated Care System and patient engagement with NEL will be added. Further pages will be added on mental health support and social care during the next two months.
Website Numbers of pages visited.	Quarterly	Engagement, Involvement and Reach		1200	17,681	9349	6989		34,019	GREEN	In Q3, 6,989 pages were visited, in 4,259 sessions. The average session per visitor lasted 1.26 minutes compared to 1.28 in Q2 with 1.64 pages viewed per session compared to 1.51 in Q2. The bounce rate of 66.80% compared to 63.39% in Q2. Bounce is the number of pages visited and exiting without triggering another request.
Number of volunteers trained to carry out an 'enter and view' visits and number of visits.		People	C								
Number of volunteers trained to do an Enter and View visit.	Quarterly	People		6	0	0			0	RED	The team are still planning to undertake a virtual Enter and View by the end of the financial year. Healthwatch England have

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										<p>produced a guide to delivering virtual Enter and View. This will be used as a template for the Enter and View including the training of volunteers .</p> <p>HWCoL will be carrying out a telephone survey of dentists to confirm that they are accepting new patients and that face-to-face appointments are available.</p>
<p>Number of Enter and View visits. Carried out Either by HWCoL or in partnership with other Healthwatch.</p>	<p>Quarterly</p>	<p>People</p>		<p>4</p>	<p>0</p>	<p>0</p>		<p>0</p>	<p>AMBER</p>	<p>The Enter and View of St Leonard's Hospital staff with HW Hackney did not go ahead as planned in Q3. Planned activity by HWCoL and HW Hackney on the St Leonards redevelopment was halted due to the cancellation of St Leonard's project group meetings. Meetings have been cancelled until the NEL CCG have held their internal workshop on the NEL Integrated Care System estates strategy. The revised impact on the redevelopment of St Leonards.</p> <p>In light of this, HWCoL and HW Hackney are meeting in January to review the programme of activity.</p>

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Number of Tempo Time Credits volunteers are eligible for.	Quarterly	People		40	65	33	41		179	GREEN	Forty-one Tempo time credits were submitted during Q3
Healthwatch representative at Health and Wellbeing Board and identified relevant meetings and events.		Leadership and Decision Making	A, B								
Numbers of HWBB board attendances.	Quarterly	Leadership and Decision Making		6	3	1	1		5	GREEN	One HWBB held in Q3 attended by HWCoL's chair. For each HWBB a report on HWCoL's work is presented.
Other board attendances (e.g., CCG governing body, ICB, NEL governing body, Health and Social Care Scrutiny, events etc).	Quarterly	Leadership and Decision Making		40	15	21	28		64	GREEN	A list of meetings attended by HWCoL was provided in the Q1 report with an update on new meetings attended in the Q2 report. In Q3 HWCoL joined the St Bartholomew's Patient Experience & Engagement Committee. The meeting provides insight into the patient experience of Barts. HWCoL will be joining the equivalent committee for the Royal London. HWCoL is attending the NEL working group on patient engagement, ensuring that the City's voice is heard and responded to as the model for engagement is developed. HWCoL attended a NEL update for Healthwatches on the

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											<p>development of Community Diagnostic Hubs. There is an opportunity for a hub in the City of London and HWCoL will be following up on this with the Health and Wellbeing Board.</p>
<p>Events hosted by HWCOL: quarterly focus group discussions, one of which is the Annual Public Meeting</p>	<p>Quarterly</p>	<p>Leadership and Decision Making</p>		<p>4</p>	<p>3</p>	<p>5</p>	<p>4</p>		<p>12</p>	<p>GREEN</p>	<p>HWCoL held two carers and one mental health focus group meetings during Q3, all on-line. The team also participated at the City Connections carers event in Golden Lane Community centre in November. Carers shared feedback on the availability of appointments at the Neaman practice. The tram are following this up with the practice. The mental health focus attendees were concerned about the lack of information about mental health services available. HWCoL are producing a leaflet listing the services and how to access them for publication on the website in a format residents will be able to download; due to be completed in February. Following HWCoL's webinar on the COVID booster and flu jab vaccination in September, attracting 18 members of the public. HWCoL organised a webinar with the East London Cardiovascular Disease Prevention Group (ELoPE).</p>

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ELOPE is a Barts Health initiative with the aim to reduce cardiovascular disease (CVD) risk in the local community. The project includes in schools healthy heart talks and training for staff, talks for a healthier workforce, high risk CVD clinic at Barts Health to diagnose and treat people at high risk of heart disease.

The webinar was attended by 20 members of the public. In Q4, HWCoL are holding two webinars with Dr David Collier, Joint Clinical Director at the William Harvey Research Institute to one talk about their current research work, and the other Joanna Lyndon-Cohen, Occupational Therapist from the City and Hackney Long Covid Services team.

HWCoL have also approached Nickie Aitkin, MP for City and Westminster, for a future webinar on access to services post covid.

HWCoL's Annual Public Meeting guest speakers were Professor Charles Knight OBE, Chief Executive, St Bartholomew's Hospital part of Barts Health, and Catherine Pelley, Chief Nurse, Homerton University

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												Hospital. For more information see above .
Volume of activity (feedback from local people, attributes of those feeding back, number of volunteers, members, outreach events, updates to community, complaints).		Engagement, Involvement and Reach	A, B, C									
Number of responses to surveys - responses referenced in report - along with demographics, when these have been obtained.	Quarterly	Engagement, Involvement and Reach		60	23	5	9			37	GREEN	One new survey published in Q3: The objective was to identify whether residents would use Bocking Street for their Covid vaccination. 50% of respondents fed back they would not use Bocking street. HWCOL used this data as evidence for the information residents required on the vaccination programme. HWCOL continues to publish the details of the pharmacies where residents can be vaccinated in the City. The survey closed in Q3. HWCOL will be undertaking surveys on the availability of Face to Face GP appointments and accessing Homerton Hospital in Q4.

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Complaints and views (about others' services) – published in annual report.	Annual	Engagement, Involvement and Reach		4	3	3	2		8	GREEN	<p>HWCoL received two complaints regarding the Neaman practice during Q3.</p> <p>The Practice arranged home booster vaccination appointments in December and staff did not attend. HWCoL contacted the Practice in the week of the 20th December to ascertain how this is being addressed. The team were informed that those patients who had not received a home visit were being rescheduled for week commencing 27th December.</p> <p>HWCoL contacted the Practice on the 14th January to confirm completion and were made aware there were still issues. This will be addressed at the next PPG meeting.</p> <p>HWCoL received a complaint about the behaviour of the reception staff who ignored patients and continued their private conversations. The Practice Manager confirmed that this will be addressed after Christmas in their Practice Meeting.</p>
Number of members of public	Quarterly	Engagement, Involvement and Reach		100	16	5	7		28	AMBER	<p>In Q3 HWCoL held two Board meetings in public including the Annual Public Meeting, both</p>

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at HWCOL board meetings												held on-line. Attendance at both meetings was lower than expected. HWCoL recognises that the public are weary of on-line meetings and are hoping to conduct face to face meetings in public as soon as circumstances allow.
Recruitment and training programme in place which enables more people to participate in co-production of services.		Collaboration	B, C									
Report on training completed (Healthwatch England training, and training completed from City of London, voluntary sector, etc.)	Annual	Collaboration		1	1	1	17			19	GREEN	<p>HWCOL staff and Board made extensive use of the training opportunities available in Healthwatch week, November 9-12th attending 17 training sessions and talks.</p> <p>Following Healthwatch week a plan was produced on how HWCoL will do things differently as a result of the sessions attended</p>

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Areas of HWCoL work that although not included as part of the Performance Framework, it has been agreed that they should be reported on for a better understanding of the work of HWCoL											
Number of safeguarding alerts raised by HWCoL in the quarter	Quarterly				0	0	0		0		
Number of complaints HWCoL received about their service	Quarterly				0	0	0		0		