

<b>Committee:</b> Health and Wellbeing Board - For information	<b>Dated:</b> <b>6 May 2022</b>
<b>Subject:</b> Healthwatch City of London Progress Report	<b>Public</b>
<b>Report author:</b> Mark Drinkwater, Interim General Manager	

## **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 4, 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.

The City of London Corporation has funded a Healthwatch service for the City of London 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**

Since the last report, the HWCoL team has established itself in the new office premises at the Portsoken Community Centre. Through hybrid working – both at the office and home working – we have maintained output of up-to-date information in a rapidly changing environment. The absence of Wi-Fi is presenting problems but has not impacted on output.

Our communication platforms continued to provide residents with relevant information on the Covid-19 vaccination programme via the website, newsletters, bulletins and social media.

The rise in Covid infections resulted in an increase in demand for information on support for self-isolation, the availability of Covid-19 tests sites and where to obtain a booster jab.

Heather Ridge was appointed as HWCoL General Manager in April.

## **2 Public board meeting**

As reported at the last meeting there were concerns regarding engagement and involvement of City residents in the development of governance structures within the ICS, HWCoL staff and chair met with the CCG in April with Councillor Randall Anderson to ensure that engagement with City residents is robust and that City voices are heard. A follow up meeting is planned.

## **3 Projects**

Covid-19 Information Grant - HWCoL submitted a final report on the Covid Information Grant from Hackney Giving. The grant covered first 11 months of 2021. The funding was used to disseminate messages around the ongoing coronavirus pandemic to residents, and work with the Public Health team to identify and feed-back issues arising in the community.

The outputs and recommendations of the Primary Care Network (PCN) project will be presented at the next HWCoL Public Board Meeting in May.

Neighbourhoods Conversations and Forums: City Outreach Project  
Neighbourhood Forums – HWCoL produced a report entitled ‘Neighbourhoods Conversations and Forums: City Outreach Project’ and submitted it in November 2021. Our recommendations were accepted by Hackney CVS, and the team will now follow up on the implementation of these recommendations.

## **4 Communications and Engagement**

A refresh of the Communications and engagement strategy has commenced and will dovetail with the new business plan. The aim will be to reach a wider group of people in the City making Healthwatch more accessible to a larger group of stakeholders, addressing issues that matter to all.

Webinars - HWCoL continues to hold online webinars. In February we held a well-received webinar on Accessing Long Covid Service in City and Hackney. Joanna Lyndon-Cohen, from the City and Hackney Long Covid Services team, gave an overview of the services on offer for City residents who are suffering with symptoms of Long Covid.

The team produces a fortnightly communication to ensure that residents receive up-to-date information on access to care and signposting, but there is still a demand for information on Covid-19 including testing and vaccination. We have reviewed how our social media platforms can be used more effectively and are refreshing and enhancing the Bulletin and Newsletter.

The team is also taking active steps to reach more effectively those who are not able to access online communication.

Focus groups - The mental health focus groups brought mental health providers and residents together during the pandemic. Residents have been informed of the services that are available to them and providers have been able to hear from residents and carers about their experience of mental health services during the pandemic.

The team has responded to the request from carers to reinstate the Carers Focus Group.

## **5 Consultation**

### **Developing Community Diagnostic Hubs (CDH) in Northeast London**

The NEL ICS is developing its business case for CDHs across its catchment area and each local area within it (e.g. City and Hackney). HWCoL has responded to the briefing paper from the Department of Community and Children's Services about the proposal for provision of a CDH which meets needs in City and Hackney.

HWCoL is keen that the City of London support the development of local CDU in the City to meet the needs of residents and enable city workers access to diagnostics services.

As a number of City workers live in London, HWCoL supports the City exploring how new planning applications could incorporate a CDH into new builds in the area.

### **Draft City of London Health & Wellbeing Board Draft Pharmaceutical Needs Assessment (PNA) 2022**

There is a statutory requirement to prepare this report every three years. The City and Hackney PNA Steering Group recently agreed the draft PNA and have shared this with the team with an invitation to participate in the consultation process.

We are pleased to be a part of that process and look forward to receiving the information to cascade for the formal 60-day consultation which starts on 9<sup>th</sup> May.

One area of specific concern to us will be the availability of Community Pharmacy services for workers returning to the City after the pandemic.

## **6 Business Planning**

We held an awayday in March where staff and trustees reviewed and updated the Business Plan including a review of the seven objectives and how these are effectively linked to the Communication and Engagement Strategy to deliver maximum impact and engage meaningfully with users.

Seven Local Objectives:

- 1) Reflect the diversity of the City of London to ensure every voice is heard
- 2) Encourage our GP services to deliver good care in their practices, and the services they commission
- 3) Campaign for the 'new normal' in health services to be responsive to the requirements of residents, students, and workers
- 4) Ensure City residents' needs remain at the heart of the new Shoreditch Park and City Neighbourhood.
- 5) Scrutinise the development of a single Northeast London CCG (NEL CCG) for primary care
- 6) Ensure services currently provided by St Leonard's Hospital remain within easy reach of City of London residents
- 7) Act as a critical friend to the City of London and participate in any decision-making on health and social care issues

The 2022/23 Business Plan will be presented to the Board in July.

## **7 New premises for Healthwatch City of London**

HWCoL has negotiated with City of London and now has access to the new Portsoken community centre on a part-time basis. HWCoL is planning to use this base to deliver face-to-face engagement with residents, develop partnership work with local organisations. This move provides HWCoL with an excellent opportunity to engage with residents in the east of the City as we seek to implement our Business Plan and Communications Strategy.

There has been a problem with the provision of Wi-Fi to the premises and HWCoL has been assured this will be resolved by early May. A plan has been in place to manage the problem until then.

## **8 Q4 Performance Framework return (Appendix 1)**

There has been no significant change in performance as measured by the Key Performance Indicators (KPIs).

Since 2020, Healthwatches around the country have paused their Enter and View programmes. We have consulted with Healthwatch England on the best ways to conduct Enter and View activity. The planned Enter and View with St Leonard's Hospital staff, in partnership with HWH, is on hold until the summer.

## 9 Other Activities

Healthwatch England Quality Framework - HWCoL has completed the HWE Quality Framework, a toolkit for measuring excellence in Healthwatch delivery. The toolkit identifies six key areas to delivering a quality organisation, including: leadership, sustainability, collaboration, engagement and influence. The team are waiting for the review by HWE.

## 10 Planned activities in Quarter 1, 2022/23

In support of the delivery of the business plan during Q1 the team at HWCoL will:

- Develop a programme of webinars to provide information, up to date news and topics of general interest.
- Work with volunteers to develop a Young Healthwatch for the City.
- Develop the Annual Report and Annual Survey - HWCoL staff are currently preparing the production of these.
- Explore the use of patient journeys through systems of care to gain greater insights into people's experiences and to identify where attention needs to be focused.
- Obtain further data re waiting lists to support users and signpost appropriately
- Reinstate the carers' meetings (enhancing this support online with delivery of coffee and cake)
- Further develop the information on the HWCoL website including updates on adults and children's social care and ensure out of date information is removed.

## 11 Risks

Trustees review the Risks and Issues Log at Board meetings. The Risk Log identifies data security, non-compliance General Data Protection regulations as key risks. HWCoL currently lack a Data Protection Officer (DPO) and HWCoL is in the process of securing access to a DPO.

## 12 Conclusion

We are actively engaged in re-establishing our City presence, refreshing our social media, reactivating forums and participating in new projects and consultations.

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**Appendix 1**  
**Q4 Performance Framework Return**