

PERFORMANCE FRAMEWORK REPORT Q4 2021/22

Healthwatch City of London

Healthwatch City of London Performance Framework Q4 Report

Summary

This report provides an update on the Quarter 4 performance of Healthwatch City of London (HWCoL) against the key performance indicators laid out in the Performance Framework for 2021/2022.

In Q4, HWCoL continued to work closely with the North East London (NEL) Integrated care System (ICS) on their proposals for patient engagement.

The HWCoL team held two successful webinar events:

- In January's webinar, Dr David Collier, from the William Harvey Research Institute, discussed the remit of the Institute, how it links with Barts and the London School of medicine and dentistry, the current projects being undertaken and the research by the team.
- In February's webinar, Accessing Long Covid Service in City and Hackney, Joanna Lyndon-Cohen, Highly Specialist Occupational Therapist 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.

In Q4, reports for the City Outreach Project and the PCN Engagement Report were signed off. The City Outreach report identified recommendations to enable continuing City engagement with the Neighbourhood forum. Healthwatch City of London and Healthwatch Hackney worked in collaboration with the Shoreditch Park and City Primary Care Network (PCN) to understand what residents want from their PCN. This report was published on our website and publicised on social media.

The team continued to provide residents with up-to-date information about the Covid-19 vaccination Booster programme through the website, newsletters, bulletins, and social media. HWCoL staff provided information on support for self-isolation due Covid, the availability of Covid-19 tests sites and where to obtain a booster jab.

Projects

The City Outreach project was submitted Hackney CVS in a previous quarter. HWCoL were tasked to engage with City organisations and residents in a discussion about the value of the Neighbourhood Forum. The City Outreach report identified recommendations to enable continuing City engagement with the forum. In Q4, HWCoL followed up with Hackney CVS to confirm whether the report has been accepted and how the recommendations will be implemented. This is a significant piece of work that overlaps with the development of the ICS. The ongoing concerns regarding public involvement and engagement make it critical that the implementation plan is robust and that recommendations are acted on.

The report for the Primary Care Network - Shoreditch Park and City (PCN) patient engagement project was publicised during Q4. The report identifies the top three health priorities that residents within Shoreditch Park and City wish the PCN to address: childhood obesity, adult obesity and drug misuse. HWCoL and Healthwatch Hackney attended a meeting of the PCN in January to present the report for sign off. HWCoL will now monitor progress on implementation of the plans.

Covid-19 Information grant: The grant programme was completed in the previous quarter and the closing grant report was submitted in January. The funding from this enabled HWCoL to deliver weekly bulletins, newsletters and focus groups. As a result of this funding coming to an end, the team has reviewed the frequency of bulletins.

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Other significant achievements and activities

HWCoL moved into the new Portsoken Community Centre. This move provides an HWCoL with a great opportunity to engage with residents in the east of the City. However, there is an absence of Wifi in the building which is a suboptimal situation.

Consultation

We have contributed to the NEL ICS business case for CDHs across its catchment area and each local area within it (e.g. City and Hackney).

Performance highlights

HWCoL produced 7 newsletter/bulletins during Q4. These mass mailings provide up-to-date advice and guidance to residents regarding the COVID-19 vaccination programme

In Q4, HWCoL continued to add followers to the Twitter site. Twitter numbers increased to 676

Posts on both Twitter and Facebook focused 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 continues to update the website regularly to make it more accessible and relevant to local residents.

A review of the business plan was completed and is being written up, this will strengthen the connection to the Quality Framework, the communication and engagement strategy and plan as well as the volunteer plan.

Areas of underperformance

Trustees – in Q4 we have reviewed our Communications and Engagement strategy and with the return of face-to-face events we aim to ensure that we reach out to local community to recruit trustees and associate board members that reflect the local area.

Enter and View activity - remains an area of underperformance. Since 2020, Healthwatches around the country have paused their Enter and View programmes. We have liaised 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.

Areas of significant underperformance

HWCOL has one area of significant underperformance: the training of Enter and View volunteers.

Areas of Concern

The absence of Wifi in the Portsoken building is a concern. HWCoL requires secure internet connection and without access to Wifi we have incurred a significant additional expense when purchasing data via a costly mobile hotspot. This concern has been lodged with the City of London Centre Manager. Our new General Manager has been assured that WiFi will be installed by 11 May.

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In Q4 Facebook followers decreased. HWCOL reviewed its use of social media during Q4. We aim to ensure that future posts to City residents are locally relevant and delivered in a timely fashion.

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Performance report

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	5	GREEN	HWCoL plans a recruitment campaign for new trustees and Associate Board Members. Poster campaigns in key areas are planned.
Number of associate board members.	Quarterly	People		4	3	3	3	3	3	AMBER	The number of Board associates remains at three. Trustees are reviewing the role of Associate Board Members. Three people have submitted applications for ABM positions.
Number of volunteers attending decision-making committees	Quarterly	People		3	6	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.

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											The North East London Clinical Commissioning Group Board. We recognise the need to widen the pool of volunteers and will be holding an open event to encourage people to volunteer.
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	At our away day in Q4 HWCOL reviewed delivery of the Business Plan and focused on the delivery of the local objectives. The review identified the activities that enhance our delivery. We will be presenting this to the HWB in June. We will also provide a review of the delivery of last year's BP at the next Performance meeting.
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 this year. We will be presenting this to the HWB in June.
Completion of Healthwatch's Quality Framework.	Annual	Influence and Impact		1	1				1	GREEN	Building on HWCOL's work on the HWE Quality Framework, a meeting with HWE has been arranged to review progress

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											and sign off the action plan. This links in with the Annual Business Plan. We will report back after meeting HWE.
Healthwatch City of London Board is representative of the City of London population.		People	B								
Number of times HWCOL publicised board and associate board opportunities - during an annual month-long campaign. [HWCOL will review Board annually as part of Business plan and work plan.]	Annual	People		1			1		1	GREEN	HWCoL has a volunteer recruitment campaign planned for the coming year. The recent return to face-to-face meetings will support this engagement. Now we are back in the office two days a week we are in a position to undertake more face-to-face engagements focussing on increasing diversity.
Regular (frequency to be determined) survey of residents and stakeholders undertaken to determine the levels of awareness and engagement with Healthwatch City of London.		Engagement, Involvement and Reach	B, C, D								

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<p>Design and disseminate annual survey of residents and stakeholders. [Annual survey - reviewed and analysed and used as part of our plans for the next year -annual report, business plan and workplan.]</p>	<p>Annual</p>	<p>Engagement, Involvement and Reach</p>		<p>1</p>	<p>1</p>				<p>1</p>	<p>GREEN</p>	<p>In Q4 HWCoL’s Engagement and Communications coordinator prepared a project plan for the delivery of the annual survey of residents and stakeholders. This will be delivered in May and will focus on obtaining data on what is important to local residents.</p>
<p>Evidence of active and increasing engagement with the public on social media (e.g., through number of website hits etc).</p>		<p>Engagement, Involvement and Reach</p>	<p>D</p>								
<p>Email bulletins – numbers of subscribers.</p>	<p>Quarterly</p>	<p>Engagement, Involvement and Reach</p>		<p>150</p>	<p>157</p>	<p>167</p>	<p>152</p>	<p>153</p>	<p>153</p>	<p>GREEN</p>	<p>During Q4, subscribers to email bulletins increased. HWCoL is actively 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.</p>
<p>Email bulletins sent.</p>	<p>Quarterly</p>	<p>Engagement, Involvement and Reach</p>		<p>12</p>	<p>13</p>	<p>13</p>	<p>11</p>	<p>7</p>	<p>44</p>	<p>GREEN</p>	<p>HWCoL sent 7 newsletters /bulletins in Q4. We have recently reviewed the frequency of newsletters and bulletin in line with funding for this activity. The new GM will work with the team to review content and design to</p>

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												increase relevance and redirect focus to current issue including but not exclusively waiting times recovery, access to mental health and the development of the local services. Focus on patient journey and lived experiences will support this. We are reviewing style and content of both bulletins and newsletters.
Mailchimp email bulletin open rates.	Quarterly	Engagement, Involvement and Reach		25% ave - industry standard	48.28%	48.23%	48.34%	50.07 %	50.07 %	GREEN		The open rate during Q4 was 50.07% compared to 48.34% in Q3. The open rate remains stable and is currently more than double the industry average.
Twitter - numbers of followers.	Quarterly	Engagement, Involvement and Reach		650	652	659	670	676	676	GREEN		During Q4 HWCOL's Twitter account gained 6 new followers.
Facebook – number of followers (new account).	Quarterly	Engagement, Involvement and Reach		50	105	110	66	23	23	GREEN		In Q4, Facebook followers decreased. We have been using Instagram recently as a more engaging social media platform. HWCOL has reviewed the contents posted on Facebook as part of the engagement strategy update. The strategy will focus on delivering

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											different bespoke content for the platforms.
Website – Numbers of visitors.	Quarterly	Engagement, Involvement and Reach		1000	10,418	4,835	3387	1,747	20,387	GREEN	In Q4, the website attracted 1747 unique visitors. The website has been regularly updated in Q4, adding new pages. Further pages will be added as local services are updated. We are undertaking a review of the website’s content, style and accessibility. We will be inviting the views of users.
Website Numbers of pages visited.	Quarterly	Engagement, Involvement and Reach		1200	17,681	9349	6989	4061	38080	GREEN	In Q4, 4061 pages were visited. The average session per visitor was 1.35 minutes compared to 1.26 in Q3. 1.84 pages were viewed per session, compared to 1.64 in Q3. The bounce rate was 64.69%, compared to 66.80% in Q3. (Bounce rate is the percentage of all sessions on a site in which users viewed only a single page.)
Number of volunteers trained to carry out an ‘Enter and View’ visits and number of visits.		People	C								

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Number of volunteers trained to do an Enter and View visit.	Quarterly	People		6	0	0	0	0	0	RED	HWCoL is working on plans for Enter and View visits in the coming year. We have contacted Healthwatch England for guidance on this. We are working with HWE and local Healthwatches to invigorate E&V activity, exploring both virtual and face-to-face opportunities.
Number of Enter and View visits. Carried out Either by HWCoL or in partnership with other Healthwatch.	Quarterly	People		4	0	0	0	0	0	RED	The Enter and View planned with St Leonard's now not take place.
Number of Tempo Time Credits volunteers are eligible for.	Quarterly	People		40	65	33	41	31	170	GREEN	31 Tempo Time Credits were submitted during Q4.
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	1	6	GREEN	One HWBB held in Q4, attended by HWCoL's chair. A report on HWCoL's work is presented at each HWBB.

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<p>Other board attendances (e.g., CCG governing body, ICB, NEL governing body, Health and Social Care Scrutiny, events etc).</p>	<p>Quarterly</p>	<p>Leadership and Decision Making</p>		<p>40</p>	<p>15</p>	<p>21</p>	<p>28</p>	<p>12</p>	<p>64</p>	<p>GREEN</p>	<p>A list of meetings attended by HWCoL was provided in the Q1 report. 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. We have met with City and Hackney ICP to raise our concerns about the way in which the City voice is being included in the development of new governance structures. A further meeting is planned for May. We continue our work to establish the status of the PCN and Neighbourhood Forum development plans.</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>3</p>	<p>15</p>	<p>GREEN</p>	<p>HWCOL held two online webinars during Q4. HWCoL has approached the MP for City and Westminster to take part in a future webinar on access to services post-Covid.</p>

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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	0	37	GREEN	In Q4 HWCoL did not conduct any surveys but have drawn up questions for the next annual survey to be distributed in the next financial year, 2022-23. Our surveys will focus on our seven local objectives and integrate them into the Comms and Engagement Strategy.
Complaints and views (about others' services) – published in annual report.	Annual	Engagement, Involvement and Reach		4	3	3	2	0	8	GREEN	In Q4, we followed up a complaint about the Neaman Practice's home booster vaccination appointment. HWCoL contacted the Practice in January. The Practice confirmed they had nine outstanding visits, and these were being booked. HWCoL published this information in a bulletin and asked for residents to contact HWCoL if they were still having problems.

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												<p>We have followed up several queries about the access to the Spring Booster Programme.</p> <p>We have uploaded information on PALS and the Complaints Policies of all our local providers.</p>
Number of members of public at HWCOL board meetings	Quarterly	Engagement, Involvement and Reach		100	16	5	7	1	29	AMBER	<p>In Q4 HWCOL held a Board meeting in public. HWCOL recognises that the public is weary of online meetings and plan to hold physical or hybrid meetings in public where possible.</p>	
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	0	19	GREEN	<p>HWCOL staff did not attend any training in the past quarter but have identified suitable training from Healthwatch England for the coming year – e.g., Writing the Annual Report.</p>	

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<p>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</p>											
<p>Number of safeguarding alerts raised by HWCoL in the quarter</p>	<p>Quarterly</p>				<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>		<p>A HWCoL trustee continues to sit on the City of London Adult Safeguarding Sub-Committee</p>
<p>Number of complaints HWCoL received about their service</p>	<p>Quarterly</p>				<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>	<p>0</p>		