

Committee: Health and Wellbeing Board - For information	Dated: 6 July 2022
Subject: Healthwatch City of London Progress Report	Public
Report author: Gail Beer, Chair, Healthwatch City of London	

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 1. 2022/23

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 continued to operate from the new office premises at the Portsoken Community Centre. As referenced in the last report, the absence of Wi-Fi in the premises has now been rectified. Through hybrid working – both at the office and home working – we have maintained output of up-to-date information in a rapidly changing environment.

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.

The stand-up of the Integrated Care System has been a key focus for us, with involvement in meetings and workshops to ensure that patients and residents voices are heard.

The Health Watch City of London Annual Report for HealthWatch England has been completed and is attached to this report

Heather Ridge interim General Manager left the organisation, and Rachel Cleave, current communications and engagement manager, has taken on the role on an interim basis.

The current contract with City of London Corporation is due to end in September 2022 and discussions are currently underway to determine next steps.

2 Public Board Meeting

HWCOL held a Board meeting in Public in May. Dr Chor from the Neaman Practice gave an update. Amibola Musa, Health Inequalities lead from Shoreditch Park and City PCN also presented (see projects below). The meeting was very well attended and users of both services were able to put a number of queries and concerns to both speakers.

3 Projects

The outputs and recommendations of the Primary Care Network (PCN) project was presented at the HWCOL Public Board Meeting in May. The Health Inequalities lead from the PCN presentation included how the PCN were taking these recommendations forward Mental health services, physiotherapy, and health/wellbeing advisors are the services respondents most wanted to be made available in their respective GP surgeries. The top five health priorities of community members, ranked in order of priority, are: childhood obesity, adult obesity, drug misuse, alcohol misuse, and smoking cessation.

Concerns were raised by HWCOL at the decision by the PCN to focus on only one area highlighted in the report, that of Mental Health Service provision and that the focus was to be further narrowed. HWCOL will be meeting with the PCN to discuss this further and try to understand the decision making process.

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. The recommendations were accepted by Hackney CVS but as yet there is no update on how these will be carried forward. The new Neighbourhoods website has

now gone live, however, we are still waiting for the formal launch event of the Neighbourhoods programme in Shoreditch Park and City.

4 Communications and Engagement

HWCoL's annual survey was launched in June, this included a questionnaire for the public and one for key stakeholders. The survey was delivered both digitally, with the option for a postal questionnaire to be sent via calling the office, and via paper questionnaires made available in estate offices, GP surgeries and local libraries.

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.

The team produces a fortnightly communication to ensure that residents receive up-to-date information on access to care and signposting and the shifting landscape of Health provision under the new ICS set up.

The social media platforms have been reviewed and the team are in the process of setting up a Linked In platform for wider reaching communications.

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

HWCoL held a joint webinar with Ian Jarman, Commissioner from the City of London Corporation on the newly awarded Homecare contract and its implementation. HWCoL's previously held focus groups with City Carers gave them the opportunity to input into the tender process.

HWCoL annual report has been produced and will be formally signed off at the Board meeting in Public in July. It is attached to this report for information. It should be noted that the team have delivered a large volume of activities over the last year.

5 Consultation

Developing Community Diagnostic Hubs (CDH) in Northeast London

As reported previously 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).

The team are continuing to work with the CoL to ensure that the views of local people are represented.

6 Business Planning

The draft business plan has now been developed and this highlights the challenges to delivery of the contract within current resources. Supportive discussion are underway with our commissioners and HWE to determine how we meet contractual

obligations within the current financial envelope. These discussions will assist in the development of the contract extension.

8 Q4 Performance Framework (Contractual Obligations)

There has been no significant change in performance as measured by the Key Performance Indicators. A full KPI report will be submitted at the next Health and Well being Board.

10 Planned activities in Quarter 1, 2022/23

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

- Complete the annual business plan
- Report back on the results of the Annual surveys and adjust our business plan accordingly.
- Refresh and reinvigorate the volunteer strategy
- 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
- Ensure the voices of City people are heard in the emerging ICS
- 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 financial pressures, and some concerns over security in the new office as issues rather than risks along with 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, finalising our business plan reactivating forums and participating in new projects and consultations.

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Appendix 1
Q4 Performance Framework Return