

# Championing what matters to you

Healthwatch City of London  
Annual Report 2021-22



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# Message from our Chair

As the country has been coming out of the pandemic, we have been monitoring how Health and Social Care Services adapt and deliver in the 'new normal'. The past year has not been an easy one, we are an organisation with limited resources, but I am very proud of the work achieved by the team here at Healthwatch City of London.

- We have listened to your concerns around the Neaman Practice and have made good progress in the resolution of these. We have successfully campaigned for referrals for non-acute care to be made to Barts, rather than the Homerton, so cutting travel time for patients.
- Our focus groups for the unpaid carers community has led to inclusion of their views and requirements in the new HomeCare Contract.
- Four reports have been produced on different issues, including the services delivered by our Primary Care Network, and the new neighbourhood programme.
- Continued newsletters and bulletins were produced to ensure that you had the most up to date information, not only around the pandemic but from across Health and Social Care in the City.
- We are now back in the City in our new home at the Portsoken Community Centre.
- As you will recall last year we talked about the landscape of health and social care services changing here in the City. The new Integrated Care Partnership Board (ICP) which will manage the Health and Social Care system in the City, is due to 'stand up' on 1st July, and preparation for this has been underway throughout the year. We have been involved with numerous committees and working groups to make sure that the City's voice is heard and more importantly that residents participate in all stage of building the new system, from the design of services through to holding service providers to account.

We are locally based, listen to local views and make sure our work addresses what matters to you, without your support our work would not make difference it does.

Gail Beer  
Healthwatch City of London, Chair



“Making sure your voice is heard, and that you are responded to remains core to what we do. As a statutory body we have a voice that cannot be ignored but we do need to hear from you.”

Gail Beer, Chair of Healthwatch City of London



# About us

## Your health and social care champion

Healthwatch City of London is your local health and social care champion. From Mansell Street to Fleet Street and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

For Health and Social Care services to be truly responsive to the needs and requirements of the residents and workers of the City of London.



### Our mission

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 of London.



### Our values

- Respecting and encouraging diversity
- Valuing everyone's contributions.
- Maintaining integrity
- Creating inclusiveness



### Our team

- One Chair
- Four Trustees
- Three Board Associates
- Three staff members



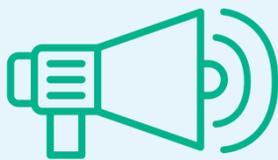
### For advice and information contact us:

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Email: [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)  
Website: [healthwatchcityoflondon.org.uk](http://healthwatchcityoflondon.org.uk)

# Our year in review

Find out how we have engaged and supported people.

## Reaching out



Over the past year we have produced **39 weekly bulletins**, **11 newsletters**, held **10 listening events** for City Carers, **5 mental health and wellbeing focus groups**, **4 webinars**, hosted **5 Board meetings in Public**, our **Annual Public Meeting** and our **Annual General Meeting**

## Making a difference to care



We published  
**4 reports**

about the improvements people would like to see to health and social care services.

Our most popular report was

**Shoreditch Park and City Primary Care Network resident engagement project report**

which highlighted the communities requirements from the PCN

## Health and care that works for you



We're lucky to have

**12**

outstanding volunteers, who gave up their time to make care better for our community.

We're funded by our local authority. In 2021-22 we received:

**£66,722**

Which is the same as the previous year.

We also currently employ

**3 staff**

who help us carry out this work.

## How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



In March we published our Shoreditch Park and City PCN resident engagement project report



Our Long COVID webinar provided an overview of the services on offer for City residents who are suffering with symptoms of Long COVID.



Supported the public health COVID 19 vaccination programme and the booster programmes

Summer



Worked with the unpaid Carers community to facilitate feedback around the City of London's homecare contract and held monthly listening events.



We supported the Healthwatch England #BecauseWeAllCare campaign which saw 54,000 people from across the country come forward to tell them about issues they faced with services.

Autumn



Held our AGM highlighting our work throughout the year.



Input into the City of London Corporation's development of its Health and Wellbeing strategy for 2022-26

Winter



Held a joint webinar with the team at Barts Health to hear about the ELOPE project. The aim of the project is to reduce cardiovascular disease risk in our local community, working in partnership with the British Heart Foundation.

Dr David Collier Webinar  
Joint Clinical Director at the William Harvey Research Institute joined us to talk about the Institute, its remit, how it links with Barts and the London School of Medicine and Dentistry, the current projects being undertaken and the research of the team.



Homerton University Hospital NHS Foundation Trust and Barts Health NHS Trust joined us at our annual public meeting



# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve.



## Improving patient experience at the Neaman Practice

Thanks to people sharing the problems they encountered making appointments at the Neaman Practice, and their actual experience in dealings with the team at the Practice, we've helped to improve the whole process over the past year.

We received several complaints from patients of the practice which we raised with Dr Chor and his partners. Dr Chor then attended our Board Meeting in Public in June who presented an action plan for improvements to the patient experience.

### These areas of concern included:

- Attitude of Non –GP staff
- Reception staff needing additional support and training to make patients feel more welcome.
- Reception staff being unaware of available clinics or the dates when they were held
- Inaccurate information on the website
- Telephone not being answered and messages left not being responded to

### Outcomes:

- Staff have now received full training in communication skills and customer service
- A new permanent support team is now in place
- Practice manager now fully briefs the team on all clinics and the process by which to book
- Feedback sought from PPG members on the website. Information is reviewed fully quarterly.
- The telephone system: The practice is now using 4G system. Their target is for calls to be answered within 5 minutes. A mystery shop conducted by surgery staff found the average waiting time was 4.9 minutes. The practice continues to monitor call activity. The busy time is 8-11am when four people are now available to take calls. After 11am, there are two people to answer phones.

### Further actions:

Healthwatch City of London hold quarterly meetings with the Practice to monitor the action plan. We also attend meetings of the Practice's Patient Participation Group.



'We are concerned by these issues and want to work collaboratively with Healthwatch and our patients to address them satisfactorily'

Dr Chor, Partner of the Neaman Practice GP surgery



## Referral pathways into secondary care for City residents

Many residents asked us to provide clarity on referrals to local hospitals from the Neaman Practice. We knew that patients had been informed by the Practice that the North East London Clinical Commissioning Group (NELCCG) had instructed them not to refer patients directly to Barts Health.

As a result of your feedback, we contacted the NELCCG requesting clarity about patients being told they can only be referred to Homerton Hospital for non-acute care and the management of some long term health conditions.



### Outcome

We are pleased to report that you are now able to request treatment at Barts Health NHS Trust.

However, the waiting times at Barts Health NHS Trust for routine treatments are often longer than elsewhere, and the Homerton or other hospitals may be able to provide an earlier appointment.

## Accessing non-invasive cardiology tests

Continuing on the theme around access to the services. Healthwatch City of London met with Barts Health and Dr Chor from the Neaman Practice to talk about access to non-invasive cardiac tests (ECG, 24-hour cardiac monitoring).

### Outcome

The Barts team and the Neaman practice are now in advanced negotiations on working together to try and improve access, but are still awaiting NHS approval.



### Do you feel inspired?

We are looking for Trustees and volunteers, so please get in touch today.



- [www.healthwatchcityoflondon.org.uk](http://www.healthwatchcityoflondon.org.uk)
- 020 3745 9563
- [info@healthwatchcityoflondon.org.uk](mailto:info@healthwatchcityoflondon.org.uk)

## Three ways we have made a difference for the community

Throughout our work we aim to represent your views and interests, we also produce reports and information.



### Community Diagnostic Hubs

NHS England is funding a programme of Community Diagnostic Hubs, the new initiative of the NHS aimed at building capacity for more diagnostic testing locally, improving patient access to these tests and relieving pressures on hospitals.

The funding will see development of the hubs across London, with a mix of short term “early adopter” schemes to stretch and adapt existing capacity as well as longer term funding to establish new delivery sites.

We have asked the City of London Health and Wellbeing Board to investigate if there is capacity in the City for provision of a hub for City workers and residents.



### Guide to Audiology Services and Hearing Aid provision

Christopher Gadsden, a City resident and Healthwatch City of London volunteer has carried out extensive research on our behalf, on audiology services and Hearing Aid provision in the City of London.

The resulting guide produced from the research is very easy to read and packed full of useful information from recognising when you need hearing aids, to where you can get them and how to access both NHS and private services for your hearing. [A guide to Audiology Services and Hearing Aid provision in the City of London | Healthwatch Cityoflondon](#)



### Access to foot clinic

There have been some difficulties in getting podiatry appointments since the beginning of the pandemic.

Confusion about how to gain access to the service arose in part from a change in pathways because of COVID and in part from a change in patient criteria for access to the service.

Healthwatch contacted the Clinical Commissioning Group, the Neaman Practice and Homerton Healthcare to make sure that everyone was clear about how and where to access the service.

# Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



## COVID 19 information and support for the vaccination roll out

Over the past year we continued to bring you the most up to date information on the COVID 19 pandemic and supported the vaccination programme across the City.

- Providing up to date advice on the COVID-19 response locally.
- Linking people to reliable up-to-date information.
- Supporting the vaccine roll-out.
- Supporting the community volunteer response.
- Publishing weekly newsletters and creating dedicated pages on our website.



## City Homecare Contract

At our regular City Carers' meetings we invited the commissioner from the City of London Corporation who was responsible for the recommissioning of the Homecare Contract. Our Carers were given the opportunity to provide feedback on their requirements for the new contract, which were then incorporated into the contract awarded to the successful bidder.

Some of these were:

- Emphasis on quality of care versus cost
- Consistency of care
- Regular feedback and dedicated contact



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# Our projects

Over the past year we have worked with our volunteers, the NHS, neighbouring Healthwatches and other voluntary organisations on projects that will help to shape services in the future.



## Our projects

Over the past year we have carried out several projects with neighbouring Healthwatch and voluntary organisations.

### Shoreditch Park and City PCN resident engagement project report

Healthwatch City of London and Healthwatch Hackney undertook a project in collaboration with the Shoreditch Park and City Primary Care Network (PCN) to understand what residents want from their Primary Care Network.

A total of 1018 responses were obtained to questions on health services, accessibility, COVID-19, and health challenges and priorities.

We are working with the PCN on a number of recommendations made in the report following your feedback. The Health Inequalities lead for the PCN recently presented at our Public Board meeting on the next steps, and we continue to monitor these.

You can read the full report on our website <https://www.healthwatchcityoflondon.org.uk/report/2022-03-11/shoreditch-park-and-city-pcn-resident-engagement-project-july-2021>



### Neighbourhoods Conversations and Forums: City Outreach Project Final Report



## Neighbourhoods

The City and Hackney Neighbourhood programme is transforming health and social care locally by developing, testing and implementing new service models across community teams e.g. community nursing, therapies, social care and mental health across the eight Neighbourhoods within City and Hackney. The focus of our report is the Shoreditch Park and City Neighbourhood which covers the City of London.

City & Hackney Living Better Together

The project looked at the value and structures of the Neighbourhood forum, work carried out already in the Neighbourhood, and desktop research on the current service provision.

You can view the full report here:

<https://www.healthwatchcityoflondon.org.uk/report/2022-02-11/neighbourhoods-conversations-and-forums-city-outreach-project-final-report>

## Our projects continued



### St Leonard's Hospital

Work has continued for most of the year on the St Leonard's Hospital redevelopment campaign, with Healthwatch City of London being represented at meetings of the project group set up to oversee the preparation of the business case for the redevelopment (though these meetings have been suspended since March 2022)

We have been involved, with Healthwatch Hackney on the creation of a 'People's plan' for the site, reflecting the ideas and aspirations of City and Hackney residents for the future of St Leonard's.

### Voices of disabled residents and COVID 19

The project 'Voices of disabled residents and COVID 19' involved a survey we carried out earlier in the year, in which local residents who are living with a disability were asked to let us know how COVID 19 had impacted on their lives. The survey explored a number of areas including access to services, access to information and the vaccination. A single survey was carried out across all North East London Healthwatches.

53% of respondents experienced disruption to their health and/or social care. The most affected groups were those with a severe disability (unable to leave home or in need of personal care) those with learning disabilities and those with chronic pain. Most respondents had experienced online/web based appointments. Although these work well for the majority, those with sensory impairments or a language barrier found them a struggle.

You can view the report here

<https://www.healthwatchcityoflondon.org.uk/news/2021-11-18/healthwatch-city-london-wins-prestigious-national-award>

### Development of the Integrated Care System

The new Integrated Care System (ICS) will come into effect from 1<sup>st</sup> July 2022 (slightly delayed).

We have been part of the development of the ICS, ensuring that the voice of the residents, students and workers of the City are heard, and the correct governance and systems are put in place to best support you.



# Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

This year our volunteers:

- Helped people have their say from home, carrying out surveys over the telephone and online.
- Created digital content on our website and social media.
- Carried out website and telephone reviews for local services on the information they provide and assessing their accessibility.





### Michael

“During my time at Healthwatch City of London, I assisted in research in health and social care in the area, using this information for pamphlets and the Healthwatch website. I also made graphics and attended team meetings. It was a pleasure to work in the office with the other Healthwatch workers. Working there helped me become accustomed to an office environment and sharpen my communications and research skills. It was an excellent experience being part of a team that truly believes in helping and serving the community.”



### Joshua

“I saw the opportunity to volunteer for Healthwatch City of London and thought it would be great experience. I supported a city outreach project by completing desktop research to identify services and provision available for residents in the borough. I was also given the opportunity to interview stakeholders related to the project to understand their role, and how it fits into the neighbourhood conversations and forums.”

### On going projects:

HWCOL are currently working on a Health Inequalities project to identify communities who face inequality of access to services. The provision of Patient Advice and Liaison services across NHS Trusts in the City and the provision of a Young Healthwatch for the City of London to represent the younger generation.



### Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



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# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income	
Funding received from City of London Corporation	£66,722
Additional funding	£24,370
<b>Total income</b>	<b>£91,092</b>

Income	
Staff costs	£66,981
Operational costs	£5,339
Support and administration	£5,757
<b>Total expenditure</b>	<b>£78,077</b>

## Top seven priorities for 2022-23

- 1) Reflect diversity
- 2) Encourage our GP services to deliver good care
- 3) Campaign for the 'new normal' in health services to be responsive to the needs of local people
- 4) Ensure City residents' needs remain at the heart of the new Shoreditch Park and City Neighbourhood.
- 5) Scrutinise the development of new NHS and Social Care organisations
- 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 on health and social care issues.

## Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.

# Statutory statements

## About us

Healthwatch City of London, 20 Little Somerset Street, London E1 8AH

Healthwatch City of London uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



## **The way we work**

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists of eight members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021/22 the Board met eleven times.

We ensure wider public involvement in deciding our work priorities. This year we have campaigned for a better patient experience at the Neaman Practice, patient choice and access to non-invasive cardiology tests and facilitated the unpaid carer's community to have their say in the re-tender and commissioning of the new HomeCare Contract.

### **Methods and systems used across the year's work to obtain people's views and experience.**

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2021/22 we have been available by phone, and email, and have also provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and focus groups, including the Listening to City Carers events, and Mental Health and Wellbeing focus groups. We have engaged with the wider public through social media..

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website, send it directly to our mailing list and stakeholders, and have paper copies available at public events.

### **Responses to recommendations and requests**

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

## Health and Wellbeing Board

Healthwatch City of London is represented on the City of London Health and Wellbeing Board by Gail Beer, Chair. During 2021/22 our representative has effectively carried out this role by:

- Obtaining the City of London Corporation's support to provide a fit-for-purpose telephone system and lines to the Neaman Practice.
- Raising awareness and subsequently submitting a bid for a Community Diagnostic Hub to be based in the City
- Ensuring that correct and adequate governance arrangements are in place, and patient involvement is at the forefront in the development of the Integrated Care System
- Raising the lack of patient choice for City Neaman Practice patients with regards to referrals for non-invasive cardiology tests

## Getting the right information to you at the right time.

Over the past year, and as we come out of the pandemic, we have continued to provide you with the information you need about access to services, the vaccination programme, public health campaigns and have also highlighted areas of concern.

We have brought to you:

- 39 weekly bulletins
- 11 newsletters
- Direct mailings (which includes our newsletters and bulletins) that were read by 2246 people
- 10 listening events for City Carers
- 5 mental health and wellbeing focus groups
- 4 webinars on the ELoPE project, Long COVID, The William Harvey Institute and the booster and vaccination programme
- 5 Board meetings in Public
- Our Annual Public Meeting and our Annual General Meeting
- 422 tweets and Facebook posts



# healthwatch

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