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| Committee: Health and Wellbeing Board - For information | Dated: 10 November 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 2 and part Quarter 3. 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. 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 Health and Social care services via the website, newsletters, bulletins and social media.

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.

Rachel Cleave has now been appointed as the permanent General Manager and officially took up the post on 1st November, having been the Acting General Manager since March. A full recruitment process took place.

Discussions were held with City of London Corporation on our current contract which is due to end in September 2022. Additional funding has been agreed and amendments to the deliverables made. The contract has been extended to September 2023. Quarterly performance meeting took place with City of London Corporation.

Work is underway to reshape the team to ensure delivery of the contract and discussions are currently underway to determine next steps.

Following HWC^oL's work with the Neaman Practice and Barts, the Practice now offer ECG and Echo cardiograms on a monthly basis. The service is run by Barts at the Practice.

2 Extension of the HWC^oL contract

As stated above Trustees at HWC^oL have been working with officers at the CoL to agree terms to extend the current contract. The initial contract was for three years with an option to extend on annual basis for a further two years. Contract value has been uplifted to cover a payrise for staff and the increase in non-pay costs in a number of areas. The Trustees are grateful for the continued support of the Children and Communities Team and Healthwatch England.

3 Areas of concern

HWC^oL are increasingly concerned about the engagement with City residents and subsequently in the decision-making process from NHS North East London and the ICB. Events that are badged for city residents are held outside the city. It is not easy to find out how decision making about services for city residents is being made and to establish how city residents are inputting into the decision making. Given that many of the structures in the ICS and the ICB are new HWC^oL will continue to monitor the effectiveness of engagement and participation in the city and support the work of partners in health and social care through promoting events and advising on engagement opportunities.

Section 3.1 highlights a specific area of concern, but our concerns are not limited to this role. This example highlights both the issues that City residents face and some of the issues those trying to engage in the City also face.

3.1 Community Voice Manager

A meeting was held with NHS North East London ICP which funds a Community Voice Manager post, hosted by Healthwatch Hackney. They are funded to deliver, amongst other things:

- Regular Community Voice activities in City and Hackney to help local people be more informed about local services and health and care and influence their development with a funder focus on local integrated commissioned services
- Collect information and feedback and share findings with the North East London Health and Care Partnership, Hackney Council and the City of London Corporation (conducting surveys, questionnaires and taking part in consultations)

There are some concerns that there is limited evidence to demonstrate how successfully the team have been able to engage in the City. A subsequent meeting has been set up to discuss what role HWCoL can play to support engagement.

This post has now been filled. An initial introduction meeting has taken place, with further discussions on the role and how we can ensure HWCoL's engagement and work can be supported.

3.2 St Leonards Hospital site Redevelopment

HWCoL were involved in the scrutiny of the St Leonards redevelopment project. As reported this project was put on hold earlier in the year, and we are yet to receive an update on its status. The services offered at St Leonards play an important part in the delivery of care to City residents.

4 Public Board Meeting

HWCoL held a Board meeting in Public in July. Darren Barnes from Barts Health NHS Trust gave an update on the Barts Engagement, Participation and Experience 2022-25 Strategy. Jonathan McShane, NHS North East London Integrated care convener gave an update on the new ICS.

5 Projects

Shoreditch Park and Neighbourhoods Forum

HWCoL attended the first Shoreditch Park and City Neighbourhoods forum where a pilot on anticipatory care was discussed. Concerns were raised about the Terms of Reference of the forum and its jurisdiction. The Terms of Reference for the forum have yet to be agreed. HWCoL will attend the VCS Leadership group meetings where the ToR will be discussed and subsequently taken back to the Forum for discussion and agreement. HWCoL will attend both the Forum and the Leadership group. A good representation from the voluntary sector was acknowledged at the Forum, but it was felt that more statutory providers should be in attendance.

6 Communications and Engagement

HWCoL's annual survey was launched in June and closed at the end of July, 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 preliminary collation of the results from the survey has been undertaken, detailed analysis will now take place and the findings will be published at our APM.

The preliminary findings show 60% of respondents to the community survey thought that HWCoL is effective in its role, however many of the comments highlight the complexities of the Health and Social system and the difficulties faced in effecting change.

It is noted that 85% of respondents receive the newsletter/bulletin produced with over 80% stating they trust the information contained within them.

As with last year, the majority of respondents cited access to GPs and the ability to book (both via the booking systems and obtaining) an appointment as a pressing concern.

Over 70% of respondents are aged 55+

In the stakeholder survey 85% state that HWCoL is effective in its role. The need for more resident involvement is highlighted as an area of concern, training of volunteers to attend meetings and greater representation of City residents with volunteering opportunities.

There was recognition from stakeholders of the work carried out especially in consideration of the small team.

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.

A restructure of the team is underway now the GM position is filled. Focus is on delivery on our City of London Corporation, greater support to the recruitment and management of volunteers and increased engagement with City residents, with particular focus on lesser heard communities.

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.

A Linked In platform has been set up for wider reaching communications to the business community.

HWCoL annual report has been produced and had been formally accepted at the Board meeting in Public in July.

6 Consultation

Transport for London Bus review

HWCoL responded to the Transport for London Bus review consultation raising concerns to cuts in services that would affect patients to Barts Hospital. Our response has been sent to Nickie Aitken MP.

North East London Maternity Services Survey

HWCoL promoted the North East London Maternity Services survey that was developed with the NHS North East London. Responses are being collated by Healthwatch Redbridge who will report back.

Neaman Practice Patient Experience survey

Advertised in HWCoL November newsletter. Responses will be collated and will be submitted in the next Health and Wellbeing Board report.

Access to services survey

Survey launched in October to understand patients experiences of access to services, following the then Health and Social Care Secretary's Therese Coffey's announcement of the Governments 'Our Plan for Patients'. Responses will be collated and will be submitted in the next Health and Wellbeing Board report.

7 Business Planning

The business plan has now been developed and this highlights the challenges to delivery of the contract. After supportive discussion with our commissioners extra funding has been secured. The business plan reflects this and determines how we meet contractual obligations. See Appendix A

8 Q2 & Q3 Performance Framework (Contractual Obligations)

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

Note: Enter and View Training has now taken place therefore visits will commence in Q3.

A full KPI report attached in Appendix B for your information.

9 Planned activities in Quarter 3, 2022/23

In support of the delivery of the business plan during Q3 the team at HWCoL will:

- Delivery of our Annual Public meeting which is scheduled for 9th December. Dr Chor (Neaman Practice) will present an update on the Practice. Susan Masters (Hackney CVS) will present on the Neighbourhoods project.

- 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. This has been set up as monthly Patient Panels, the first (held in October) focused on foot care which continues to be an issue for many residents both in City and Hackney. The next scheduled Patient Panel is with Charlotte Pomeroy, Chief Participation and Place Office at NHS North East London, on 23rd November. December the Patient Panel will highlight suicide awareness with colleagues from MIND and the Cit of London.
- 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.
- Attendance at the next Neighbourhood Forum scheduled for 15th November
- Patient Forum, in association with Healthwatch Hackney on Patient Transport
- Engagement project funded by London Ambulance Service on patient feedback to understand: What is LAS getting right? How can LAS improve emergency care?, How can LAS enhance urgent care?, How should LAS work with other parts of the healthcare system to improve care?, How can LAS do more to contribute to life in London? A report to be produced by the end of January which will shape the LAS new organisational strategy for 2023-28.
- Long Covid – Your experiences and barriers survey in association with City & Hackney COVID Rehabilitation (CoRe) Service and Healthwatch Hackney

10 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. Advice has been sought from Healthwatch England, who are in the process of developing training for both officers and Board members, this however, will not be available until later in the year. HWCoL will explore online training in the meantime.

11 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. We have increased our attendance at in person meetings and events and will hold our APM in December.

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Appendix A:
Healthwatch City of London Business Plan 2022/23

Appendix B:
Performance Framework Report Q2 prepared for City of London Corporation