

# PERFORMANCE FRAMEWORK REPORT Q2 2022/23

Healthwatch City of London

## Healthwatch City of London Performance Framework Q2 Report

### Summary

This report provides an update on the Quarter 2 performance of Healthwatch City of London (HWCoL) against the key performance indicators laid out in the Performance Framework for 2022/23.

In Q2, HWCoL continued to work closely with the North East London (NEL) Integrated care System (ICS), which is now in place, on their proposals for patient engagement.

The HWCoL team held a Board meeting in public in July. The speakers were Guest speakers: Darren Barnes - Barts Health NHS Trust who talked about the Barts Engagement, Participation and Experience 2022-25 Strategy and Jonathan McShane, NHS North East London, Integrated care convenor who gave an update on the new ICS and how it will deliver care.

The acting general manager continued to manage the team. An open recruitment campaign was launched to appoint a permanent post. Interview will take place in October.

Following the work of the Trustees the paper to outlining the additional income required to deliver the current contract and continue to provide Healthwatch services was approved, with the contract being extended.

The team continued to provide residents with up-to-date information about Health and Social Care news through the website, newsletters, bulletins, and social media.

The planned Annual General Meeting was, unfortunately, cancelled due to our booked speakers pulling out a week before the event. The team have rescheduled this for early December as an online event.

### Projects and ongoing work

#### Annual Survey

The annual survey results have been collated. The resident's survey was launched on 1<sup>st</sup> June in the June Healthwatch City of London newsletter and via direct mail to subscribers, and subsequently promoted again in the July newsletter. The stakeholder survey was sent via email on 7<sup>th</sup> June to 56 key stakeholders. Both surveys closed on 15<sup>th</sup> July. The residents survey totalled 17 responses an increase of 9 from last year. The stakeholder survey totalled 6 responses a decrease of 4 from last year.

The residents report shows a decline in residents' opinion of the effectiveness of us as a Healthwatch. However, the comments identify their opinion is based on the effectiveness of Neaman Practice and HWCoL's ability to influence change. All respondents acknowledged the necessity of having a Healthwatch dedicated to the City.

The stakeholder comments are more positive. Stakeholders agree that HWCoL's priorities and objectives are the right ones on which to focus. Positive comments were made about engagement and making sure there is consistency with meeting attendance and input. Acknowledgement of achievements is given, however both surveys give strong indications for further work when a full team is in place.

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### **NEL Communications**

The team continued to attend NEL communications working groups to ensure that the City's voice is heard in the establishment of the new Integrated Care Systems framework and decision making.

### **Patient Panels**

The team have launched a new initiative to engage the community, 'Patient Panels'.

The sessions, which will be held monthly are open sessions on a particular theme supported by a guest speaker and are selected based on areas of concerns. The public are invited to come along and meet the HWCOL team and the speaker and explore how the service is delivered or can be improved. Last month a lively discussion was held on foot health. This coming month members of the Integrated Care Board Engagement Team will be meeting members of the public. Outcomes from the events will be fed back to service providers and the relevant organisations with a short report and actions for HWCOL which will be shared with the public and HWE.

### **NEL Healthwatch Away day**

NEL Healthwatch held their first in person meeting since the set up of the ICS and HWCOL attended. Presentations on the day were on the new PCN areas, NEL ICS working with people and communities' strategy and the community insights system.

### **Other significant achievements and activities**

- Attendance at the BaLaCo festival in Aldgate Square
- Attendance at the Shoreditch Park and City Neighbourhoods forum. Representation of City charities/service providers were present.
- Private Board meeting took place in September where the annual business plan was formally signed off and will be shared at the next public board meeting.
- A payrise of 5% was given to the staff, taking effect from 1<sup>st</sup> September

### **Consultation**

Following the new Health Secretary, Theresa Coffey's announcement of 'Our Plan for Patients', HWCOL compiled a survey asking the city residents to tell us of their experiences accessing care. We will run the surveys monthly to gauge changes in opinion and service access.

### **Performance highlights**

HWCOL produced 3 monthly newsletters during Q2. These mass mailings provide up-to-date advice and guidance to residents regarding Health and Social Care.

In Q2, HWCOL continued to add followers to the Twitter site increasing by 7 to 685.

Posts on Twitter, Facebook and Instagram focused on HWCOL's work during Q2, the annual survey, the AGM (subsequently cancelled) advertising surveys, the COVID and flu vaccination program and the establishment of the Integrated Care System.

Posts will continue to promote 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 residents.

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### **Areas of underperformance**

The communications and engagement strategy had not progressed in Q2. A review needs to be undertaken with the return of face-to-face events the team aim to ensure they reach out to local community to recruit trustees and associate board members that reflect the local area. This strategy will go before the Board in the next private and public Board Meeting.

Enter and View activity - remains an area of underperformance since 2020. The Enter and View Programme has restarted post pandemic, training has been booked for volunteers and staff in Q2, this will take place in Q3.

The planned Enter and View with St Leonard's Hospital staff, in partnership with HWH, remains hold.

### **Areas of significant underperformance**

HWCOL has one area of significant underperformance is the recruitment of volunteers.

### **Areas of Concern**

Healthwatch City of London is currently without a permanent General Manager, with the team currently covering the majority of the duties supported by Trustees in areas such as finance and report writing. An open recruitment campaign has taken place, interviews will take place early in Q3.

Ongoing concerns a regarding public participation and engagement within new Health and Social care structures and the impact on the City voice. A new Community voice manager has been put in place, hosted by HW Hackney. One day a week will be dedicated to City engagement and projects.

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Performance report

| Indicator name/Description  | Reporting period | HWE QF | CoLC Outcome | Annual Target | Quarterly Performance 2022-23 |    |    |    | Annual Total to date | Progress | Comments on performance and progress update  |
|---|------------------|--------|--------------|---------------|-------------------------------|----|----|----|----------------------|----------|--|
|   |                  |        |              |               | 2022-23                       | 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                    | GREEN    | HWCoL continues to advertise for new trustees. Now additional funding has been agreed a full poster campaign will take place.  |
| Number of associate board members.  | Quarterly        | People |              | 4             | 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             | 3                             | 3  |    |    | 3                    | 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. The Aldgate Festival gave the team the chance to engage with Aldgate residents.  |
| 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 |  |  | 1 | GREEN | At the away day in Q4 of 2021/22 HWCoL reviewed delivery of the Business Plan and re- focused on the delivery of the local objectives. The review identified the activities that enhance the HWCoL offer. delivery. This plan was meant to be presented to the HWB in September but as been delayed until November. HWCoL will also provide a review of the delivery of last year's performance. 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 |  |  | 1 | GREEN | The Annual Work Plan is included with the Business plan for this year.   |

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|  |               |                             |          |          |          |          |  |  |          |              |  |
|--|---------------|-----------------------------|----------|----------|----------|----------|--|--|----------|--------------|--|
| <p>Completion of Healthwatch's Quality Framework.</p>  | <p>Annual</p> | <p>Influence and Impact</p> |          | <p>1</p> | <p>1</p> | <p>1</p> |  |  | <p>1</p> | <p>GREEN</p> | <p>Building on HWCoL's work on the HWE Quality Framework, a meeting with HWE has been arranged to review progress and sign off the action plan. This links in with the Annual Business Plan. The team will report back after meeting HWE.</p>  |
| <p>Healthwatch City of London Board is representative of the City of London population.</p>  |               | <p>People</p>               | <p>B</p> |          |          |          |  |  |          |              |  |
| <p>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.]</p> | <p>Annual</p> | <p>People</p>               |          | <p>1</p> |          | <p>0</p> |  |  | <p>0</p> | <p>GREEN</p> | <p>HWCoL has a volunteer recruitment campaign planned for the coming year. The recent return to face-to-face meetings will support this engagement. Now the team are back in the office two days a week they are in a position to undertake more face-to-face engagements focussing on increasing diversity.</p> |

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|---|--------|-----------------------------------|---------|---|---|--|--|--|---|-------|--|
| 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 |   |   |  |  |  |   |       |  |
| 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.] | Annual | Engagement, Involvement and Reach |         | 1 | 1 |  |  |  | 1 | GREEN | Completed in June. Report summarised above. Full report will be available in Q3 following Board sign off. Key messages are: to give clarity to residents on the role of HWCoL and to gain greater participation and feedback on experiences with services. |
| Evidence of active and increasing engagement with the public on social media (e.g., through number of website hits etc).  |        | Engagement, Involvement and Reach | D       |   |   |  |  |  |   |       |  |



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|---|-----------|-----------------------------------|--|-----|-----|-----|--|--|---|-------|--|
| Email bulletins – numbers of subscribers. | Quarterly | Engagement, Involvement and Reach |  | 150 | 148 | 148 |  |  |   | GREEN | During Q2, subscribers to email bulletins remained the same. 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.  |
| Email bulletins sent.                     | Quarterly | Engagement, Involvement and Reach |  | 12  | 5   | 3   |  |  | 5 | GREEN | HWCoL sent 3 newsletters /bulletins in Q2. The team have recently reviewed the frequency of newsletters and bulletin in line with funding for this activity. The team are reviewing content and design to increase relevance and redirect focus to current issues 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. The team are reviewing style and content of both bulletins and newsletters. Direct mails were sent to advertise the annual survey and Public Board Meeting. |

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|---|-----------|-----------------------------------|--|-----------------------------|-------|-------|--|--|-------|-------|--|
| Mailchimp email bulletin open rates.          | Quarterly | Engagement, Involvement and Reach |  | 25% ave - industry standard | 41.7% | 43.1  |  |  | 42.4% | GREEN | The open rate during Q1 was 43.1 compared to 41.7 in Q1. The open rate remains stable and is currently higher than the industry average.   |
| Twitter - numbers of followers.               | Quarterly | Engagement, Involvement and Reach |  | 650                         | 678   | 685   |  |  | 685   | GREEN | During Q2 HWCoL's Twitter account gained 7 new followers.  |
| Facebook – number of followers (new account). | Quarterly | Engagement, Involvement and Reach |  | 50                          | 26    | 25    |  |  | 25    | GREEN | In Q2 Facebook followers decreased slightly by 1. The team 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 different bespoke content for the platforms. |
| Website – Numbers of visitors.                | Quarterly | Engagement, Involvement and Reach |  | 1000                        | 2,765 | 1,205 |  |  | 1,205 | GREEN | Hits to the website averaged 401 per month in Q2   |
| Website Numbers of pages visited.             | Quarterly | Engagement, Involvement and Reach |  | 1200                        |       |       |  |  |       | GREEN | Unable to access statistics for pages visited this quarter. This will be rectified in the next quarterly report  |

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| Number of volunteers trained to carry out an 'Enter and View' visits and number of visits.             |           | People | C |    |   |    |   |   |    |       |   |
|--|-----------|--------|---|----|---|----|---|---|----|-------|---|
| 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. The team have contacted Healthwatch Hackney who run an Enter and View training programme. The team continue to work 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 is not taking place.   |
| Number of Tempo Time Credits volunteers are eligible for.  | Quarterly | People |   | 40 |   | 20 |   |   | 20 | GREEN | Volunteers are not recording time credit and active encouragement and identification of the benefits would help. HWCOL will meet with the Tempo time credit team to explore how the scheme can be made more attractive to users.  |

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| 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  | 1 | 1 |  |  |   | GREEN | One HWBB held in Q2, attended by HWCoL's chair. A report on HWCoL's work is presented at each HWBB.   |
| Other board attendances (e.g., CCG governing body, ICB, NEL governing body, Health and Social Care Scrutiny, events etc). | Quarterly | Leadership and Decision Making |      | 40 |   | 6 |  |  |   | GREEN | 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. The team 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. The team continue to work to establish the status of the PCN and Neighbourhood Forum development plans. |
| Events hosted by HWCOL: Quarterly focus group discussions, one of which is the Annual Public Meeting                      | Quarterly | Leadership and Decision Making |      | 4  | 2 | 1 |  |  | 3 | GREEN | HWCoL held one public board meeting in Q2   |

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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  | 24 | 1  |  |  | 24 | GREEN | In Q2 HWCOL carried out an access to services survey following the SOS for Health's announcement on GP appointment times. The results will be reported back at the next meeting.   |
| Complaints and views (about others' services) – published in annual report.  | Annual    | Engagement, Involvement and Reach |         | 4   |    | 0  |  |  |    | GREEN | The issues were raised with service providers and members of the public fed back to. Complaints are mainly focused on the GP practice.   |
| Number of members of public at HWCOL board meetings  | Quarterly | Engagement, Involvement and Reach |         | 100 | 18 | 15 |  |  |    | AMBER | In Q2 attendance at the public board was low. Attendance is largely driven by the speakers and most interest is in GP services and the provision of Social Care. Despite an effort to return to face to face meetings there is still a concern amongst residents about this and an online offer is still the most preferred. |

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|---|-----------|---------------|------|---|---|---|---|---|---|-------|--|
|   |           |               |      |   |   |   |   |   |   |       |  |
| 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 | 3 | 2 |   |   |   | GREEN | One team member attended the email marketing course and equality and diversity training. |
| 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 |           |               |      |   |   |   |   |   |   |       |  |
| Number of safeguarding alerts raised by HWCoL in the quarter  | Quarterly |               |      |   | 0 | 0 | 0 | 0 | 0 |       | A HWCoL trustee continues to sit on the City of London Adult Safeguarding Sub-Committee  |
| Number of complaints HWCoL received about their service   | Quarterly |               |      |   | 0 | 0 | 0 | 0 | 0 |       |  |