

<b>Committee:</b> Health and Wellbeing Board - For information	<b>Dated:</b> <b>03/03/2023</b>
<b>Subject:</b> Healthwatch City of London Progress Report	<b>Public</b>
<b>Report author:</b> 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 3 and 4. 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 Portsoken Community Centre. Through hybrid working – both at the office and home working – and maintained output of up-to-date information in a rapidly changing environment.

The communication platforms continued to provide residents with relevant information on Health and Social care services via the website, newsletters, bulletins and social media.

Following the departure of two part time members of staff Rachel Cleave, General Manager has restructured the team. Recruitment for two posts a Communications and Engagement officer and Volunteer and Project Officer has been completed and two appointments have been made, both are expected to start in late March. The team will now operate over four days a week, as has been agreed as part of the resourcing from the budget. The Communication and Engagement officer will refresh the communications and engagement strategy, looking to build upon and develop further engagement with residents across the City with particular focus on increasing engagement with lesser heard communities, they will increase face to face activities as well as expanding our social media and traditional media presence.

The volunteer and projects officer will review the volunteer strategy, focussing on increasing the volunteer base allowing greater reach into the community and involvement in relevant projects from across the system.

The increase in team members will allow the General Manager to focus on the strategic direction of HWCOL and delivery of the seven local objectives and the objectives laid out in the business plan.

## **2 Extension of the HWCOL contract**

The current extended contract and financial uplift agreed in September 2022 will come to an end in September 2023. HWCOL are in discussions with the City of London Corporation regarding renewal of the contract. However, it should be noted that the increase in funding was for one year only as it was secured from non-recurrent funds.

## **3 Areas of concern**

HWCOL are increasingly concerned about the engagement with City residents and subsequent decision-making processes and the impact on City residents by NHS North East London and the ICB. Events that are badged for city residents are held outside the city, although some meetings have now been held in the City in recent weeks. We hope that this marks a step change in engagement with City residents. Badged events do not always mention the City or provide City specific data. HWCOL continue to raise concerns. However, work is underway (see section 9 to remedy this situation.

Funding for engagement projects from NHS North East London is currently being reviewed with projects that receive non recurrent funding under threat. HWCOL are attending meeting to discuss the funding and the projects.

HWCOL will continue to monitor the effectiveness of on the ICP and ICB and have recently received a survey to complete for feedback.

### **3.1 Community Voice Manager**

In our last report we raised a concern of the provision of the Community Voice manager, a post funded by the NHS North East London ICP, but hosted by Healthwatch Hackney. The post has now been filled with the agreement that the postholder will work with HWCOL from the Portsoken office on a monthly basis.

### **3.2 St Leonards Hospital site Redevelopment**

HWCoL were involved in the scrutiny of the St Leonards redevelopment project, but as reported previously this project was put on hold earlier in the year, and there is yet to be an update on its status. The services offered at St Leonards play an important part in the delivery of care to City residents. Without a clear strategy there is some uncertainty of the future of the site and the services within it.

### **3.3 Neaman Practice**

HWCoL continue to receive complaints regarding the Neaman Practice and work with the practice to address these. In quarterly meetings with the Practice HWCoL have raised the issue of attendance and advertising of their PPG meetings. It was agreed that all patients would receive information on the PPG and how to join. This has not been undertaken. The PPG dates have been advertised to those who already subscribe to the meetings but no wider.

There has also been a delay in setting dates for the quarterly meetings between the Practice and HWCoL. Initial requests for dates were submitted in December 2022 and are still not decided to this date.

## **4 Public Board Meetings**

The HWCOL Annual Public Meeting was held in December. The guest speakers were Dr Chor from the Neaman Practice who gave an update Susan Masters from Hackney CVS giving an update on the Neighbourhoods Programme specifically the Shoreditch Park and City Neighbourhood, the forums and their terms of reference, and Victoria Ward from the London Ambulance Service with an overview of their service provision and the refresh on their organisational strategy 2023-28, for which Healthwatch City of London had been contracted to undertake some engagement activities.

In February HWCoL held a public Board meeting. Dr Dan Jones, Cardiology Consultant, Katrina Comer Senior Nurse, at the Barts Heart Centre presented on virtual wards and clinics and the success of their roll out so far. Alison Thompson, Senior Nurse at the Barts Cancer Centre talked us through the results of the Cancer Patient Experience survey and the resulting action plan.

## **5 Projects**

### **Shoreditch Park and Neighbourhoods Forum**

HWCoL attended the Shoreditch Park and City Neighbourhoods forum in November where the Terms of Reference were agreed, with our Trustee Steve Stevenson agreeing to be Deputy Chair for the City. The aim of the Neighbourhood project is to bring residents, voluntary sector, health, education, and care services together within City & Hackney's eight Neighbourhoods, to work together on what matters to local people and address health inequalities.

A good representation from the voluntary sector was acknowledged at the Forum, but it was felt that more statutory providers should be in attendance.

After a request by HWCoL the third Neighbourhood forum was held in the City at the Golden Lane Community Centre with speakers from City Connections talking about the current Carers project in the City and introducing a new project being led by Homerton on Digital Inequalities. The project was also presented at the Neighbourhood providers meeting where Hackney data was used as the basis for the project. HWCoL expressed concerns as the project is to cover City residents, data from the City should also be used. The project will look at ways the digital divide can be addressed across City and Hackney.

## **6 Communications and Engagement**

The team have launched a new initiative to engage the community entitled '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. The objective of the panels is to give the residents a voice in raising issues with services providers with the aim of improving services to meet their needs.

In October a lively discussion was held on foot health with Hoxton Health. Concerns were raised around the referral process to the service, the lack of appointments at the Neaman Practice and the possible reinstatement of footcare delivered at home for vulnerable patients. As a result of this meeting and HWCoL continued campaigning, Hoxton Health have now been commissioned to provide additional clinics and home visits. An additional clinic will take place at the Neaman Practice, the Portsoken Community centre and home visits will commence in Q1.

In September Charlotte Pomeroy, Chief Participation and Place officer at NEL ICB and Nina Griffith, Director of Delivery attended a session in Golden Lane Community centre. The panel 'share your thoughts on your local NHS' discussed the introduction of the ICS and how they will engage with residents. Information was given on all of the opportunity's residents have to get involved from being a public health community champion, a public representative to attending Patient Participation Groups or joining special interest groups like the OPRG.

In December the team held the 'How to stay safe over Christmas' webinar sharing the support options for people over the Christmas period. Claire Giraud of CoL, and colleagues from MIND and the Samaritans supported the event.

A refresh of the Communications and engagement strategy will commence in Q4 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 refresh of the volunteer strategy will also commence in Q4, to provide greater support to the recruitment and management of volunteers.

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.

### **London Ambulance Engagement project**

A number of activities took place to support this project, and these are outlined below.

In January HWCoL produced a report into resident engagement in the City of London on behalf of the London Ambulance Service.

Healthwatch City of London joined five other North East London Healthwatch (Hackney, Newham, Redbridge, Waltham Forest and Havering) to devise and publish an online survey. The survey aimed to better understand patients experiences of accessing urgent care.

To support the survey Healthwatch City of London invited LAS to attend their Annual Public Meeting in December 2022 and held a Patient Panel in January 2023 where members of the public joined us for a more detailed discussion.

For the full report please see Appendix one:

## **6 Consultation**

### **Long Covid Access to Services Survey**

In January 2021 City & Hackney COVID Rehab (CoRe) Service launched to support adults with Long COVID. It became clear health inequalities existed when accessing the service; of particular concern it was highlighted that residents that presented to GPs with Long COVID symptoms (all ages) were not equally from all ethnic backgrounds:

53% White; 14% Asian; 17% Black; 13% Other ethnic group

Amina Ed-Deen, Long COVID Engagement Lead, City & Hackney COVID Rehabilitation (CoRe) Service, with the support of Healthwatch Hackney and HWCoL have undertaken a project to look at addressing these inequalities, looking at the barriers to using the service, and to create sustainable support on discharge from the service. A focus group was held in the City and in Hackney with an online group scheduled for April.

## **7 Business Planning**

The business plan will be reviewed for the new financial year 2023/2024 and brought back to the Health and Wellbeing Board in due course. An awayday with the team will take place in Q4/Q1 where the Seven Local Objectives will be reviewed. HWCoL will be consulting the public on the appropriateness and relevance of these objectives. The review of the business plan will take into account the JSNA, the new ICS structure, and the new post covid landscape. A budget will be set according to the plan and the deliverables within it.

## **8 Q3 Performance Framework (Contractual Obligations)**

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

## **9 Work with NHS North East London ICB**

In Q3, HWCoL continued to work closely with the North East London (NEL) Integrated care System (ICS), which is now in place, on proposals for patient engagement. A Memorandum of Understanding has now been agreed with North East London Healthwatch and the ICS on increased patient engagement at a system level in addition to the place based engagement as per Healthwatch original contract. Healthwatch City of London agreed to the terms and will receive additional funding in Q4 of the year 2022/23.

## **10 Planned activities in Quarter 1 2023/24**

In support of the delivery of the business plan during Q4 the team at HWCoL will:

- Refresh and reinvigorate the communications and engagement strategy.
- 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.
- 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.
- Review and comment on the Health and wellbeing strategy consultation
- Review and comment on the Carers strategy consultation

## **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. 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.

## **12 Conclusion**

With the new team in place HWCoL will be actively increasing presence in the City, especially in the east of the City. The team will engage with GP Practices on the edge of the City who serve some City residents, namely Goodman's Fields Surgery and increase collaboration with Barts Health and UCLH.

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