

<b>Committee:</b> Health and Wellbeing Board	<b>Dated:</b> 29 <sup>th</sup> June 2023
<b>Subject:</b> Healthwatch City of London Progress Report	<b>Public</b>  <b>For Information</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 4 2022/23 and Quarter 1 2023/24

## **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**

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.

The two new team members have joined the team following the recruitment campaign noted in the previous report. Liesa Sandt has started in the Communications and Engagement officer role with Habiba Shaikh in the Volunteer and Project Officer role. The team will now operate over four days a week

The Communication and Engagement officer has started to 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 has started a review of the volunteer strategy, and the roles advertised. The focus is on increasing the volunteer base allowing greater reach into the community and involvement in relevant projects from across the system. The team have successfully recruited three new volunteers who are currently undergoing reference and DBS checking, with three more who have submitted application forms, which brings the total number of volunteers at HWCOL to eleven.

The recruitment of new Trustees to the Board remains challenging, the team have had extensive conversation with Court of Common Councillors from across the City, and advertisements have gone out through Business Healthy. HWCOL want to increase the diversity of the Board to ensure representation of communities of the City.

## **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 now 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 Business plan**

A review of the business plan has taken place, specifically with a review of the local priorities, which have now been updated to reflect the post covid landscape and service provision.

The review of the business plan has taken into account the JSNA, the new ICS structure, and the challenges faced in health and social care both locally and nationally in the current climate.

The plan provides great emphasis on HWCOL's role in scrutinising the service provision within the City with a refresh of local priorities. The priorities not only reflect the main objectives of NHS North East London and City and Public Health but supports the overall aims of the refreshed Health and Wellbeing strategy. Emphasis has been given to keeping services local, mental health service provision, primary care access and representation of the voice of City residents. A budget has been set to deliver the plan.

The business plan will be open for public consultation from Wednesday 27<sup>th</sup> June for a 14 day period and will be available on the HWCoL website and advertised in the newsletter and on social media. The plan will be put forward for final sign off at the next HWCoL Board meeting in July.

#### **4 Annual Survey**

As part of the contract with the City of London Corporation, and in the accordance with the business plan, HWCoL will be undertaking the annual survey of residents and stakeholders to determine the levels of awareness and engagement with Healthwatch City of London.

The survey will be promoted to residents across the City of London via the newsletter, bulletins, and website with added promotion on social media.

Stakeholders will receive a separate survey via email. The aim of this survey is to give insight into how partners view our effectiveness and how well we work in partnership. The results of both surveys are used to improve outcomes and effective working with partners and to ensure HWCoL is representing City residents' views.

Both surveys will be open for response from Wednesday 27<sup>th</sup> June for a 14-day period.

#### **5 Areas of concern**

HWCoL remains 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.

HWCoL attend meetings on behalf of City residents to ensure representation. Specifically, the Residents Involvement committee which now has a detailed action plan to represent and involve residents from across City and Hackney. More support from the City of Corporation would be welcomed. City of London corporation representation at meetings regarding resident involvement is necessary, especially from communications and engagement teams, to further extend the reach of resident involvement across the City. At many meetings there is only HWCoL, City Advice and City Connections there to represent the City, the presence of City officers would help strengthen the negotiations for equitable service provision for City residents.

##### **5.1 St Leonards Hospital site Redevelopment**

As reported previously HWCoL were involved in the scrutiny of the St Leonards redevelopment project, this project was put on hold last 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 and the likely impact on residents.

## **5.2 Neaman Practice**

HWCOL continue to receive complaints regarding the Neaman Practice and work in partnership 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. We are pleased to report that the Neaman Practice have advertised their PPG meeting more widely, using City of London Corporation contacts.

The quarterly meeting with the Practice took place in May where the new website was discussed and renewal of the lease of their building.

HWCOL sent a direct email to our distribution list for feedback on the new website, with a couple of responses sent in praising the new site. The site is very much improved with clearer information and access to it.

The Practice is now working more closely with the Shoreditch Park and City PCN, utilising and accessing system wide services, such as the Better Together initiative.

## **5.3 Digital exclusion**

Barts NHS Trust have recently launched its patient portal, Patients Know Best, and there is an increasing emphasis from the Neaman Practice on patients using the NHS App, and appointments booking via their website. This is good news for many patients but, is an area of concern for patients who are unable to access these digital options, with a risk of them becoming excluded. HWCOL are working on a project to look at the extent of digital exclusion across City residents and will be holding a face to face event to discuss concerns.

## **5.4 Mental Health Service Provision and Social Isolation**

Discussions are currently underway with ELFT and the City and Hackney Public Health to address Social Isolation, its extent across the City, current service provision and what needs to be put in place to address the issue. ELFT will be attending the HWCOL Board meeting on 23<sup>rd</sup> June to begin public discussions on the issue.

## **6 Public Board Meetings**

The HWCOL held a Public Meeting in April. The main subject of the meeting with the consultation on the Health and Wellbeing Strategy presented by Zoe Dhami, Strategy and Projects Officer, CoL Corporation.

The consultation was widely advertised by HWCOL in newsletters and on social media allowing residents to have their say.

## **7 Communications and Engagement**

### **7.1 Patient Panels**

The 'Patient Panels' series will recommence in Q2 2023/24.

A refresh of the Communications and engagement strategy will commence in Q2 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.

Residents will be consulted on panel topics, to ensure HWCoL are addressing the real concerns of service users. They will also be used to gain greater understanding and insight on projects that HWCoL are undertaking, for example Digital Exclusion and Social Isolation as mentioned previously.

### **7.2 Coronation Tea Parties**

To celebrate the Kings Coronation and as a recruitment campaign for volunteers, HWCoL held Coronation Tea parties at the Golden Lane Community Centre and the Portsoken Community Centre.

The tea party at the Golden Lane Centre was well attended by residents from the Barbican and Golden Lane estates, there were new faces who the team managed to enrol as volunteers and were supported by City Advice and City Connections.

## **8 Projects**

### **City and Hackney COVID rehabilitation Service Project**

This project is designed to understand the impact of Long COVID in the community, the degree of unmet need and the challenges in accessing Long COVID services for under-represented populations. A survey was completed in Q3 early Q4 by 231 people. Focus groups were held in Q4 in the City, Hackney and two online sessions. The project findings will be produced in Q2 23/24.

## **9 Enter and View programme**

Healthwatch services have a statutory function to carry out Enter & View visits to health and care services to review services at the point of delivery. This has been suspended during the COVID pandemic. The team at HWCoL have now received full Enter and View Training and are now authorised to complete visits. A programme of visits is currently being scheduled and will commence in July.

## **10 Consultation**

HWCoL supported the following consultations from the City of London Corporation

### **Health and wellbeing strategy consultation**

As mentioned above the consultation was advertised by HWCoL

### **Carers Strategy consultation**

HWCoL also significantly promoted on this consultation from CoL.

## **11 Q4 Performance Framework (Contractual Obligations)**

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

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

In Q4 and Q1, HWCoL continued to work closely with the North East London (NEL) Integrated care System (ICS, on proposals for patient engagement. A Memorandum of Understanding has now been agreed with North East London Healthwatches and the ICS regarding 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 but has still to receive the additional funding from Q4 of the year 2022/23.

In Q2 HWCoL will supporting the 'Big Conversation' which has just been launched by NHS NEL. The project aims to bring together organisations working across health and care, including local government; the voluntary, community and social enterprise sector; the NHS and wider partners are working together to plan and deliver joined up health and care services.

The Big Conversation is about listening to people in our communities, and understanding their views about health, care and wellbeing in north east London. There will be an online questionnaire and local events across NEL hosted by Healthwatch. HWCoL will host an event on 21<sup>st</sup> July at the Golden Lane Community Centre.

## **13 Planned activities in Quarter 2 2023/24**

In support of the delivery of the business plan during Q2 the team at HWCoL will:

- Refresh and reinvigorate the communications and engagement strategy.
- Refresh and reinvigorate the volunteer strategy.
- Recruit Trustees
- Hold a Public Board Meeting and Summer reception.
- 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 maturing 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 is 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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