



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
City of London

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

Welcome to our annual report for 2022/23. It has been another busy year here for us at Healthwatch City of London.

Over the past year, as the City has opened back up, we have been able to start our patient panel series, that focus on the topics you want to discuss, we has some excellent speakers at our Public Board meetings and have represented you at various system and local committees and Boards.



Gail Beer
Chair Healthwatch City of London

The North East London Integrated Care System came into effect in July, we have been

Working with NEL Healthwatch

Earlier in the year we facilitated a discussion between the Neaman Practice and Barts Health, the result of which ECG and Echocardiograms are now offered at the Practice. This is a huge benefit to patients. We hope to hear more about this at our APM. Have you used this service yet? Let us know what its like. Still having trouble accessing services? tell us about it and we can ask the right questions of the right people.

getting involved is important as it makes sure that not only do we have our say but that we are helping shape how services are delivered for us and to us."

Thanks to our Board and Team for working hard
Gail Beer, Chair Healthwatch City of London
Thanks to Sean

About us

Healthwatch City of London is your local health and social care champion.

We are here to represent everyone living, working and studying in the City of London to ensure your health and social care services are reflective of what you need.



Our vision

For Health and Social Care services to be truly responsive to the needs and requirements of the residents, students 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.

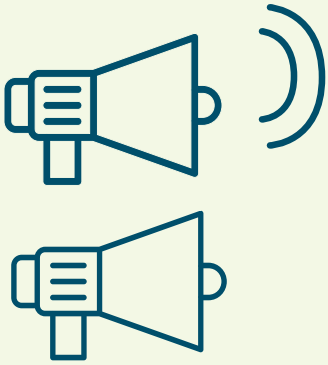


Our values are:

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

Our year in review

Reaching out



This past year we have shared **10** monthly newsletters, held **3** patient panels, **1** webinar, hosted **5** Board meetings in Public and held our Annual General Meeting.

We have undertaken **XX** surveys and worked with our partners across the Healthwatch North East London and the voluntary sector.

Health and care that works for you



We're funded by our local authority. In 2022-23 we received

[£X,XXX]

which is **[x% less / more]** than the previous year.

We currently have

1 Chair

3 Trustees

3 Board Associates

3 staff members



Do you want to get involved?

We have many volunteering opportunities, so please get in touch today.



<https://www.healthwatchcityoflondon.org.uk/>



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Our Team

Gail Beer – Our Chair

Gail has over 40 years' experience in healthcare. A Barts trained nurse, her association with the City goes back a long way. After working extensively in London Hospitals, including the Royal London, Gail moved into management, becoming an executive director on the board of Barts and the London. Leaving Barts, Gail worked as an independent consultant before moving into 2020health, a Westminster-based think tank. She has returned to the NHS and is currently at Guy's and St Thomas' as a director working on special projects.

Gail has numerous publications in her name on a wide range of health-related subjects and has undertaken several TV and radio interviews as an expert commentator. As a long term City resident, she feels strongly that the voice of local residents and workers must be heard and that holding health and social care providers to account is an essential part of the Healthwatch role.



Rachel Cleave General Manager

Rachel became the General Manager in October 2022 having previously been the Communications and Engagement Manager.

Rachel has over 20 years' experience in Communications. Her experience spans a range of areas, including event management, internal communications, website management, production and design of publications, budget control and project management. She has worked in the public and private sector.

Rachel is a Governor at her local Primary School, and the Secretary of the Parents Association.



We are only too aware of the challenges there are in designing and delivering services across the City where there are differing priorities, and providers of care. "

Gail Beer, Chair Healthwatch City of London

Our Team

Lynn Strother – Trustee

Lynn managed the first Healthwatch City of London contract and offers a wealth of knowledge and understanding of Healthwatch. She also has experience and knowledge of the NHS, Social Services and Older Peoples Charities, having worked in these sectors for several years. Lynn is a member of the London Ambulance Service Public and Patient Council. She is also a member of the Patient Involvement Collaborative at Kingston Hospital.



Malcolm Waters – Trustee

Malcolm Waters retired in 2019 after 41 years in practice at the Chancery Bar in London. He was appointed a QC in 1997. In his professional life, he specialised in retail financial services and mutual institutions, taking a particular interest in the law relating to unfair contract terms and the various ways in which consumers can obtain redress if they have been treated unfairly by financial institutions. He has a flat in the Barbican and is a patient of the Neaman Practice.



Steve Stevenson – Trustee

Steve has been a City resident since 1988. He was a member of the City of London's Common Council from 1994 to 2009, serving on the community services committee covering housing, social services and health. Steve has considerable experience of patient engagement and involvement first as a member of the Community Health Council and then at Links. He has been a member of the City of London's health and social care scrutiny committee since 2012. Steve was the sole carer for his wife who had Alzheimer's from 2000 to 2014. Steve joined the board in October 2014.



Do you feel inspired?

We are on the lookout for trustees, so please get in touch today.



<https://www.healthwatchcityoflondon.org.uk/>

020 3745 9563

info@healthwatchcityoflondon.org.uk

Our Team

Janet Porter – Board Associate

Janet Porter has lived in the Barbican since 2005. She is a business journalist who retired as executive editor of Lloyd's List in 2018, and now chairs the shipping publication's editorial board, as well as continuing to write about the maritime industry. Janet was born in London and has an economics degree from London University.

As a resident of the City of London, she is keen to ensure that health and social care services in the Square Mile are world class and meet the needs of the local community. Janet is an authorised Enter and View representative



Stuart Mackenzie – Board Associate

Stuart Mackenzie is retired, and a Barbican resident since 2005. He held principal consultant and senior European marketing roles in leading UK and US management, high technology and product design consultancies. He has also had public sector experience, conducting studies and holding seminars in the medical equipment industry, as well as undertaking freelance consultancy projects in the biotech and food sectors. He has a degree in industrial design and engineering.

He is interested in improving the user/service provider interface and the quality of communications in the NHS and social care.



Dr Cynthia White – Board Associate

Cynthia joined Healthwatch City of London as an Associate Board Member in January 2019. She Chairs the City & Hackney Older People's Reference Group, sits on the City of London Adult Safeguarding Sub-Committee and represents the OPRG on the City and Hackney Safeguarding Adults Board. Cynthia has been a Barbican resident since 1980 and is well known across the City for her voluntary work championing patient and public involvement in Health and Social Care and co-production in policy-making and the design and delivery of services

Our Team

Liesa Sandt – Communications and Engagement Officer

Liesa has recently graduated from Swinburne University of Technology in Victoria, Australia with a Bachelor's degree in Health Science and a focus in Health Promotion.

Liesa moved to London at the beginning of January 2023 and took up a volunteer role at Healthwatch Greenwich.

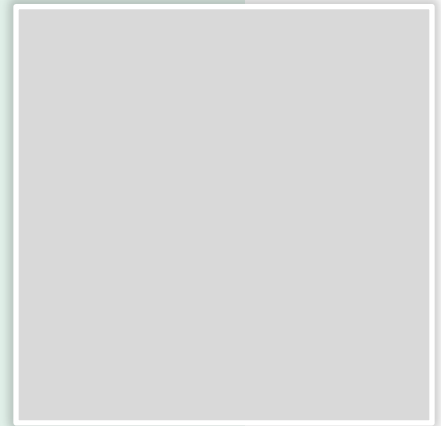
She is particularly passionate about promoting the health and wellbeing in the community and ensuring that everyone has the ability to easily access and engage with information related to their health and the health services around them.

Habiba Shaikh – Volunteer and Project Officer

Before joining Healthwatch City of London, Habiba supported Healthwatch Greenwich as a Volunteer, helping with patient engagement, projects, and volunteer management.

Habiba has twelve-years' experience in HR based in the Middle East. She has worked in the Healthcare, Retail and Education sectors and held strategic and operational leadership HR positions at organisations dealing with various health and regulatory bodies.

Habiba has a degree in Business Administration from Pune, India and started her career as a call center associate, and worked her way up to HR manager.



Our thanks to....

Sean Lee was a Trustee from February 2021, left Healthwatch City of London in February 2023. Sean helped to set up the accounting and budgetary procedures and brought a new perspective to the team.

Teri Anderson left Healthwatch City of London in February 2023. Teri was the Communications Assistant and was instrumental in setting up our social media channels.

Salma Khatun who left in December 2022, was the Administrative Assistant, helping to organize our webinar and patient panels.



Introducing our Patient Panels

This year we introduced our Patient Panels where we held sessions based on issues that are currently concerning the community.

We were joined by health professionals in the related field to have the opportunity to engage with and listen to people who live, work and study in the City of London.

Advocating for better foot care

We heard from patients in the City of London that they struggled to get appointments for their podiatry (foot) issues, alongside a general confusion in where to go to access foot care.

Based on your experiences, we heavily campaigned on increasing the current access to podiatry health in the City of London and increased the access to information surrounding where to go to access podiatry health services.

With that campaigning, there is now an additional foot clinic in the City of London funded by the City of London Corporation.



The flyer features the Healthwatch City of London logo at the top left. To the right is a circular image showing a pair of feet being examined by hands. Below the image, the text reads: 'Healthwatch City of London Patient Panel - Footcare'. It asks for feedback on footcare access and improvements, and provides details for a panel on Friday 14th October at the Golden Lane Estate. It also mentions Hoxton Health as a provider and provides an email for more information.

Patient Participation and Resident Engagement



The flyer features the Healthwatch City of London logo at the top left. It includes a call to action to share thoughts on local NHS and join a patient panel. It lists Charlotte Pomeroy as the speaker and provides the date and time: Wednesday 23rd November 2022, 10:30am - 11:30am, at the Golden Lane Community Centre. It also notes that tea and cake will be provided.

We held our second patient panel at the Golden Lane Community Centre in November with Charlotte Pomeroy from NHS North East London and Nina Griffiths the Director of Delivery from the City and Hackney place based partnership.

The event discussed patient participation and resident engagement across the Integrated Care System.

London Ambulance Engagement Strategy Survey

In January, the London Ambulance Service (LAS) NHS Trust asked Healthwatch's across London to seek the views and feelings from people who have used the London Ambulance Service.

These views and experiences will be looked at to shape their organisational strategy for 2023 – 2028.

Our Five Questions

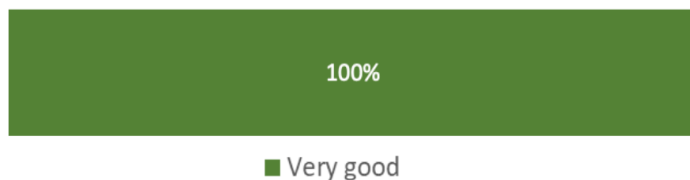


1. What is LAS getting right?
2. How can LAS improve emergency care?
3. How can LAS enhance urgent care?
4. How should LAS work with other parts of the healthcare system to improve care?
5. How can LAS do more to contribute to life in London

The Results

The survey results found that patients had a **very good** experience with paramedics, with positive experiences of paramedics surrounded being treated with **dignity and respect**, **respect of privacy** and spoke in a way that way **easy to understand**.

All the people had a **very good** experience of paramedics



Behavior of paramedics:



Feedback also showed that the average waiting time for an ambulance was 21 minutes and the average journey to hospital took 30 minutes.

In the survey, all patients agreed that it was **entirely reasonable** to wait for an ambulance for a period of under 30 minutes however, waiting an hour or longer was way too long.



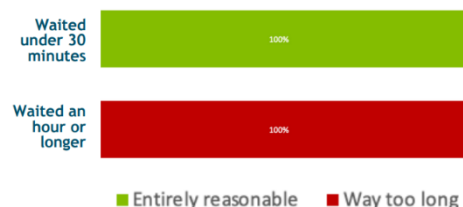
The average waiting time for an ambulance was **21 minutes**



The average journey to a hospital took **30 minutes**

Opinion of ambulance waiting times

Everyone

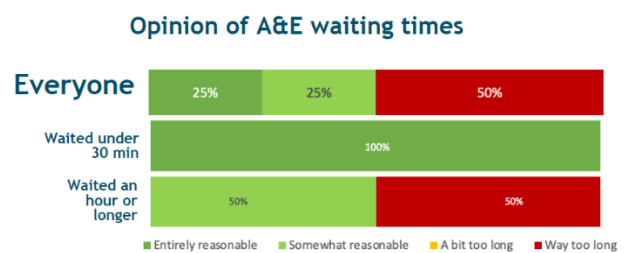
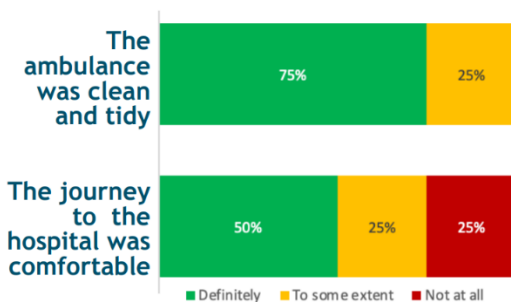


London Ambulance Survey

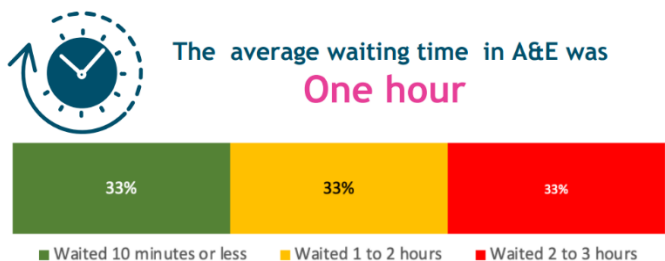
The Results

75 percent of patients found that the ambulance was clean and tidy while 50 percent of patients found that the journey to the hospital was **definitely** comfortable, however, 50 percent of patients showed that that was not a shared experience, with 25 percent sharing that it was **to some extent** and 25 percent of patients shared that it was **not all their** experience.

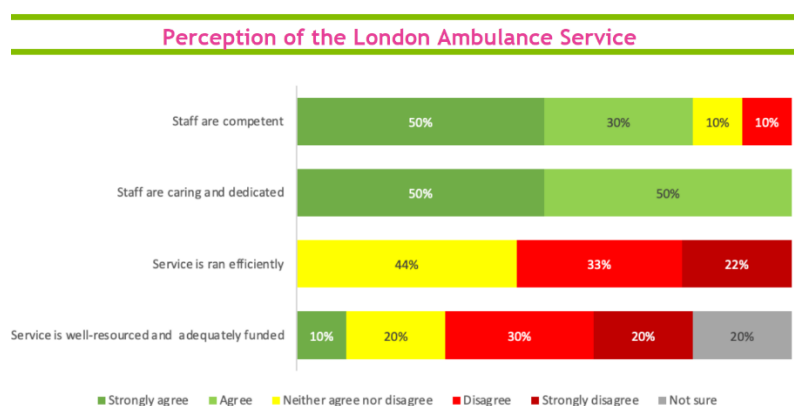
The opinion on A&E waiting times differ from ambulance waiting times. Half of patients believe that it is **somewhat reasonable** to wait an hour or longer, while half of patients believe that it is **way too long**.



The average waiting time in A&E was one hour, with one third of patients waiting two to three hours, one third of patients waiting one to two hours and another third of patients waiting ten minutes or less.



The perception of the London Ambulance Service showed that the majority of patients had a positive experience of staff but believe that the service is not ran efficiently or adequately funded.



Our Board Meetings in Public

This year we held five Board Meetings in Public where we discussed our updates and future plans. At each meeting we were also joined by guest speakers who gave presentations and updates on their current work.

May Public Board Meeting

In our May public Board Meeting, we were joined by Dr Chor from the Neaman Practice and Abimbola Musa from the Health Inequalities Lead from the Shoreditch Park and City PCN. Dr Chor joined us to give an update on the action plan that was created to improve the patient experience at the Neaman Practice.

Abimbola Musa joined us to address the work that is being conducted to address Health Inequalities and the progress that has been made in applying our recommendations made in our July 2021 Shoreditch Park and City PCN resident engagement project

July Public Board Meeting

In our July meeting we were joined by speakers from Bart's Health NHS Trust, who Spoke of their updates to their Engagement, Participation and Experience 2022-25 Strategy.

We were also joined by the City of London Corporation, our commissioners who spoke of working with us.

Our Public Board Meetings

October Annual General Meeting

For our Annual General Meeting, we had our theme of Local Voice, Local Care.

To address this, we were joined by three guest speakers, Rajiv Jaitly, Non Executive Director at North East London Integrated Care Board who spoke of how the Integrated Care Systems work. Charlotte Pomeroy, Chief Participation and Place Officer at NHS North East. Charlotte Pomeroy joined us to address how they are ensuring participation in the City of London. Eeva Huoviala, Head of Public Engagement and Personalised Care Lead (City and Hackney), also joined us to address working with people in the City of London, as the local voice.

December Public Board Meeting

In our December meeting we were joined by the London Ambulance Service, Susan Master from the Neighbourhood programme and Dr Chor from the Neaman Practice.

February Public Board Meeting

In our February meeting, we were joined by the Director of Cancer Nursing for Screening and Diagnostics who walked us through information surrounding the virtual wards that are being utilised by the cardiology department at Barts Hospital.

Representing you

We work in partnership with local Health and Social care providers to ensure that your voice is heard. It is imperative that the City has a voice at the heart of decision making, and we ensure that speak up for what the City needs. During 2020–21 we represented you on the following boards and committees, and also attend meetings on your behalf:

Neaman Practice Patient Participation Group

The group discuss the services delivered by the Practice, and how improvements can be made for the benefit of patients.

North East London Integrated Care Board NHS North East London is responsible for planning and buying health services across north east London to meet the population's needs, making sure all parts of the local health system work effectively together.

City of London Health and Wellbeing Board

This board aims to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework and the Public Health Outcomes Framework through improving the integration of services – positively influencing the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses.

Health and Social Care Scrutiny Committee

This committee fulfils the City's health and social care scrutiny role in proactively seeking information about the performance of local health and care services and institutions, challenging the information provided to it by commissioners and providers of services for the health service and testing this information by drawing on different sources of intelligence.

Integrated Care Communications and Engagement Enabler Group

This group supports and facilitates effective engagement with key stakeholders in the Integrated Care System (ICS) in the City of London and Hackney.

City and Hackney Safeguarding Committee

This committee oversees the discharge of the City of London's and Hackney's responsibilities for safeguarding those adults who have been identified as requiring support and protection.

City of London Adult Safeguarding Sub-Committee

This committee oversees the discharge of the City of London's responsibilities for safeguarding those adults who have been identified as requiring support and protection.

Healthwatch in London Network Meeting

This network aims to share updates on issues from across London, enable project working on areas that affect people across boroughs and the sharing of best practice.

Neaman Practice Quarterly Meeting

The group discuss any issues raised via Healthwatch City of London regarding delivery of services by the Practice, and how improvements can be made for the benefit of patients.

Community Insights Meeting

This is made up of the seven Healthwatch who are part of the North East London ICS, to share insight and to enable project working across NEL.

Shoreditch Park and City Neighbourhood Forum

The Neighbourhoods programme Neighbourhoods brings residents, voluntary sector, health, education and care services together in City & Hackney's Neighbourhoods, to work together on what matters to local people and address health inequalities

Representing you

North East London Integrated Care Board Healthwatch Meeting A meeting with the Chair of the Integrated Care Boards and NEL Healthwatch

Neighbourhood Providers Alliance Group A meeting for all service providers and voluntary groups who are part of the Shoreditch Park and City Neighbourhood.



Our Webinars: Advice and information

This past year, we started our webinar series where we brought together experts in the field to talk to you about topics that are both important to your health and wellbeing as well as gives you the opportunity to ask important questions that you may have.

One of these webinars was based on our Christmas theme, surrounding how to Stay Safe over Christmas.

Christmas can be a difficult time for many regarding the increased feeling of loneliness and in addition with the cost of living crisis, it was important to us to discuss. We were joined by colleagues from MIND, the Samaritans and City of London Corporation who spoke about who you can talk to get help and how you can access services.

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.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£3,377,309	Expenditure on pay	£2,089,576
Additional income	£219,929	Non-pay expenditure	£776,448
		Office and management fee	£283,362
Total income	£3597,238	Total expenditure	£3,149,386

Additional income is broken down by:

- **£4,000 funding** received from Healthwatch England for work on a project
- **£800 funding** received from a local charity to support their project

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. List your top three priorities for next year
2. These could include tackling health inequalities further
3. Or plans to reach areas of the community you currently don't hear from.



Statutory statements

Healthwatch City of London, Portsoken Community Centre

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 seven 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. Throughout 2022/23 the Board met 11 times and made decisions on matters such as organisational design, budget setting, objectives and priorities as part of the business plan and using insight from public forums.. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

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 using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard from.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and print copies to distribute to stakeholders and at events.

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health and Wellbeing Board, the Health Scrutiny and Insight Committee and the City and Hackney Adults Safeguarding Board.

We also take insight and experiences to decision makers in NHS North East London For example, we attend the Integrated Care System Board and the Integrated Care Partnership Board alongside the other seven Healthwatch in North East London. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view – N/A

This year, we made [number] of Enter and View visits. We made [number] recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
GP Practice – Willowbank	Patients raised safety concerns	Wrote a report with recommendations – the service followed up on these and patient safety improved.

Healthwatch representatives

Healthwatch City of London is represented on the City of London Corporation Health and Wellbeing Board by Gail Beer, Chair Healthwatch City of London. During 2022/23 our representative has effectively carried out this role by producing and presenting a quarterly report to the Board and by raising issues on Health and Social Care at the Board meetings.

Healthwatch City of London is represented on North East London Integrated Care Partnerships by Rachel Cleave and North East London Integrated Care Boards by Rachel Cleave.

2022–2023 Outcomes

Project / activity	Changes made to services



healthwatch

City of London

Healthwatch City of London

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[Linkedin.com/HealthwatchCityofLondon](https://www.linkedin.com/HealthwatchCityofLondon)



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 feed this back to services and help them improve.

How we've made a difference this year

Spring



From running advice lines to delivering medication, our volunteers helped combat COVID-19.



We quickly alerted regulators about care homes using 'Do not attempt to resuscitate' forms without consent.

Summer



With online appointments becoming the norm, our top tips helped professionals and patients get the most out of digital appointments.



We supported the #BecauseWeAllCare campaign which saw 54,000 people come forward to tell us about issues they faced with services.

Autumn



Teaming up with the British Red Cross, we called for improvements to make leaving hospital safer during the pandemic.



We urged the Government to act after reporting a 452% increase in people struggling to see an NHS dentist.

Winter



We held a webinar on How to Stay Safe over Christmas



To support the COVID-19 vaccination programme we talked to different communities to understand their hesitancy towards the vaccine and published guidance to improve trust.

10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Vaccine confidence

Our research exploring vaccine confidence with people from different backgrounds provided vital lessons for public health campaigns.



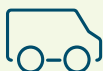
NHS admin

We highlighted the negative impact poor NHS admin can have and recommended five principles for services to improve people's experiences.



Patient transport

NHS England announced improvements to non-emergency patient transport services thanks to public feedback.



Waiting list support

After we and other organisations called for an urgent response to hospital waiting lists, and better interim communication and support, the NHS set out a recovery plan to address the backlog.



NHS dentistry

We continued to voice public concerns that improvements to NHS dentistry are too slow, leaving thousands of people in pain.

