

<b>Committee:</b> Health and Wellbeing Board - For information	<b>Dated:</b> <b>03/05/2024</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 Q4 2023/24 (Jan – March 2024)

## **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 continue to operate from the Portsoken Community Centre and through hybrid working – both at the office and home working.

A new Trustee joined the Board in January, Judy Guy Briscoe, a local resident with a background in teaching Health and Social Care.

In February HWCoL recruited a Volunteer and Projects Officer who joins the team on a two day a week basis.

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

## **2 Areas of concern**

### **2.1 Effectiveness of the Neighbourhoods Programme**

The Neighbourhoods model aims to bring health and care services closer to where people live, and help people take more control over the factors that affect their health and wellbeing. The Neighbourhoods Programme delivered by Hackney CVS is responsible for resident engagement in the Neighbourhoods model.

Both HWCofL and City of London Corporation have expressed concern over the effectiveness of the programme and identify the benefits delivered.

HWCofL and the CoL attended the last Shoreditch Park and City forum entitled 'Looking Back and Moving Forward' and hoped to gain some insight into the programme's achievements. These appeared somewhat limited and priorities for next year were unclear.

The Shoreditch Park and City Neighbourhood is currently without a Chair or Deputy Chair.

HWCofL will continue to attend the forum meetings to monitor effectiveness.

## **3 Public Board Meetings**

Dr Chor was the main speaker at the February Public Board meeting. This was a highly informative session where those attending received an update on the services offered by the practice. The range and breadth of services has increased, and Dr Chor outlined these to the meeting. Of particular interest was the increase in substantive GPs and the return of those on maternity leave.

Hoxton Health continue to provide the toenail cutting service following a successful grant submission from the CoL.

- Other services include the introduction of a paramedic from the London Ambulance Service who will see acute patients one day a week.
- A new lead pharmacist to support medicines management.
- A coffee morning and craft activities as part of the Better Together Programme.
- A weekly first contact physiotherapy clinic and the introduction of a new app called MSK Direct for people who have acute muscular pain to self-refer. The app that allows patient to enter details about their muscular skeletal problems, and it will make suggestions on how to manage them. Monitored by the locomotor service and can enable patients to be booked into physiotherapy appointments where appropriate.
- A dietician who can be accessed via the GP were appropriate.

The HWCoL team are working with the Neaman practice to make sure that the services are well advertised.

The Neaman Practice and HWCoL are planning an event to showcase all the services available at the Practice, and across the Primary Care Network, arrangements are currently underway with the team, with a date of 29<sup>th</sup> June set at the Golden Lane Community Centre.

## **4 Communications and Engagement**

### **4.1**

#### **Patient Panels**

Patient panels are designed as information sessions for residents to attend on topics of concern or interest to them. They also are for residents to give feedback on those services and share ideas for improvements.

#### **Patient Panel January– Deaf awareness**

This panel was held in January with Jane Richardson. Jane, who is herself deaf, is a qualified speech and language therapist and is passionate about raising awareness of how to communicate with those who are deaf or hard of hearing and the difficulties they face on a daily basis.

Around 7.5% of all people in the UK have hearing problems, which increases to 40% in over 50's and 70% in over 70's.

Following the panel HWCoL published advice on where deaf or hard of hearing people can access help, obtain hearing tests and an information leaflet.

<https://www.healthwatchcityoflondon.org.uk/report/2024-02-01/healthwatch-city-london-deaf-awareness-patient-panel>

#### **Patient Panel February – Safeguarding – What it is and how to report concerns.**

In February, HWCoL were joined by Dr Adi Cooper, Chair of City and Hackney Safeguarding Adults Board who explained what safeguarding is, how you can report issues and what the responsibilities are of the Safeguarding Board and the City of London Corporation.

One query concerned the training of the Estate Managers and their teams and the safeguarding training they receive, as they are present on the estates the majority of the time. HWCoL asked the CoL if this was the case but are yet to receive a reply.

The full report on the session can be read on our website [Patient Panel on Safeguarding in the City of London | Healthwatch Cityoflondon](#)

#### **Patient Panel/Training March – CPR (cardiopulmonary resuscitation)**

This session with the London Ambulance Service was very well attended. During the session attendees were taught how to recognise symptoms of cardiac arrest, put an unconscious patient in the recovery position, perform Basic Life Support (BLS), and use a defibrillator. A further session will be held in September. This was an oversubscribed session.

There are more panels scheduled for the Q1 2024/25 and these include:

- 26<sup>th</sup> April: Medicine Management with Deborah Osowo, Chief Pharmacist at the Neaman Practice.
- 23<sup>rd</sup> May: Sexual and Reproductive Health Strategy for City and Hackney with Froeks Kamminga, Senior public health specialist.
- July – Date TBC: City of London Health and Wellbeing Strategy with Ellie Ward, Head of Strategy and Performance, Department of Community and Children’s Services, City of London Corporation

#### **4.2 An additional GP practice in the City**

This has long been a desire of many residents and this issue was raised at the HWCoL AGM earlier this year with Ian Thomas CEO and Town Clerk CoL. Since then, a number of residents have spoken in support about the possibility of not only an additional GP surgery, but a new surgery on one level and with more up to date facilities. The team will work with CoL and the NEL ICB to explore this further.

#### **4.3 Sub committee – Sexual and reproductive health**

HWCoL has been invited by Cllr Chris Kennedy to sit on the formal joint sub committee to oversee the delivery of the five-year strategy, and annual action plan, for sexual and reproductive health (2024-2029) for City and Hackney. The Chair has accepted the invitation.

#### **4.4 Social Capital Project**

HWCoL attended a meeting regarding the social capital project being managed by City and Hackney Public Health Team. HWCoL has concerns that the timescale for the research is too long and the scope of the research is too wide to make it relevant to the relatively small population of the City.

It has been agreed that CoL and HWCoL will attend the meetings on a quarterly basis, and that the agenda of these meetings will be City focussed.

### **5 Volunteers**

#### **5.1 Barts Health NHS Trust PLACE Assessments**

As stated in the last report, volunteers from HWCoL undertook Patient Led Assessments of the Care Environment (PLACE) assessments across Barts Health NHS Trust. The reports from those assessments have now been published. You can read the report on our website <https://www.healthwatchcityoflondon.org.uk/news-and-reports>

The Trust has overall scored 93.29% which is 3.13% above the national average of 90.16%. St Bartholomew’s Hospital was the highest scoring hospital across the Trust with a score of 96.49%.

The areas looked at in the assessments include ward food, combined food, privacy, dignity and wellbeing, disability, dementia, condition, appearance and maintenance and cleanliness.

### **6 Projects**

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

This project is being undertaken with colleagues from ELFT and the Department of Community and Children's Services at CoL.

A meeting held in February with the project team identified the possibility for working with a public health social capital project to develop opportunities.

Social isolation and mental health provision is included in the City of London Health and Wellbeing Strategy, this will help to progress the project. The project aims to identify the extent of social isolation in the City and recommend services to address the needs identified.

The evidence in the report aims to make the case for new and increased services in the City for residents.

## **6.2 Digital Apps**

Good progress has been made on this project. The objective is to identify the various apps used by both Primary and Secondary Care services, the accessibility, usability and integration. As a City resident it is possible to be connected to nine different Apps for health care.

The desktop research has been completed and a survey has been designed to understand patients use of the apps, this will be sent across the Shoreditch Park and City Primary Care Network and to City residents.

The HWCoL team are now attending the Digital enabler board managed by Homerton and the Patient Held Record Board at Homerton University Hospitals Trust which explores how the NHS App and Patients Knows best are accessed by patients. HWCoL will use this information to support the project. The team will be in contact with all major providers of APPs including UCLH, Barts Health and Primary Care.

When the project is completed, the report will be shared with users and those managing the APPs as well as HWE to support their work in this area. The team will also explore the inequalities created by digital exclusion.

The latest NHS delivery plan for recovering access to primary care 2024/25 published on 9<sup>th</sup> April 2024 states that Nationally 84.1% of practices have enabled patients to view prospective records compared to around 21% in May 2023.

In addition, 94.3% of practices offer patients the ability to book/cancel some specific appointments online and 98.9% offer patients the ability to order online repeat prescriptions, although they estimate only 2.7 million (around 11%) of repeat prescriptions per month are ordered this way.

## **7 Enter and View programme**

Healthwatch have a statutory function to carry out Enter & View visits to health and care services to review services at the point of delivery. Following a halt in Enter and View due to Covid HWCoL have now recommenced this important activity.

## **7.1 Enter and View at Goodman's Fields Medical Centre**

In September HWCOL, along with colleagues at Healthwatch Tower Hamlets carried out an Enter and View at the Goodman's Field Medical Centre.

The report has now been published and is available on the HWCOL website.

<https://www.healthwatchcityoflondon.org.uk/report/2024-04-12/enter-view-report-goodmans-field-medical-practice>

The rationale for conducting the Enter and View Visit to Goodman's Field Medical Practice was based on data collected from various sources - NHS, Care Opinion, Social Media and App stores.

The feedback indicated that the GP practice performed exceptionally across areas such as treatment, communication and staff attitude. The main area of concern was related to service access, telephone service, referral process and the functionality of the Dr IQ app.

Overall, the visit to Goodman's Field Medical Practice was very positive with some areas of minor improvement identified. Recommendations for improvement were suggested and the practice has taken them on board.

## **7.2 Barts Health NHS Trust**

The HWCOL team met with David Curran, Director of Nursing at St Bartholomew's Hospital to discuss an Enter and View at the hospital. Based on feedback from residents the Enter and View will focus on communication, the current administrative services and the impact on care.

A provisional date of 13<sup>th</sup> June has been set to undertake the Enter and View.

## **8 Support to the City of London Corporation**

### **8.1 Adult Social Care Survey support**

HWCOL are supporting the delivery of the he Adult Social Care survey that is currently open. Respondents can phone or email HWCOL for support if they have difficulty understanding the questions or accessing them through disability. HWCOL are delighted to be supporting CoL colleagues.

### **8.2 Sexual Health Clinic telephone survey**

HWCOL will be supporting the City of London Corporation by undertaking telephone surveys that try to determine the level of City workers using non-residential postcodes to access sexual health services resulting in sexual health providers incorrectly recording City workers as residents.

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

There has been no significant change in performance as measured by the Key Performance Indicators. 20 green indicators and four amber indicators. The main concern is attendance of the public at HWCOL events; however, the Patient Panel series have proved popular with new people attending each time.

## **10 Neaman Practice**

A meeting has taken place with the new Practice manager and a good dialogue is now open regarding Patient Participation Group dates and attendance by users as mentioned in the last report.

Key issues raised at the quarterly meeting were the reinstatement of the messaging functionality via the NHS app with the Practice, the lack of privacy in the reception area and the staff not displaying name badges.

## **11 Planned activities in Quarter 1 2024/25**

In support of the delivery of the business plan during Q1 the team at HWCoL will:

- Recruit additional Trustees and broaden the representation for the public.
- Enter and view training for new volunteers and Trustees.
- Health in the City Event with the Neaman Practice in June
- Barts Cardiology Department Enter and View in June
- Refresh and consultation on revised business plan.
- Public Board meeting with Dr Sandra Husbands, Director City and Hackney Public Health
- Digital Apps project continuation and launch of survey.
- Three patient panels as listed in section 4.

## **12 Conclusion**

In conclusion it has been a busy few months at HWCoL increasing the number of volunteers, increasing engagement with City residents, working with NEL ICS to ensure that the City's voice is heard and reigniting the Enter and View Programme.

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