

Committee: Health and Wellbeing Board - For information	Dated: 18/06/2024
Subject: Healthwatch City of London Progress Report	Public
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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 Q1 2024/25 (April - June 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.

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 Public Board Meetings

2.1 Board Meeting in Public – 19th April

On 19th April HWC^oL held a Public Board Meeting which focused on Public Health. The key speakers were Dr Sandra Husbands, Director of Public Health and Chris Lovitt, Deputy Director of Public Health and Froeks Kamminga, Public Health Specialist. The meeting, which was held at the Golden Lane Community Centre, was well attended by members of the public.

Dr Husbands talked about the Public Health team, and their responsibilities across City and Hackney. The presentation also focussed on the health inequalities across City and Hackney, these are characterised by looking at social inequalities, such as income and education, protected characteristics e.g. age, disability, sexual orientation, marriage and civil partnerships, and by vulnerability e.g. learning disabled, rough sleeping, young carers.

Chris Lovitt, presented the Public Health annual report, Sexually Healthy, which focuses on the sexual health of the City, highlighting that there is a high demand for sexual health services in Hackney and the City of London, younger people access these services more than the rest of the population and that they are more likely to require treatment when they do access services.

3 Business Plan and Local Objectives

HWC^oL have produced the business plan for 2024/25. The plan will be dependent on the contract renewal from the City of London Corporation. The plan has been approved in part by the Board, however the financials are yet to be provided by the accountants. The plan was put out for consultation on Tuesday 25th June 2024, Members of the Health and Wellbeing Board will receive a copy for consultation. The final report will be published in Q2 2024/25 and presented at the next Health and Wellbeing Board.

The business objectives remain as the following, these comply with both Healthwatch statutory role, and the contract from the City of London Corporation:

- 1: HWC^oL's voice is recognised: representing the City of London's residents, workers, and students, ensuring that their voice is heard in every forum where change to the delivery of health and social care is discussed.
- 2: HWC^oL recruits and retains a team of committed volunteers: to deliver our vision through a range of bespoke opportunities.
- 3: HWC^oL is a trusted partner:
 - trusted by City residents, students, and workers to raise the issues important to them, with those taking decisions affecting their health and social care needs.
 - trusted by the bodies taking decisions, ensuring that they seek HWC^oL's views as an organisation they need, due to HWC^oL's reputation as a reliable source of patient feedback.

4: HWCoL delivers informative research: that impacts positively on City of London residents, workers, and students experience of health and social care services and outcomes.

5: HWCoL is financially stable: holding sufficient cash in the bank to manage any unexpected cashflow issues over the length of the contract.

Whilst the plan identifies what needs to be done to meet both contractual obligations and those required under the Healthwatch licence, it's important that these translate into real actions that are important to those we serve. These specifically identify those actions HWCoL intend to take that will resonate with local people and reflect how they experience local services.

- 1) Deliver 10 patient panels to inform you about Health and Social care topics that are important to service users
- 2) Hold a summer information event in June and our AGM in October, both events will give residents important information on local Health and Social Care services and on the work of Healthwatch City of London.
- 3) Undertake two research projects
- 4) Carry out two Enter and Views – St Bartholomew's Hospital Cardiology Department and the Neaman Practice recommendations for improvement.
- 5) Maintain, train and utilise a dedicated team of volunteers.
- 6) Scrutinise how the City of London Corporation awards and monitors its contracts for Social Care provision.

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 April – Medicines Management

This followed recent expressions of concern from residents surrounding a local pharmacy over-dispensing old prescriptions. Based on this issue we decided to set up this Patient Panel on Medicine Management with Deborah Osowa, the Lead Pharmacist from the Neaman Practice.

It was an informative session stressing the importance of Medicine Management, what services the Neaman Practice offer and the new Pharmacy First Scheme. The importance of annual checks for medications was explained alongside how to utilise the Pharmacy First Scheme.

Patient Panel May – Sexual Health in the City.

In May, HWCoL were joined by Froeks Kamminga, Public Health Specialist. Froeks presented the new Sexual and Reproductive Health Strategy for the City. The presentation highlighted the services available in the City and where to access them.

More panels scheduled for the Q2 2024/25 and these include:

- 12th July: 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
- 6th September: Cardio-pulmonary resuscitation (CPR) training with the London Ambulance Service (LAS)

4.2 Annual Survey

In June, HWCoL launched its annual survey. The survey asks for views from stakeholders and residents on HWCoL performance and effectiveness in its role.

If you want to provide feedback you can do so here

<https://www.smartsurvey.co.uk/s/annualstakeholdersurvey2024/>

4.3 Health in the City Event

On Saturday 29 June HWCoL are holding the first Health in the City event at the Golden Lane Community Centre from 10am – 1pm.

In conjunction with the Neaman Practice the event will showcase health and wellbeing services that are available to City residents.

GPs, Dr Chor and Dr Hillier will be joining to tell residents a bit more about the Practice and the services offered, as well as taking any questions relating to the Practice. The Together Better programme will also join, they are a wellbeing service that bring people together with a focus on health and wellbeing by offering arts and crafts, coffee mornings and organised walks.

Others attending include:

- City Advice who provide advice for City residents, workers and students on benefits, housing, debt, employment rights and family issues.
- NHS North East London Cancer Alliance who will be providing information on cancer screening, information for patients and families.
- City Carers Community, a voluntary organisation who provide support to unpaid carers in the City of London through fortnightly sessions bringing people together to talk about their experiences.
- The Forget Me Not Café who work to provide older people, people with dementia and people with mental and physical health and wellbeing issues with support through promoting social and physical health and wellbeing activities.
- Representatives from the City of London Adult services and the Childrens services team.

5 Projects

5.1 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.

As reported in the last Board, the desktop research has been completed. The survey is now live and been sent to the Shoreditch Park and City Primary Care Network and to City residents. Paper versions of the survey are available in all of the City libraries, the Golden Lane and the Portsoken Community Centre and at the Neaman Practice.

So far, the team have received 28 responses to the survey digitally. Focus groups to explore the recurring issues highlighted in the results so far have been arranged for July.

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.

5.2 Access of sexual health services for non-City Residents

HWCoL have supported 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.

Over the space of a week, the team conducted phone calls to different sexual health clinics within the City to establish whether they would accept a non-residential postcode when trying to book an appointment. There were a range of scenarios used on different days/times to get a wider understanding of the response the clinics would give. The team called on different days/times to ensure a variety of responses.

Although the calls were limited in number most resulted in a non-residential postcode from within the City was accepted by the member of staff taking the call without any issues being raised. Several clinics mentioned that they don't send letters out so a non-residential address wouldn't be an issue and another stated that all their communication is done via text, so a work address wasn't a problem.

The final report will be presented to the City of London Corporation in late June.

6 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.

6.1 Barts Cardiology Department

On Thursday 13th June, the HWCoL team and volunteers carried out an Enter and View Visit to Barts Cardiology department.

Based on feedback from residents the Enter and View focused on communication, the current administrative services and the impact on care.

The visit, arranged with Matthew Young, the General Manager for Electro Physiology, Intervention and Networked Cardiology, saw interviews take place with managers, team leaders, admin staff, receptionists and patients.

The interviews with the admin team and managers were very insightful, immediately it has highlighted the different processes used by the various teams, and the

different applications used to book and process appointments, which are used inconsistently.

Disappointingly, the team were not able to interview many patients due the nature of the department visited. HWCoL have requested another, shorter, visit to interview patients in other cardiology departments rather than just EP and intervention.

The report will be written within 4 weeks of the final visit, which will then be sent to St Bartholomew's hospital for comment before publication.

We would like to extend our thanks to the team at St Bartholomew's who were very helpful and open about their work, and to thank our volunteers.

7 Q1 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.

8 Planned activities in Quarter 2 2024/25

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

- Health in the City Event with the Neaman Practice in June
- Barts Cardiology Department Enter and View report
- Refresh and consultation on revised business plan.
- Digital Apps project continuation with focus groups.
- Two patient panels as listed in section four

9 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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