

Committee: Health and Wellbeing Board - For information	Dated: 13 September 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 the end of Q1 2024/25, and July and early August 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

1.1 Healthwatch City of London

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.

1.2 Contract with the City of London Corporation

The current Healthwatch contract is due to end mid-September. In line with City of London procurement rules, and procurement options appraisal has been discussed by category board and the preference is to direct award the contract to City of London Healthwatch. A notice to this effect has been published and subject to this process completing without response, the contract will be awarded on 28th August 2024. Health and Wellbeing Board will receive a verbal update at the next meeting

2 Public Board Meetings

There have been no public Board Meetings during the period of this report.

3 Business Plan and Local Objectives

HWCoL have produced the business plan for 2024/25. The plan was out for public consultation from 24th July until 7th August, no comments were received. The HWCoL Board have approved the final plan which has been shared with Commissioners. The plan has now been published on the website, [Annual Business Plan 2024/25 | Healthwatch Cityoflondon](#) a summary is below.

The business objectives remain the same as last year and comply with both Healthwatch statutory role, and the contract with the City of London Corporation:

- 1: HWCoL'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: HWCoL recruits and retains a team of committed volunteers: to deliver our vision through a range of bespoke opportunities.
- 3: HWCoL 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 HWCoL's views as an organisation they need, due to HWCoL'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 the contractual obligations and those required under the Healthwatch licence, it is important that these translate into real actions that are important to those we serve. The points below specifically identify those actions HWCoL intend to take that will resonate with local people and reflect how they experience local services.

- 1) Deliver ten 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 an AGM in October, both events will give residents essential information on local Health and Social Care services and on the work of Healthwatch City of London.
- 3) Undertake two research projects
- 4) Conduct two Enter and Views – St Bartholomew’s Hospital Cardiology Department and the Neaman Practice recommendations for improvement.
- 5) Maintain, train, and use a dedicated team of volunteers.
- 6) Scrutinise how the City of London Corporation awards and monitors its contracts for Social Care provision.

N.B. The plan will be subject to change should the contract renewal from the City of London Corporation require it.

4 Healthwatch City of London Annual Report: Your Voice Counts

In July HWCoL published the Annual Report for 2023/24. The report gives an overview of the impact made over the past year, highlights successes and an overview of projects and events.

Highlights include:

- Holding six Patient Panels, which brought experts and community members together to discuss areas of concerns regarding Health and Social Care in the City. Topics included Cancer Screening Programmes, the new Cancer Wait Times Standards, Hard of hearing and Deaf Awareness, CPR training, Safeguarding and Medicine Management.
- Successfully campaigning for accessible services in Foot Health. Through campaigning we were able to secure the funding for a grant extension from the City of London Corporation to the provider, Hoxton Health who provide the essential nail cutting services at the Neaman Practice, for those who are unable to cut their toenails.
- Continuing to work and collaborate with the Neaman Practice to ensure that residents’ concerns and feedback were heard and responded to.
- Championing residents’ views and brought insights directly to health and social care providers in the City as well as North East London NHS and the planners of services

A copy of the report was distributed to members of the Health and Wellbeing Board however, it can be accessed via the website [Healthwatch City of London Annual Report 2023-24 | Healthwatch Cityoflondon](#)

5 Communications and Engagement

5.1 Patient Panels

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

5.1.1 Patient Panel July – City of London Health and Wellbeing Strategy

In July, HWCOL were joined by Ellie Ward, Head of Strategy and Performance, Department of Community and Children's Services, City of London Corporation. Those present received a presentation informing them about what a Health and Wellbeing Strategy is designed to do and how it addresses health inequalities including how the key priorities were decided on. The main priorities of the strategy were shared, Building Financial Resilience, Tackling Social Isolation and Building Social Connection, and Improving Mental Health. A discussion followed to explore to enable residents to share their views on the strategy and the outcomes they would like to see. Many raised points concerning being able to access Health services via traditional routes and not digitally. tackling homelessness and where to report it and accessing affordable healthy foods were also discussed.

5.1.2 Patient Panel August

Special Educational Needs and Disabilities and Alternative Provision Strategy Consultation.

In early August, HWCOL were joined by Hannah Dobbin, Strategy and Projects Officer, Department of Community and Children's Services and Ellie Ward, Head of Strategy and Performance, Department of Community and Children's Services, City of London Corporation, who presented the draft Special Educational Needs and Disabilities and Alternative Provision Strategy. Hannah discussed how the strategy was co-produced with the Parent Carer Forum, Homerton Healthcare NHS Foundation Trust, NHS North East London, and NHS East London NHS Foundation Trust.

The vision for the strategy is taken from the City of London's Children and Young People's Plan 2022-25:

The City of London is a place where all children and young people feel safe, have good mental health and wellbeing, fulfil their potential and are ready for adulthood whilst growing up with a sense of belonging.

In attendance was one resident who has a background in education and in SEND, who welcomed the strategy and asked the City to ensure that it was adhered to. Other questions to the panel included the number of people where the impact of the strategy would be felt (around 30) and how the City will ensure funding continues to support implementation. The City stated that the funding will be available and that it is looking at the possibility of funding additional groups to address the issues faced by SEND young people.

The consultation has now been extended to 2nd September, with the timeline of December for it to be approved and implementation begin.

5.1.3 Panels scheduled for Autumn 2024/25 include:

- 6th September: Cardio-pulmonary resuscitation (CPR) training with the London Ambulance Service (LAS)
- October (Date TBC): Menopause Advice and Information (October is menopause awareness month with 18th being Menopause day)
- November (Date TBC): Diabetes Advice and Information (World diabetes day 14th Nov)

- December (Date TBC): Mental Health support over the festive season

5.2 Annual Survey

Between 26th June and 24th July HWCoL carried out its annual survey. The survey seeks feedback from stakeholders and residents regarding HWCoL performance and effectiveness in its role.

The stakeholder survey had twelve responses with the resident survey, disappointingly, only receiving six. The stakeholder survey increased response rate from nine last year.

Points to note: Residents

- HWCoL currently appears to target an older population with the majority of respondents over the age of sixty-five.
- Thirty-three percent of resident respondents believe that HWCoL are, 'very effective in their role,' one respondent highlighted how HWCoL 'have successfully lobbied for changes and broadened areas of concern.'
- Thirty-three percent of respondents find that the information provided by HWCoL is, 'extremely useful' and 66 percent of respondents believe that is it, 'useful'. One respondent, stated that, 'you cannot go into depth on every issue, but you always provide a very good place from which to start.'
- 100 percent of respondents felt that our information is trustworthy, one respondent highlighted that it is, 'because you provide information independent of the providers and I believe it to be factual and unbiased'.
- One respondent did highlight the issues they are facing with the Neaman Practice and the lack of face-to-face appointments, which they do not believe have been addressed.

Points to note: Stakeholders

- Eighty-three percent of stakeholders believe HWCoL are 'very effective in our role,' one respondent highlighted how, 'they are dynamic and a constant positive presence in the COL.'
- Eighty-one percent of stakeholders feel that HWCoL holds Health and Social Care providers to account

Conclusion

Despite the low response rates, it was a positive response from respondents and stakeholders. Points to address, is how to increase the number of respondents for future surveys and how to increase the diversity in respondents, as 50 percent of respondents in the community survey live in the Barbican, HWCoL will need to target and succeed in engaging community members living in the eastern part of the city.

The full report will be available on the HWCoL website late August on our reports page <https://www.healthwatchcityoflondon.org.uk/news-and-reports>

5.3 Health in the City Event

At the end of June, HWCoL held the first Health in the City Day in collaboration with the Neaman Practice. A hugely successful event which saw nearly one hundred local residents turn up to meet a variety of teams from the NHS and the voluntary sectors.

Dr Chor and Dr Hillier from the Neaman Practice supported the event, as well as representatives from health services and community services, including, NHS Cancer Alliance, Diabetes UK, City Advice, Representatives from the City of London Adult Services and the Children's team, Mental Health Voice, City Carers Community, Older People's Reference Group and the Forget Me Not Café, the Together Better Programme and Social Prescribing team from the Shoreditch Park and City PCN.

HWCoL are grateful to be joined Health and Wellbeing Board Chair and Court of Common Councillor Mary Durcan, Ellie Ward, Head of Strategy and Performance Department of Community and Children's Services and Ian Tweedie, Head of Service, Adult Social Care, on the day.

The team have received valuable feedback from both stallholders and the attendees and in the process of planning a similar event in the Portsoken Area of the City.

Some of the feedback received:

'I thought it was excellent. Well attended and enabled us to engage with clients and partners in particular the Neaman practice'

'Thoroughly enjoyable day'

'What a great event it was last Saturday! Not only was there a rich supply of information and provider contact, but the atmosphere was so pleasant and welcoming'

'To achieve that excellent result first time was amazing, and reflected a huge amount of preparation, and concerted, conscientious effort on the day'

Conclusion

Looking at the feedback from the day, it's clear that there is an appetite for this kind of information event. The stallholders found it useful and were able engage with residents they had not previously engaged with.

Dr Chor and Dr Hillier's presence proved an incentive for many to come.

5.4 Neighbourhoods Programme engagement

Following the last Health and Wellbeing Board meeting, HWCoL has arranged a meeting with Sadie King, Neighbourhoods programme lead, City and Hackney, to better understand the programme, its aims and how it works for the local community and what benefits it brings to City residents.

HWCoL have also met with Amy Wilkinson, Director of Partnerships, Impact and Delivery NHS North East London Integrated Care Board & City and Hackney Place Based Partnership to discuss observations regarding the impact of the Neighbourhoods Programme in the City. It was a very encouraging meeting where the team learned about a new working group with officers from the CoL exploring

how to achieve a greater City focus. Amy agreed to take forward HWCoL concerns, and it was agreed to develop a more collaborative approach going forward for the benefit of the residents of the City of London.

6 Projects

6.1 Digital Apps in Healthcare

This project focuses on the plethora of apps used by both Primary and Secondary Care services. The team are exploring accessibility, integration, and usefulness.

Substantial progress has been made on this project. The desktop research has been completed and is being written up and a survey has been conducted to better understand patients use of the apps. The survey was shared across the Shoreditch Park and City Primary Care Network and with City residents. Hard copies were placed in all City libraries and community centres, with envelopes for responses. The survey has now closed with fifty-six responses. Two focus groups have been held so far, one in person with eight attendees and one on-line with two attendees, this may sound a low figure, but it enabled a good in-depth discussion.

When the project is completed, the report will be shared with users, those managing the Apps, to City and Hackney Place based Partnership, NEL ICB, the City Health and Wellbeing Board as well as HWE to support their work in this area.

6.2 Access to sexual health services for non-City Residents

HWCoL have supported the City of London Corporation in this project by undertaking telephone surveys that try to determine the amount of City workers who are using non-residential postcodes to access sexual health services, which may be resulting in sexual health providers incorrectly recording City workers as residents.

Over the space of a week, the team contacted different sexual health clinics within the City to establish whether clinics 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.

The report was submitted to the CoL in June. The main findings confirmed that for over half of the calls that were made, the clinics accepted a non-residential postcode when booking an appointment with no issues, even when HWCoL staff directly asked if a non-residential address could be used.

6.3 Campaign for Men's Health Strategy

HWCoL are currently scoping out a project to campaign for the development of Men's Health Strategy for North East London; we know that men are less likely to seek help in regard to their physical and mental health and we are seeking to further understand what resources and services in the City are needed to enable men to seek help. There is at present no Men's Health strategy and we will be collaborating with partners to campaign for the development of a comprehensive strategy, The team plan to launch the campaign later in the Autumn.

7 Enter and View programme

Healthwatch have a statutory function to conduct 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 HWC_oL have now recommenced this important activity.

7.1 Barts Health NHS Trust Cardiology Department

On Thursday 13th June, the HWC_oL team and volunteers conducted an Enter and View visit to the Barts Health NHS Trust Cardiology Department which is based at St Bartholomew's Hospital.

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, administration staff, receptionists, and patients.

The interviews with the administration team and managers were very insightful, immediately it has highlighted that the many different processes used by the various teams, and the many different applications used to book and process appointments, and how they are used inconsistently can cause issues.

Disappointingly, the team were not able to interview many patients due to the nature of the department visited. HWC_oL requested another, shorter, visit to interview patients in other cardiology departments rather than just the Electrophysiology Department and Intervention, Department, this took place on 25th July.

The report must be written within four weeks of the final visit and will then be sent to St Bartholomew's hospital team for comment before publication.

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

7.2 Neaman Practice

HWC_oL plan to conduct an Enter and View visit to the Neaman Practice in Q4 this year. The team have raised access to Shingles and Pneumonia vaccinations for those who are eligible and how this is communicated.

8 Q1 Performance Framework (Contractual Obligations)

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

9 Planned activities in Quarter 2 2024/25

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

- Continue with Digital Apps project with additional focus groups and write up.
- Produce the Enter and View reports from the Barts Cardiology Department visit
- Continue with the Patient Panel Series, developing a full autumn programme.

10 Conclusion

In conclusion it has been a busy few months at HWCoL, producing the annual report and conducting our annual survey to ensure we listen to the concerns of those we serve.

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