

City of London Corporation Committee Report

Committee(s): Health and Wellbeing Board – For information	Dated: 19/09/2025
Subject: Healthwatch City of London Progress Report	Public report: For Information
This proposal: Provides progress information.	
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of:	Healthwatch City of London
Report author:	Gail Beer, Chair, Healthwatch City of London

Summary

This report details the work of Healthwatch City of London for Q2 2025/26

Recommendation(s)

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 first contract for Healthwatch came into being in September 2019 and was awarded to a new charity Healthwatch City of London (HWCoL).

HWCoL is registered on the on the Charities Commission register of charities as a Charitable Incorporated Organisation and is Licenced by Healthwatch England (HWE) to use the Healthwatch brand. The current contract for Healthwatch City of London was awarded in September 2024.

HWCoL's vision is for a Health and Social Care system truly responsive to the needs of the people who live, work and study in 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.

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.

The Volunteer and Projects officer has left the organisation. Recruitment is now taking place for a new role which will incorporate communications, engagement, volunteer management and project management.

Public Board Meetings

No Public Board meetings were at the time of writing this report. The public Board meeting for Q2 will be held on Friday 5th September, when Mary Elford, Chair, Homerton Healthcare NHS Foundation Trust will join us to present on the possibility of the Trust becoming the Integrator following the changes announced in the NHS 10-year plan. Mary Elford will hopefully discuss how it will engage and listen to patient feedback.

Projects

1) Minor Injuries Unit at St Bartholomew's Hospital

The team visited the Minor Injuries Unit at St Bartholomew's Hospital to speak to the staff to find out more about the services that are offered, opening hours, usage and to explore when residents should seek out this service and how uptake might be increased.

The team meet with David Curran, Director of Nursing, and Sam Atkinson, Associate General Manager, Emergency Department and pre-hospital care, at the Royal London.

The report will be written and published in Q3.

The team will be commencing a major project on access to urgent care across the City in early Autumn and this work with Barts supports the first part of the programme.

Support to the City of London Corporation

1. Adult Social Care Advisory Group

HWCoL have now held two of the series of three, Adult Social Care Information events. At the events the Head Occupational Therapist who presented on the Adult Social Care services offered in the City including occupational therapy, the sensory service and the housing assistance policy.

Healthwatch presented on the service we provide for residents and promoted the Adult Social Care Advisory Group.

The event at the Guildhall was attended by three residents all of whom agreed to join the Adult Social Care Advisory Group. The second event was held at Portsoken, unfortunately no residents attended, despite signing up for the event. Our thanks to Sheema from Imago who joined us as a translator.

The final session will be held at the Golden Lane Community Centre on 11th September. Following this session a review of the events will take place and next steps decided.

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.

1. Neaman Practice Enter and View

HWCoL undertook an Enter and View visit to the Neaman Practice on 13th February 2025. The visit was carried out by the HWCoL staff team and a Board member. The report has been written and the response received from the Neaman Practice was received on Friday 20th June. The full report will be published late Q2 early Q3 launched at a Public Board meeting with the Practice Partners.

2. St Leonard's Physiotherapy Department

HWCoL are carrying out research to enable a team to undertake an Enter and View at the Physiotherapy Department at St Leonard's. A survey will be produced for residents to give us feedback of their experiences of the department. A visit will then take place in Q3/4.

Communications and Engagement

1. Annual Report

Healthwatch City of London Annual Report 2024/25 'Making it Matter' was published in July. This year we have built on our work in previous years listening to what residents care about.

The launch of our three main reports, 'Digital Apps: A help or a hindrance? Understanding and accessing digital healthcare apps', 'Barts Health NHS Trust Cardiology Department Enter and View report' and 'Patient Advice and Liaison Service (PALS): A review of PALS services available to City of London residents', the continuation of our ever popular Patient Panel series, the Health in the City Day and our AGM have enabled us to engage with more residents than ever. This has consolidated our position as the people's champion and ensured that residents are listened to.

The report is attached.

HWCoL Events

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. HWCoL's patient panel series attract new residents at every event. Reports from all Patients Panels are published on the HWCoL website. These are now a recognised and useful way of drawing providers and receivers of care together.

1.1 Patient Panel July Cardiopulmonary resuscitation (CPR) Training

The London Ambulance Service led a CPR training session for residents at the Artizan Library. The event was attended by 5 residents.

Upcoming panels

1.1 North East London Cancer Alliance – Ovarian and Womb Cancer

For residents to find out more about the symptoms, prevention and treatment of ovarian and womb cancer.

North East London Cancer Alliance and leading gynaecological cancer charity The Eve Appeal have launched a second phase of their 'You Need to Know' campaign, to raise awareness of ovarian cancer symptoms and improve early diagnosis, as with all cancers the early diagnosis and treatment supports better outcomes.

The campaign encourages women in north east London to speak to their GPs if they experience persistent bloating or other unexplained changes in bowel movement or eating habits.

The session will be held on Wednesday 3rd September 12 – 1.30 at the Golden Lane Community Centre, EC1Y 0SA.

1.2 Diet and Nutrition with Joe Alvarez – First Contact

In October Joe Alvarez, First Contact Dietician at the Neaman Practice, will discuss the importance of diet and nutrition in keeping us healthy and managing the impact of diet on conditions as well as the service offered at the Neaman Practice.

The session will be held at the Golden Lane Community Centre from 10:30am to 12pm, on Friday, 3rd October

Upcoming events

Annual General Meeting with Dame Marie Gabriel

As we enter a period of change and reorganisation within the NHS following the DASH report and the NHS 10-year plan (*Fit for the Future, the 10 Year health plan for England*), we have invited Dame Marie Gabriel, Chair of the North East London Integrated Care Board to speak at our Annual General Meeting.

HWCoL will present on what our plans are for the next year and highlights from the previous year.

The event will take place on Friday, 17th October, 10am to 12pm at St Giles' Cripplegate Church.

St Bartholomew's Hospital response to our Cardiology Department Enter and View

In October, Professor Charles Knight, Chief Executive at St Bartholomew's Hospital, and David Curran, Director of Nursing, will host HWCoL and residents at St Bartholomew's Hospital to update on their response to the Cardiology Department Enter and View report of 2024 and the changes they have made in response to the report as well as an overview of developments within the hospital.

It will take place on Thursday, 9th October, from 11:30am to 1:30pm at St Bartholomew's Hospital.

Neighbourhoods Engagement Involvement

1 City Neighbourhood Forum

HWCoL attended the City Neighbourhood Forum meeting on 8th July. The City Forum is a separate group formed from the Shoreditch Park and City Neighbourhood forums which specifically focus on residents in the City.

At the meeting Ellie Ward presented on the three priorities decided on at the City Action Group.

The Forum, was designed for residents to discuss the local priorities for the City, these will be decided from the three key priorities in the Health and Wellbeing Strategy:

- Financial Resilience
- Mental Health

- Making Social Connections.

The event was attended by both City residents and service providers.

Following the presentation there were break out groups to discuss each priority, the discussions were then presented back to the group, and voting took place to decide the priority. It was decided that Mental Health and Social Connections would be the priorities taken forward by the group. At the next City Action Group discussions will be held to organise forums that showcase organisations and services designed to address the needs of residents in the priority areas.

Portoken Community Engagement

Unfortunately, the meeting arranged with Portsoken Councillors in Q1 was postponed. HWCOL have now contacted the councillors to agree separate meetings to progress this work. This has already started with some helpful initial engagement.

A volunteer from the community has also agreed to work with HWCOL to promote engagement across the estate and community. The volunteer will help to produce leaflets in the correct languages; help encourage attendance at events and help interpret messages.

HWCOL has also had discussions with the Population Health Hub and NHS NEL as both organisations are keen to improve engagement and promote health messages to the area. The Population Health Hub are exploring running some resident led information sessions, where they will engage with the community to hear what areas they would like to have more information on. NHS NEL are looking at health literacy in the area.

Planned activities for Q2/3

- Publish report of Neaman Practice Enter and View
- Report on Healthwatch City of London Annual survey
- Barts Enter and view event
- Annual General Meeting Continued work with CoL to set up the Adult Social Care Advisory Group
- Increased engagement with the Portsoken Community through Court of Common Councillors
- Develop draft plan for delivery of major projects
- Men's health event

Conclusion

The team at Healthwatch City of London have had a busy Q2 delivering events, communications and continued engagement with residents of the City of London.

Appendix

- Making it matter – Healthwatch City of London Annual report 2024/25

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