

City of London Corporation Committee Report

Committee(s): Health and Wellbeing Board – For information	Dated: 04/02/2026
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 Q3 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 Charities Commission register of charities as a Charitable Incorporated Organisation and is Licensed 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 continues 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 team is currently undergoing several changes in personnel but is still delivering on requirements of the contract.

The future of Healthwatch

An online meeting is scheduled for early February with the DHSCC with Healthwatch England and local Healthwatch. The department will give the latest update on timescales for the new Health and Social Care Act to be put to parliament.

A survey has been devised to gather residents' opinion on what they would want to see from Healthwatch in the future. You can view the survey here

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

Gail Beer and Rachel Cleave will be meeting with City of London officers next month to discuss options for the future.

Public Board Meetings

HWCoL held its AGM at St Giles Church, Barbican in October. The event was attended by both residents and colleagues from health and social care providers across the City.

Gail Beer updated the meeting on our work over the previous year, including our reports on Digital Apps, Enter and Views and the Patient Advice and Liaison Service (PALS), our Patient Panel series, public meetings and events.

Dame Marie Gabriel, Chair North East London Integrated Care Board (NEL ICB) joined us as our guest speaker to talk about the NHS 10 Year Health Plan and how NEL ICB will be implementing changes. The changes incorporate the three shifts from treating sickness to preventing illness, moving acute care to community-based services and the aim to develop a long-term health strategy which is aligned with the health priorities of the government.

Marie talked about how the board functions and that discussions take place on how best to allocate and deliver the £6.5 billion budget for North East London by using local neighbourhood structures. Marie recognised the need to work flexibly with residents and embrace change.

Stalls from local providers were also in place from City advice, Gloji, Imago, Dragon Café and Age UK City of London.

Projects

1) Minor Injuries Unit at St Bartholomew's Hospital

The visit to the Barts Minor Injuries Unit (MIU) took place in August. One Trustee and an Associate Board member undertook the visit to research opening hours, who can access the services, what services are provided and pathways for follow up treatment/appointments. The research looked at staffing levels, funding, how the unit integrates with the Royal London A&E department, who funds the unit, usage and how uptake might be increased. The team met with David Curran, Director of Nursing, and Sam Atkinson, Associate General Manager, Emergency Department and pre-hospital care, at the Royal London.

The report has now been published and shared with the team at the MIU.

The team will be commencing a major project on access to urgent care across the City in early 2026 and this work with Barts supports the first part of the programme.

The final report is attached.

Support to the City of London Corporation

1. Adult Social Care Advisory Group

In November HWCofL held the inaugural Adult Social Care Advisory Board, following our information events in the summer which were held at the Golden Lane Community Centre, the Guildhall and the Portsoken Community Centre.

Representatives from both residents and the City of London Corporation Adult Social Care team, joined to discuss how best to communicate with City residents about the services offered, how to widen the membership ensuring representation of all communities, and the remit of the group. It was agreed the meetings will be held quarterly with the next one scheduled for March 2026.

On the agenda was deciding the Terms of reference (TOR) for the group, the scope of the group, ensuring representation from all communities in the City, the name of the group and the priorities for the first year.

The draft TOR will be distributed to the group in Q4.

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

HWCofL undertook an Enter and View visit to the Neaman Practice on 13th February 2025. The visit was carried out by the HWCofL staff team and a Board member. The report was launched on 18th November at an event at the Ralph Perring Room on Golden Lane. HWCofL were joined by Dr Chor, Dr Hillier and Sinead Downes, the Practice Manager. The event was well attended with the Partners answering lots of questions from residents. The report has been distributed in the community centres, at the Practice and on our website.

The main recommendations made in the report are:

- 1) Improved communications with patients.
- 2) Clarification on the booking process for follow up appointments
- 3) Consistency in staff knowledge on processes used at the surgery i.e. medicines reviews
- 4) Private space for patients in the reception area

The report is attached.

2. St Bartholomew's Hospital Cardiology Department Enter and View launch

On Thursday 9th October HWCOL held an event in the conference room at St Bartholomew's hospital to officially launch the Cardiology Department enter and view report. Hosted by Charles Knight, CEO St Bartholomew's Hospital and David Curran, Director of Nursing. The report made several recommendations regarding administration practice within the team, namely improving communication with patients and around training, which have now not only been adopted within the department but across all outpatient departments across the Trust. The report was strongly welcomed by the Trust. The report is attached.

3. 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. The survey for residents to give feedback on their experiences of the department is now live and discussions with the department are underway. The visit will take place in Q4.

Communications and Engagement

Christmas Communications

Held at the Portsoken Community Centre, HWCOL hosted a really well attended Christmas celebration event, with over 15 residents attending for lunch and chat. Through this event new connections were made with several Portsoken Residents.

Christmas Leaflet

The team produced and distributed an information leaflet on accessing services over the Christmas and New Year period.

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 attracts new residents at every event. Reports from all Patient 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 Diet and Nutrition Session

Held on 3rd October with Joe Alvarez, First Contact Dietician at the Neaman Practice and Shoreditch Park and City Primary Care Network. A very informative and well attended session. The session focussed on the essentials of healthy eating, vitamin and nutrient guidance and the key food groups.

1.2 Together Better and VCH Befriending Service

Held at Golden Lane Community centre, a very well attended session with Yasmin Yauser, Together Better and Ragini Kharuna, Hackney VCS who outlined their services for the community. The Befriending service is new to City residents and created a lot of interest.

Upcoming patient panels

Adult Rehabilitation Team and Wheelchair Services, Homerton Hospital NHS Trust – January 29th

Upcoming events

Men's Health Event

This event was scheduled for 18th November but had to be postponed due to speaker unavailability. This has now been rescheduled for early February at St Bartholomew's Conference room. The main speakers at the event will be Dr Chor, Partner, Neaman Practice and Dr Samantha Strumeier the Lead Clinical Nurse for Prostate, Testes and Bladder Cancer from Barts Health NHS Trust. There will also be a wide range of stallholders from local service provider including from City Dudes and the Proper Blokes Club who both provide exercise and support groups for Men.

Portsoken Community Engagement

MATCH Programme – Health literacy in the Portsoken Area

HWCOL are working with NEL NHS Trust and the City and Hackney Population Health Hub on Health Literacy in the Portsoken area.

Good progress was made with this project. An online focus group was held with three residents and Imago, feedback was also obtained from the residents via email, who advised that access to dentistry, women's health, diabetes/healthy eating and blood pressure were the main concerns of the residents they represented. A follow up steering group meeting is scheduled for mid January.

A very useful meeting was held with Deputy John Fletcher and Councilor Munsur Ali on 16th October to discuss engagement with Portsoken residents. It was agreed that a leaflet should be produced for residents to give feedback on their priority area for information.

Three resident engagement events will be planned, one to be held in the Artizan Library, one in the Iveagh Room on the estate and one in the Portsoken Community Centre, the sessions will be aimed at different communities with one in English, one with a Sylheti interpreter and one with a Spanish interpreter.

The leaflet was produced and distributed by Deputy Fletcher. The three main health areas that residents identified in this survey were diet and nutrition, cancer screening and men's health.

A further meeting was held in December with Deputy Fletcher who has agreed to provide contact information to the team to organize these events.

Planned activities for Q4

- Men's Health Event
- St Leonards Physiotherapy Department Enter and View

- MATCH Project Health Literacy Events Portsoken Engagement Events
- Charity Commission return

Conclusion

The team at Healthwatch City of London have had a busy Q3 delivering events, communications and continued engagement with residents of the City of London.

Appendices

- St Bart's Minor Injuries Unit report - Final
- Neaman Practice enter and view report - Final
- Enter & View - Barts Cardiology Unit Healthwatch Report

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