Meeting of Healthwatch City of London Annual General Meeting in Public

**Date and Time:** Friday 16th October 2020, 1:00pm – 2:45pm

**Venue:** Zoom

**Chair:** Gail Beer

**Present:** Trustees: Gail Beer (GB) (Chair), Steve Stevenson (SS), Malcolm Waters (MW). Board Associates: Stuart McKenzie (SM), Lynn Strother (LS), Janet Porter (JP), Staff In attendance: Teri Anderson (TA), Paul Coles (PC), Rachel Cleave (RC). External attendees: Alvin Kinch – Healthwatch England (AK)

Siobhan Harper - City and Hackney CCG (SH), Sarah Greenwood - City of London Corp (SG), Eeva Huoviala – Hackney CCG (EH), Xenia Koumi - City of London Corp (XK), Dina Assaker – Volunteer (DA), Marianne Fredericks - Chair of Health and Wellbeing Board (MF), Abi (A), Simon Cribbens – Assistant Director Partnership and Commissioning (SC), Claire Small (CS), Tim Westwood - potential Trustee (TW)

**Apologies:** Dr. Cynthia White (CW)

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| **Item** | **Issue** | **Action** | **Owner** | **Date for Resolution** |
| 1 | **Welcome, introductions and apologies**  Gail Beer | GB welcomed everybody to the Annual General Meeting and asked the Trustees and Board Associates to introduce themselves. As the meeting was via Zoom GB explained the house keeping rules. |  |  |
| 2 | **Declaration of conflicts of interest.** | There were no new declarations of conflicts of interests. |  |  |
| 3 | **Chair’s Report**  Gail Beer | GB reported the resignation of Veran Patel on 1 November 2019 and thanked him on behalf of the Board for all his support and work in setting up Healthwatch City of London (HWCoL). The staff and other people who have been supportive over the last year were also thanked.  GB reported that HWCoL was started on August 2019 and that our vision, mission, and values are as stated in our Annual Report, which is available on the website. We aim to be seen as an independent and trusted body and that we respect and value diversity. We are City focused, working in an open and transparent wany in all we do. We work with a wide variety of organisations and use our resources economically. We prioritise our engagement with the residents, workers, and the students of the City. We encourage local residents to volunteer with us and local organisation to partner with us.  The achievements of the year were reviewed. Between August 2019 and March 2020, the following were achieved. HWCoL was established as a charity and registered with the charity commission. HWCoL entered into a contract with the City Corporation for providing a Healthwatch in the City. A website was set up, and engagement by social media undertaken. More information on our plans, strategies and activities are in the Annual Report. At the beginning of the new financial year, a Performance Framework was agreed with the City of London. A Covid-19 communication strategy has also been agreed. We have recruited six new volunteers and held twoBoard meetings in public. In the coming year HWCoL will focus on the development of the Shoreditch Park and City Neighbourhood and on working with the new merged Clinical Commissioning Group (CCG) for North East London. HWCoL’s engagement plan includes listening events with carers and people with mental health issues, mystery shops, and a continuing focus on dental services and podiatry. |  |  |
| 4 | **Treasurer’s Report**  Steve Stevenson | SS advised that the Treasurer’s Report has not yet been signed off, but it was complete. The meeting was asked to note that HWCoL has not yet had a full year’s income. | SS | Oct-2020 |
| 5 | **Presentation of Accounts**  Steve Stevenson | SS presented the accounts, which were prepared by HWCoL’s accountants. These have been agreed by the Trustees but, due to Covid-19, have not yet been signed off by the accountant. | SS | Oct-2020 |
| 6 | **Confirmation of New Trustees**  Gail Beer | Malcom Waters introduced himself and was confirmed as a new Trustee. His fellow Trustees confirmed he was appointed last December. |  |  |
| 7 | **Close of Formal Business**  Gail Beer | GB closed the formal business. |  |  |
| 8 | **Guest Speaker Presentation: New Integrated Care Operating Model for City & Hackney**  Siobhan Harper | Siobhan Harper introduced herself and talked about the plan for the single, merged CCG across North East London. The main driver is the NHS’s Long-Term Plan for integrated care across the NHS by April 2021. The existing CCG’s in North East London will be voting on the merger in October 2020. The merged CCG will move away from a transactional relationship between commissioners and providers towards a system focusing on supporting frontline practitioners to deliver improved health and social care outcomes for local populations. Health and Social Care delivery will now be built on three population-focused local partnerships, of which City and Hackney integrated care partnership will be one. The City and Hackney Integrated Care Partnership Board (ICPB) will include provider colleagues as partners. 98% of the funds received by the merged CCG will be devolved to local ICPBs. The organising principles in City and Hackney local government structures will be agreed after the result of the merger vote. Patients and residents’ voices will be maintained within the new structures.  EH added that the new City and Hackney People and Places Group (PPG) will be able to work a lot more closely with decision makers in the health and social care arena and develop a stronger patient voice. The PPG is widening its scope and will work closely with HWCoL. It is carrying out a survey to get stakeholders’ views. EH explained that the PPG will work at a City and Hackney level and will not replace the existing practice-based Patient Participation Groups. |  |  |
| 9 | **Questions** | Questions were raised about the ability of the ICPB to work with hospitals and GPs outside its own area in the City and Hackney. MW pointed out that the provider representatives on the ICPB will only come from within the area. GB said that the new arrangements were complex and will need simplification in order to present them in a way that will be meaningful to the public. GB confirmed that tertiary commissioning will continue to work as it does now.  JP asked for clarification of the relationship between the CCG and hospital trusts.  SH said that it is all new territory so hospitals will have to learn to do things differently. For City and Hackney they will work with hospitals to meet the needs of their local community.  LS wanted to know if social and health services will be the same for all CCG residents.  SS said they will make sure that across North East London there is some form of standardisation.  PC said that HWCoL’s key objective is to work for people in the City of London. |  |  |
| 10 | **HWCoL – Business Plan**  **Presentation**  Paul Coles | The presentation explained how HWCoL delivers the contract for a Healthwatch in the City. The plan reflected both the contract with the City and our own objectives. The meeting was asked to note the plan will be updated annually.  We are asking residents for their views of the plan. We work to get services right for the future. We reflect the diversity of the City and make sure every voice is heard. We encourage GP services to deliver good care. Our business objectives include (1) ensuring that our voice will be recognised (2) continuing to recruit volunteers (3) ensuring that we are a trusted partner (4) delivering informative research and (5) that we are financially stable.  We have had eight applicants to volunteer. We have a volunteer doing digital engagement in the health service. We also have a student who is looking at our latest survey on mental health and is producing a report which will go on our website.  GB the mystery shopping project of dentists had identified a number of issues including some dental practices not having a member of staff available during working hours to answer the telephone.  PC the mystery shop report has been shared with Healthwatch England, City and Hackney CCG and Healthwatch Richmond who are carrying out a survey on the availability of dental services via Survey Monkey. They have agreed to share their questions with us so that we are able to run the same survey.  SG was impressed how we adapted to the new way of working due to Covid.  GB Tim Westwood would like to be a trustee and will be introduced to the other trustees and hopefully will join soon.  XK is focusing on hidden workers such as manual workers who are coming into the City to deliver services.  GB Residents would like the City to get back to normal and for people to come back into the City.  MW noted that the targets in the Business Plan were stretching and raised a question about HWCoL’s capacity to take on additional tasks with funding from outside bodies such as the Primary Care Network (PCN) Engagement Exercise and the Covid 19 Information Programme.  PC replied that there is an engagement plan which will be funded to pay for additional staff support. We will work with the PCN and we will be able to meet our targets.  GB noted that PC worked full-time to help us get through the Business Plan. RC is available for extra hours to help us with our communication plan.  RC we have a good strategy and communication plan in place. We have been very successful, and our readership is increasing. |  |  |
| 11 | **Questions to The Board** | SM asked whether residents use hospitals outside the CCG area  GB replied that, if the treatment is specialist or tertiary, you can be referred to out of area hospitals.  SM said that he was worried about the level of bureaucracy involved in the new arrangements for North East London and the City and Hackney.  GB will attend meetings to influence the new arrangements and capture the best elements. |  |  |
| 12 | **AOB** | JP reported that she attended a Zoom recruitment fair and attended a face-to-face fair early in the year before lockdown and got definite applicants for volunteer roles. She said that there is a genuine interest in doing this sort of work.  GB said that there is a foodbank in the Barbican, and we need to communicate with people who are less heard and are socially isolated. We have established some good links with the East London Foundation Trust. |  |  |
| 12 | **Close** | LS thanked PC, RC, and TA for getting the AGM up and running. |  |  |