**Meeting of Healthwatch City of London Board: Meeting in Public**

**Date and Time:** Friday 18th June 1:00pm – 3:10pm

**Venue:** Zoom

**Chair:** Gail Beer

**Present:** Trustees: Gail Beer (GB) (Chair), Steve Stevenson (SS), Malcolm Waters (MW), Lynn Strother (LS). Board Associates: Stuart McKenzie (SM), Janet Porter (JP), Dr Cynthia White (CW). Staff In attendance: Teri Anderson (TA), Paul Coles (PC), Rachel Cleave (RC), Salma Khatun (SK).

Members of the Public (MP): 11

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| **Item** | **Issue** | **Action** | **Owner** | **Date for Resolution** |
| 1 | **Welcome, introductions and apologies. Declaration of conflicts of interest.** | Welcome by Chair.Apologies from Sean Lee and Teri Anderson. No new declarations of conflicts of interest. | GB  | N/A |
| 2 | **Minutes of the previous meeting. Attachment A** | Minutes from the previous meeting have been marked as accurate.  | GB  | 18/6/2020 |
| 3 | **Matters arising**  | Understand the provision of podiatry services in Tower Hamlets for CoL residents.. PC is waiting on a response from Jo-Anne Sheldon – Head of Primary Care Tower Hamlets Integrated Care Partnership.  | PC | Public Board September 2021  |
| 4 | **HWCoL Board meeting in Public action Log: to note** | The Board reviewed the Action Log: * Digital by Design – ongoing work to NHS ensure patients are always offered a choice between non-digital appointments e.g.. face to face.

HWCoL will be monitor and scrutinise services to ensure face-to-face appointments are being made available by asking for patient’s experiences using social media, website and short surveys. Update to be provided at the next board meeting. | PC | September Board  |
| 5 | **General Manager Update**Paul Coles | PC updated the Board on current projects and ongoing work:. * HWCoL & HW Hackney have been commissioned by the Primary Care Network (PCN) for Shoreditch Park and City to identify the services patients would like to see in their GP practises. Project involved a patient’s survey which was promoted by both HWs and the 6 GPs that make up the PCN for Shoreditch Park and City. HWCoL provided telephone support for patients. Follow up focus groups have been held with patients and additional focus groups have been held with carers and homeless people. The final report will be ready in July 2021. Patients were also asked for their views on the health priorities from the PCN.
* City Outreach Project: undertaken on behalf of the new Shoreditch Park and City Neighbourhood forum. HWCoL is engaging with City voluntary sector organisations and residents about their understanding of the role of the Neighbourhood. Interviews are being conducted with voluntary organisations .including Age UK COL, City Connections, City Advise and the Neighbourhood Lead for City, forums lead at Hackney CVS, COL Corporation and Shoreditch Trust. Interview findings will be used to develop recommendations for the involvement of City Voluntary and Community Sector organisations in the Neighbourhood Forum. Recommendations will be tested with residents via a focus group.
* Covid – 19 Information Project –Funded by Hackney Giving on behalf of City and Public Health Team. HWCoL is a designated contact point for City residents seeking information with regard to Covid -19. The Team provide updates and information on the HWCoL website, through newsletters and in meetings. The second quarterly monitoring report has been completed and highlights include: 129 residents contacted HWCoL via telephone and email regarding vaccines and testing, 9796 people visited the HWCoL website for Covid information. Facebook followers increased from 15 to 105.
* North East London (NEL HW) disabilities project – understanding the impact of Covid-19 on people living with disabilities. A survey has been produced for people with disabilities or their carers to complete. The role of HWCoL in the project is to promote the survey and offer support to complete the survey. The response of City residents to the survey equated to 3% of the total responses from all HWs in NEL. Final report will be produced in August by HW Tower Hamlets.

Ongoing work. * HWCoL Annual report will be completed at the beginning of July.
* HWCoL’s Quarter 1 performance report for CoL is on schedule to be completed by 15th July
* Health and Well-being report is on schedule to be completed by 7th July
* HW England Quality Framework – first draft will be available at the end of June.

CW asked about the forum for patient engagement with the new City and Hackney Integrated Care Partnership and HWCoL’s role in it. PC has been attending the People and Places group development sessions, a sub group of the Integrated Care Partnership (ICP). This group will be responsible for ensuring City and Hackney ICP engage with patients on their care,including:* consulting with patients on the development of new services
* the delivery of health and social care services
* ensuring public representation on major transformation programmes in City and Hackney
* providing the ICP with specialist insight from service users, patients and Voluntary and Community sector.
 | RCPCPCPC | July 202130th June15th July7th JulyAugust |
| 6 | **Update on changes at the Neaman Practice****Response and Action relating to HW letter 20/04/2021**Dr Chor | GB welcomed Dr Chor to the meeting and expressed thanks for joining the meeting. Dr Chor highlighted the issues and concerns about the Neaman Practice that have been raised by HWCoL on behalf of residents, and described the actions being taken to address them. These included:* Rudeness of non-GP staff
* Staff being unaware of dates for clinics and whether they are happening including the podiatry clinic.
* Staff not wearing name badges.
* Inaccurate information on the website
* Practise telephone not being answered.
* Poor attendance at the last Patient Participating Group, Data Breach, Minutes of PPG meeting not being published on website prior to the meeting.
* Staff not always wearing face masks appropriately and lack of hand sanitiser.

Dr Chor informed the meeting that staff are under pressure with the rapid and ongoing changes City and Hackney ICB will facilitate a half day for staff to reflect on the last year and how they have responded and what can be don’t to improve things for staff. More staff will be put in place at the Neaman Practise to ensure there is a presence on all floors which will make patients feel safer. Dr Chor provided an update patient appointment. Patients are triaged by phone to determine the level of support they need. If it is determined they need to be seen, then an appointment is arranged to visit the GP. Most nurse appointments are face to face such as post-natal appointments, phlebotomy appointments etc. People appear to prefer phone appointments first as it saves them from visiting the practice and most issues can be safely dealt with over the phone. Online video call appointments are also available.  The GPs priority is to see patients who require to be seen as soon as possible and they will be seen on the same day if urgent. A new doctor will be joining the practise in July to increase capacity and responsiveness. Blood tests are available to be booked online as long people have their forms. Dr Chor will provide an update the Board on progress in 6 months.  | PC/Dr Chor |  January 2022 |
| 7 | **HWCoL Business Plan** |  GB updated the Board on progress with the completion of the 2021/22 Business plan. The plan builds on the work done in the previous year and now includes objectives that are more specific to the needs of the City. The plan is available on the website and provides in-depth description of the activities HWCoL has planned for year two and an outline for year three of the contract with COL. Residents and stakeholders and will be asked to complete a survey to obtain their views of the plan.  | PC |  |
| 8 | **St Leonard’s re-development Public Meeting** |  Malcolm Water updated the Board. He reminded the Board that HWCoL and HW Hackney have agreed to hold a public meeting on the redevelopment of the site. The public meeting will be held Via Teams on the 13th of July 2020. The format will include a series of presentations and residents will be able to submit questions. The objective is to enable residents and users to input into the development of the hospital so needs can be met.  | MW |  |
| 9 | **Covid-19 information Grant Update presentation**  |  PC updated the Board on progress against delivery milestones for the Information Grant; this grant is available until the end of December 2021. HWCoL has produced two fact sheets: one on myths regarding vaccines and one on the location and availability of rapid testing sites. HWCoL will be producing two more fact sheets; one on mental health and available services across the City and one on long term covid and the services that will be provided. PC informed the Board that the team are assessing the possibility of holding a public webinar in September/October, but the subject for discussion has not been decided.  | RC |  |
| 10 | **HWCoL’s Covid-19 Policy: Approval**  |  GB gave a verbal update on HWCoL’s new Covid 19 policy and asked that Trustees approve. The policy explains how the return of staff to the office will be managed safely and includes guidance for staff, Trustees, volunteers, and visitors. The policy had been circulated to Trustees for review prior to the Board meeting. HWCoL will adapt the policy as new information becomes available to make sure that all staff and visitors are kept. Trustees endorsed the policy. | GB  |  |
| 11 | **Annual Public Meeting** | GB confirmed that the AGM will be held on 16th September 2021 via zoom. It is unlikely that a sufficiently large space will be available given the likelihood of any remaining Covid restrictions. Board members endorsed this approach. The format of the event has yet to be confirmed, but will include guest speakers  | PC/GB | 18/07/2021 |
| 12 | **A.O.B Questions from the Floor** | CW enquired about progress on the audiology and mystery shopper project. Concerns were raised over the provision and responsiveness of services at UCLH. PC will review and update at the next board.  | PC | September 2021 |