



Board Meeting of Healthwatch City of London

Date and Time: 28th January from 3-5pm

Venue: The Artizan Street Library, 1 Artizan St, London E1 7AF

Chair: Gail Beer

Present: Board Members: Gail Beer (GB - Chair), Veran Patel (VP - Board Member), Reno Marcello (RM - Board Member), and Jon Williams (JW - Executive Director). Members of the public: Janet Porter (JP) and Stuart Mackenzie (SM). In attendance: Liya Takie (LT - Finance and Administration Coordinator)

Apologies: Renu Gupta (Board Member) and Steve Steveson (Board Member)

NB: Other initials under actions: CPP - Catherine Perez Phillips, Deputy Director; AE – Amanda Elliot, Communications and Intelligence Manager)

	Issue	Action	Owner	Date for Resolution	Evidence
1.	Declaration of any conflicts of interest	GB asked it be noted she was a senior manager of Guy's and St Thomas Hospital although there was no conflict of interest on this agenda.			
2.	Approval of Minutes and Matters Arising from previous meeting	Noted there was no minutes from the last meeting of the board held under the Age UK Healthwatch contract February 2018.			
3.	Healthwatch City of London Governance	a) The Paper was approved by the board and it was noted it would be reviewed in June 2019			

	Paper	<ul style="list-style-type: none"> b) Send Healthwatch City of London (HW CoL) Governance Arrangements to City Commissioner, Sarah Greenwood c) Post HW CoL Governance Arrangements on to HW CoL website 	<p>JW</p> <p>6 Feb 19</p> <p>Email to HW CoL to Commissioner</p> <p>JW (AE)</p> <p>6 Feb 19</p> <p>Document on website</p>		
4.	Development of Associate Board member (ABM) Recruitment Plan	<p>The principle of ABMs was agreed Post Paper on to HW CoL website (along with role description and application process pending discussion on the advertising plan)</p> <ul style="list-style-type: none"> a) Consider need for ABM to lead on public health b) Consider need for ABM to lead on homelessness: JW to send Board list of homelessness agencies operating in the City of London. 	<p>JW</p> <p>12 Feb 19</p> <p>On website</p> <p>/GB(AE)</p> <p>Board</p> <p>JW 28 Feb</p> <p>Email to board</p> <p>Board/JW</p>		
5.	Communications and Engagement Strategies	<ul style="list-style-type: none"> a) Agreed that this plan still needs work and a number of suggestions were made to improve it b) Create HW CoL Board distribution list and include JP and SM so that they may review the strategy and give advice. c) Scope the top three activities that would give most impact and decide where to focus attention to maximise HWCoL impact d) Scope cost of including one sheet HW CoL Newsletter in City Matters e) Contact City Matters and seek an interview for GB f) GB to meet with Healthwatch Tower Hamlets chair g) Invite East London Foundation Trust City Board members to future HW CoL board meeting a) Invite Chair of City and Hackney Pharmaceutical 	<p>LT</p> <p>12 Feb 19</p> <p>List created on HW IT</p> <p>JW</p> <p>15 Feb 19</p> <p>Emails</p> <p>LT (AE)</p> <p>13 Feb 19</p> <p>Email Report of meeting</p> <p>AE</p> <p>13 Feb 19</p> <p>Email</p> <p>GB</p>		

		Committee	JW		
6.	Forthcoming events	Noted. The joint meeting with the City and Hackney Older People's Reference Group is likely to be in the second week of March 2019.			
7.	Contract Compliance - Red and Amber KPIs	Board expressed concern with poor performance and the impact on the local community. a) Circulate HW CoL Tender specification so they can assess the requirements of the specification in line with the KPIs b) Need to focus on top three Outcome measures (Qualitative v and xiii and quantitative h)	JW JW	8 Feb 19	Email Plan on measures
8.	Risk register: Healthwatch City of London update	Noted significant risks and expressed concern that mitigations might not reduce risks. Mitigation/action points need to state how they will reduce risk rating and to what.	JW (CPP)		Updated paper to 4/4/19 board
9.	Reports from Directors and staff on meetings attended including CCG AGM	a) Update meetings list to include BART's Health and University of London Hospitals and circulate to board. b) Attach HW CoL AGM Action sheet to each board minute for review on progress on AGM actions	JW (CPP) JW	14 Feb 19 5 Feb 19	Updated list emailed to board Board minute
10.	Data Reports (a) Experience of services (b) East London Hospital Services	Future reports to state at start of report top 3 issues for City of London Board members were concerned that there were no metrics for ELMHFT and asked for an update on where these might be found or incorporated into the report	AE		Next data reports
11.	Report from Healthwatch	The report was noted			

	Hackney Finance sub-committee: City of London finances				
12.	AoB (a) City of London Plan consultation	Noted consultation ends 28 February. Board members to send GB views on City of London Plan consultation. GB will send to JW to place into HWCoL format and submit to City of London Corporation.	Board GB/JW	26 Feb 19 28 Feb 19	Emails to JW and JW submission to CoLC
	(b) NHS 10 Year Plan consultation	Send outline plan to board on funding (Healthwatch England direct funding and East London Health and Care Partnership funding via Healthwatch England and the NHS) and engagement plan for Plan	JW	14 Feb 19	Paper to next meeting
	(c) Neaman Practice	Write to Practice requesting a formal link with HW CoL	JW	15 Feb 19	Email
13.	Questions from the floor	There was a discussion on no reporting of safeguarding incidents and how this could be improved by better linking to other organisations			
Meeting ended 5.15pm					

Annex 1: Actions from the Healthwatch City of London AGM

Issue	Action	Owner	Date for Resolution	Evidence
Concerns about the venue: the Livery Hall was hard to find and that the building itself was not particularly accessible. Attendees noted that the event was 'presentation heavy' with not enough time for questions, comments, and discussion.	We will look at the venue for next year to ensure it is accessible. We will structure the agenda to ensure that the balance of time devoted to interaction is increased.	Board	Aug 2019	AGM feedback 2019
Healthwatch needs a physical presence in the City so citizens do not have to travel to Hackney to meet staff and provide a local hub for people to find out about all available services	We will investigate whether City organisation will host a Healthwatch drop in session on a regular basis	HWH	Sept 2019	Regular City Location for Healthwatch outreach set up
Is there a central point of contact for services? Can Healthwatch and Toynbee Hall coordinate services for signposting?	We will discuss with Toynbee Hall coordination of signposting	HWH	Sept 2019	Agreement with Toynbee Hall for join signposting
Healthwatch needs more visibility: meetings, packs for new residents, forums	We will look at how Healthwatch can increase visibility	JW	Sept 2019	Recruitment of Associate Board Members (ABMs) extends Healthwatch Visibility

Another GP practice in the city is needed, how will Healthwatch support this development	We will raise this with the City and Hackney Clinical Commissioning Group (CCG) to scope potential for another GP Practice	Board	Sept 2019	Discussion with Richard Bull, Primary Care lead at the City and Hackney CCG
Can the remit of Healthwatch be expanded to include City Living Well, pharmacy, and dentistry?	Healthwatch remit includes all health and care services so these services already fall within the remit of Healthwatch	HWH	Feb 2019	Comment: Consider recruitment of ABMs for these areas
Current communication strategies are not working. Communication from Healthwatch needs to be more accessible; more kinds of communication in multiple languages. Ward communication needs to be improved	We will review our communications strategies to ensure greater accessibility	JW	Sept 2019	Revised Communications and Engagement strategy sets out improvements
Need to demonstrate that Safeguarding for rough sleepers is in place	We will request information from homelessness agencies in the City on how they ensure safeguarding for rough sleepers and issue advice.	HWH	Sept 2019	Arrange in May round table to plan Healthwatch report on rough sleepers with CoLC, homelessness service providers and other interested parties
How will HWCoL ensure that providers of care and services are taking a multidisciplinary approach to prevention is necessary to help those teetering on the edge of homelessness (e.g. No First Night Out)	We will raise this with City Commissioners in terms of how their commissioning seeks to prevent homelessness	HWH	Sept 2019	Arrange in May round table to plan Healthwatch report on rough sleepers with CoLC, homelessness service providers and other interested parties
Could HWCoL get agencies and providers of	We will raise this with City	HWH	Sept 2019	Arrange in May round table to plan

services to explore outreach during evenings and weekends for rough sleepers	Commissioners in terms of how their commissioning encourages evening and weekend outreach for rough sleepers by their providers			Healthwatch report on rough sleepers with CoLC, homelessness service providers and other interested parties
Can HWCOL provide information on where to find guidance for residents on how/if to approach rough sleepers and how to help them	We will raise this City homelessness service providers and publish our findings	HWH	Sept 2019	Arrange in May round table to plan Healthwatch report on rough sleepers with CoLC, homelessness service providers and other interested parties
Can HWCOL encourage providers/agencies to provide a one-stop-shop for washing, laundry, healthcare, advice, and housing would streamline and simplify processes for helping rough sleepers Can outreach teams help to deliver toiletry packs and necessities to rough sleepers?	We will raise this City homelessness service providers and publish our findings	HWH	Sept 2019	Arrange in May round table to plan Healthwatch report on rough sleepers with CoLC, homelessness service providers and other interested parties
HWCOL to provide assurance that rough sleepers can register with a GP?	We will ask the Neaman Practice for their policy of registering rough sleepers and publish this guidance.	HWH	Sept 2019	Arrange in May round table to plan Healthwatch report on rough sleepers with CoLC, homelessness service providers and other interested parties
What should the services for rough sleepers look like? Should care be specialist or universal? How will HWCOL support this work and hold providers to account	We will seek to work with City homelessness agencies to gather the views of the homeless to understand what they want and develop standards to hold providers to account.	HWH	Sept 2019	Arrange in May round table to plan Healthwatch report on rough sleepers with CoLC, homelessness service providers and other interested parties
How will HWCOL challenge providers to	We will seek the views of City	HWH	Sept 2019	Scope current service provision and use this

increase services related to wellbeing and mental health	residents and workers on these issues and use this data to challenge providers			for a focus group to see where residents and workers would like to see increased services
How will HWHCoL challenge providers to provide better services for isolated and unwell City residents	We will seek the views of City residents and workers on these issues and use this data to challenge providers	HWH	Sept 2019	Scope current service provision and use this for a focus group to see where residents and workers would like to see increased services
HW CoL should be involved in City of London's strategy development involving carers and the Kings Fund	Yes, we will investigate how we can be involved in this work and agree an approach with the HW CoL Board.	HWH	Sept 2019	Meeting with CoLC Carers lead and Kings Fund
More health services are needed in the City so lower paid workers can easily access healthcare	We will seek the views of City low paid workers on this issue and use this data to tell providers what their needs are and ask how they plan to address them	HWH	Sept 2019	Healthwatch Report on low paid workers access to healthcare
Healthwatch needs to take over services in the City to address rising levels of isolation and loneliness	Healthwatch is not a service provider so cannot operate a service. We will seek the views of City residents and workers on this issue and use this data to raise the issue with City Commissioners and ask how they plan to address them	HWH	Sept 2019	Healthwatch appoints ABM on social isolation and produces report on this issue