



Annual report 2019-20

Guided by You

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Message from our Chair



Gail Beer, Healthwatch City of London, Chair

“In the City we are trying to do something different. We have created a Healthwatch run for and by the people who make up the City of London, be they residents, our workforce or those studying here”

I am delighted to present the first Healthwatch City of London annual report since being awarded the contract to deliver Healthwatch services in September 2019. It was an eventful year for us and, as it turned out, for the country too. Setting up a Healthwatch proved to be more taxing than we thought. Since the creation of Healthwatch in 2013 most new contract awards have gone to existing providers of Healthwatch services. In the City we are trying to do something different. We have created a Healthwatch run for and by the people who make up the City of London, be they residents, our workforce or those studying here. Many of you will recall that this meant we had to go offline for six months whilst we created our new organisation. Over the past year we have established our Constitution in accordance with statutory requirements, entered into a contract with our commissioner, the City of London Corporation, reached out to our community via our revamped website and new social media channels, held our launch event in Portsoken Street back in January 2020. We have also created our new volunteer roles and launched a recruitment campaign to entice as many of you as possible to work with us to make sure your voice is heard. Earlier this year we held our first AGM and Board meetings in Public. In the background we are working with partner organisations to influence and shape what matters to you.

In these increasingly difficult and unusual times it is imperative that all your voices are heard. The delivery of Health and Social services is changing, and at speed, and we will ensure that you have your say, finding new ways to make sure that those without digital access are able to participate. We will hold to account those who provide our services, working with them to improve what matters to us.

Finally, I would like to extend my thanks to Mark Drinkwater who helped us achieve CIO status, and to Ana Lekaj and Stella Rranxi who worked hard to set us up during the first six crucial months of our existence. Moving forward we have a hugely supportive and hardworking Board, and a new team in place that I am certain will deliver our vision ‘For Health and Social Care services to be truly responsive to the needs and requirements of the residents and workers of the City of London’.

Thank you for reading this report
Gail Beer
Healthwatch City of London, Chair

Our priorities

Last year people told us about the improvements they would like to see health and social care services make in 2019-20. These are our six priorities for the year ahead based on what you told us.



- We are committed to ensuring that every voice is heard and all of our diverse communities are represented, that our Board reflects that diversity.



- Encourage our communities to volunteer with us so that we can have a greater impact when representing your views.



- Work in partnership with the local hospitals, primary care and mental health and social care services, creating the best outcome for the City of London.



- Reflect your priorities, concerns and requirements in research driven by you. Our research will be City specific but will help to shape the wider landscape.



- Work collaboratively with other local Healthwatches on the big issues shaping the outcome for the City, including the development of the NEL CCG, NEL Integrated Care System and the Covid-19 response.



- Ensure that the City of London Corporation and the City and Hackney CCG know and listen to the voice of the City of London people, in particular on the development of the St Leonard's site, Neighbourhoods project and getting the City safely back to work.

About us

Here for the residents, workers and students of the City of London

Healthwatch City of London (HWCOL) is a statutory body funded by the Corporation of London, and is run for the residents, workers and students of the City of London. HWCOL is your health and social care champion. Our Board and volunteers largely comprise people who live, work or study in the City and surrounding areas. They have a genuine interest in delivering the objectives of Healthwatch and are passionate about the City.


Our current organisation gained charitable incorporated organisation status on 5th August 2019, and we were licenced by Healthwatch England from 1st September as the local Healthwatch for the City of London. The contract from the City of London Corporation took effect from 1st September 2019 for three years.

Our 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

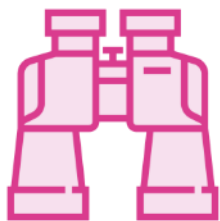
Our six priorities for 2020/21 underpin this mission and will support us in delivering our objectives, which you will find later on the report.

We recognise that the City has a small number of residents compared to other local authorities and as a consequence most health and social care services are provided outside the City. Whilst social care and primary care are mainly, but not exclusively, provided by City and Hackney CCG, secondary care is largely provided outside the CCG's boundaries. The challenge for HWCOL is to influence a wide range of stakeholders in multiple settings, to ensure that the needs, experiences and concerns of people who use these health and social care services are met. HWCOL is here to make sure that those running services put people first, and that we provide challenge and are a critical friend when changes or new services are developed.

HWCOL delivers on this commitment by speaking out on your behalf. We believe it's important that services continue to listen, so please do keep talking to us. Let's strive to make our local NHS and social care services the best that they can be.

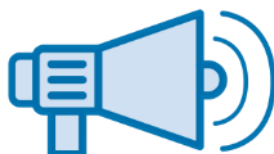
 Our mission is to be an independent and trusted body, known for its impartiality and integrity, which acts in the best interests of those who live and work in the City

Gail Beer, Healthwatch City of London, Chair



Our vision

For Health and Social Care services to be truly responsive to the needs and requirements of the residents and workers of the City of London.



Our 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.

The work of the Board

Governance: maintaining a robust, trusted and respected organisation and ensuring that Healthwatch City of London meets its objectives in an open and transparent manner.



Listening and signposting: understanding the needs of the people of the City, supporting them with opportunities to voice their views and providing them with information.

Influencing: supporting and influencing those who have the power to change, design and deliver services so they better meet patients' and service users' needs and rights.



Our values

- respecting and encouraging diversity
- valuing everyone's contributions
- maintaining integrity
- creating inclusiveness



Find out more about us and the work we do

Website: www.healthwatchcityoflondon.org.uk

Twitter: @HealthwatchCoL

Facebook: @CoLHealthwatch



Our aims

City Focused - relentlessly championing the voice of the user and would-be user, in the health and social care system ensuring that we give an opportunity for all voices from our diverse populations to be heard.

Accountable - being open and transparent in all we do, actively involving residents and users of services in our work and the evaluation of our performance.

Connected - helping our populations to access high quality information about how their health and social care is delivered

Networked - recognising that the unique position of the City requires collaboration with other organisations, working with partners openly, constructively and inclusively to support our shared purpose of improving health and social care services the City.

Value added - being outcome focused in our work complementing, rather than duplicating, existing structures, within the resources available.

Evidence based - gathering and using local evidence to underpin our priorities, and listening to all our local communities to target our efforts.



Find out more about us and the work we do

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Twitter: @HealthwatchCoL

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Our statutory duties

As a local Healthwatch we have a statutory duty to:

- Obtain the views of people about their needs and experience of local health and social care services. Local Healthwatches make these views known to those involved in the commissioning and scrutiny of care services.
- Make reports and recommendations about how those services could or should be improved.
- Promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services.
- Provide information and advice to the public about accessing health and social care services and the options available to them.
- Make the views and experiences of people known to Healthwatch England, helping them to carry out their role as national champion.
- Make recommendations to Healthwatch England to advise the Care Quality Commission to carry out special reviews or investigations into areas of concern.



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



We have

10 volunteers

helping to carry out our work.

We employed

3 staff

(1.4 full time equivalence)

We received

£42,065.17 in funding

from the City of London Corporation in 2019-20

Reaching out



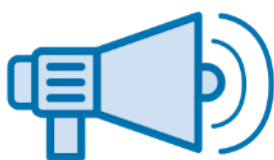
1,260 people

engaged with us through our website. New social media channels were created.

1,700 people

receive our newsletters and bulletins every week

Providing support



We have supported a small number of people with very complex needs through some difficult situations.

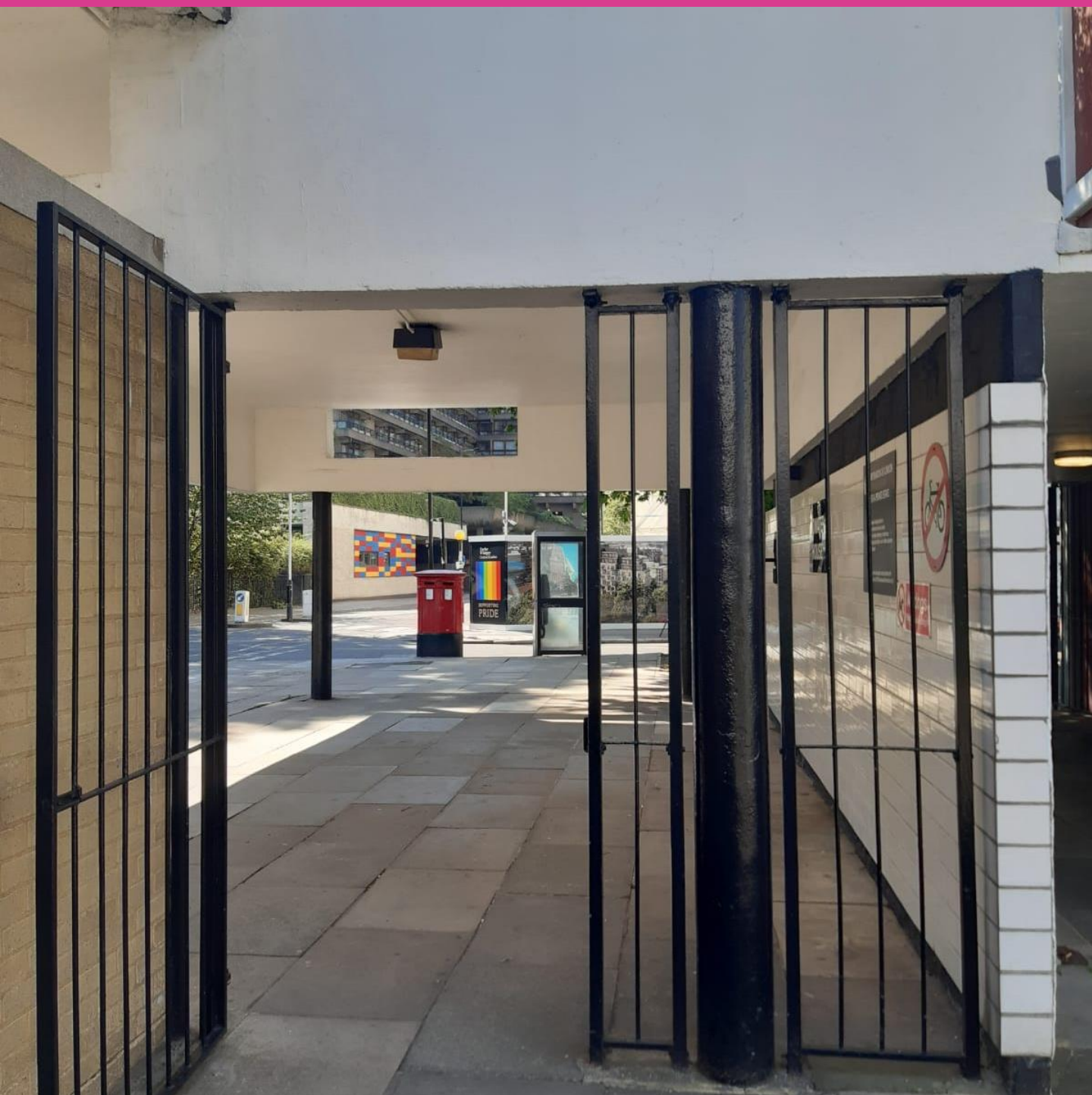
We are acutely aware that not everyone has access to online services which can be disempowering. We need to work harder to create inclusivity.

Making a difference to care



We responded to the draft City Plan, held consultation events on the NHS long term plan. We worked with the Neaman practice to implement the recommendations from our Enter and View visit to the practice.

How we've made a difference



The first step to change is speaking up about your experiences of health and social care services.

We represent you on the following boards and committees, and also attend meetings on your behalf:

St Leonard's Focus Group

This group gains impact and advice from key stakeholders on the redevelopment of the site and services.

City and Hackney Patient and Public Involvement Committee

The committee gains the views and voices of patients and the public during the clinical commissioning cycle.

Integrated Care Communications and Engagement Enabler Group (ICCEEG)

This group supports and facilitates effective engagement with key stakeholders in the development of the Integrated Care System (ICS) in the City of London and Hackney.

City and Hackney Integrated Commissioning Board

This board is the principal forum to ensure that commissioning improves local services and outcomes and achieves integration.

City and Hackney CCG Governing Body

This body aims to govern effectively thereby building local public and stakeholder confidence that their health and healthcare is in safe hands.

Healthwatch and Barts Health fortnightly briefing

This creates dialogue between Barts Health and the Healthwatches in North East London.

Neaman Practice Patient Participation Group

The group discuss the services of the practice, and how improvements can be made for the benefit of patients.

North East London (NEL) CCG

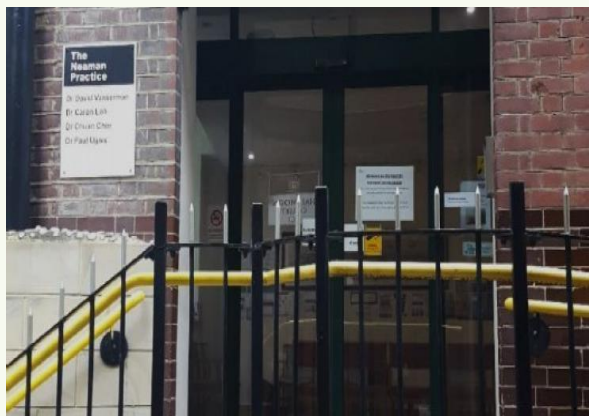
Governing Body in common meeting

This body was established by all seven NEL CCGs – City and Hackney, Newham, Tower Hamlets, Waltham Forest, Barking and Dagenham, Havering and Redbridge – to discuss common issues and, in a limited number of areas, take decisions on services that are commissioned once across NEL.

City of London Health and Wellbeing Board

This board aims to align the City's approach to the NHS Outcomes Framework, the Adult Social Care Outcomes Framework and the Public Health Outcomes Framework through improving the integration of services.

Positively influencing the health of everyone who lives and works in the City, enabling them to live healthily, preventing ill health developing, and promoting strong and empowered groups of individuals who are motivated to drive positive change within their communities and businesses.



How we've made a difference continued..

Committees, Boards and strategic meetings we attend (continued)

Health and Social Care Scrutiny Committee

This committee fulfils the City's health and social care scrutiny role in proactively seeking information about the performance of local health services and institutions; challenging the information provided to it by commissioners and providers of services for the health service and in testing this information by drawing on different sources of intelligence.

City of London Adult Safeguarding Sub-Committee

This committee oversees the discharge of the City of London's responsibilities to safeguard adults who have been identified as requiring support and protection.

Response to the draft City Plan

To maximise our impact and in line with our main concerns we restricted our input to Section Four of the plan 'Flourishing City', which contains the comment on the City's approach to health.

The areas we commented on were as follows:

- Inclusive buildings and space
- Air pollution
- Noise and light pollution
- Location and protection of social and community facilities
- Public conveniences
- Sport and recreation
- Play areas and facilities
- Location of new housing
- Residential environment
- Older persons housing

Message from David Maher, Managing Director, NHS City and Hackney CCG

City and Hackney was delighted to be recognised as one of three Outstanding CCGs in London in the national assessment framework for CCGs in 18/19. We await the results for 19/20. The feedback we received emphasised our commitment to patient and public involvement and highlighted the strong partnerships we have in place with residents and our 2 Healthwatch organisations. Our values of co-production, and partnership working were flagged as exemplar.

This feedback says more about the partnership in City and Hackney, than it does about the CCG. We are the sum of our partners, and the contribution from our Healthwatch partners has been foundational to our ability to ensure our services are safe, effective and of the highest quality. Your contribution has kept our focus on the City as an equal partner, and increasingly we are building closer relationships with major hospital sites such as UCH and Barts Health as part of our work with partners across North East London (NEL). Your leadership on improving access for our City homeless, and better support for City workers has contributed to new services for those populations, and your consistent appraisal of primary care services is shaping our plans as we begin to develop services which are optimal for our residents in the context of Covid.

I am personally grateful for your support and leadership, and look forward to further productive work as we develop our local Integrated Care Partnership as part of a wider NEL Integrated Care System. These are challenging times, but I know our shared values and purpose will ensure we do our best work for all our residents.

Congratulations on such a productive year.

Healthwatch City of London attended a number of events to listen to your views and make your voice heard.

St Bartholomew's Open day

Held at St Bartholomew's Hospital where services provided were discussed with staff who made suggestions for improvement and to highlight the new Healthwatch City of London.

LSE Volunteers event

The event was part of the LSE Student Volunteer Programme. Staff and Board Members introduced students to Healthwatch City of London and the various roles available for volunteering.

VC Square Mile event

We attended the City of London Corporation's engagement event with their voluntary sector which included a co-production workshop, information on grants available as well as an opportunity to network with our voluntary sector partners.

Age UK East London Engagement Programme

HWCoL attended events organised as part of the Age UK East London engagement programme in the Artizan Library, to inform residents and service providers of the new Healthwatch City of London and to provide us an opportunity to network with providers.

City Residents Day

Held by the City of London, this event allows us to meet a large number of residents, raising awareness about what's happening in health locally.

East London Mental Health transformation event

As one of 12 national early adopter sites for transformation of mental health services, East London NHS Foundation Trust (ELFT) invited colleagues and partners to an interactive day to help shape the design and delivery of the programme for the next 18 months and beyond.

The event was aimed at service users, carers, teams from ELFT, Clinical Commissioning, primary care, social care and the voluntary sector.



Share your views with us

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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Getting to know us. We held events to increase our engagement with our communities.



Healthwatch City of London Launch Event

Healthwatch City of London held its launch event in January 2020 in the Portsoken Street Community Centre.

We were joined by City residents, charity partners and representatives from local Health and Social Care providers.

The event gave residents the opportunity to hear about our work and meet the team. We were really encouraged by the number of people who attended.

You told us that you are concerned about access to services and information, for those who have no or limited access to the internet; social isolation and access to social care.

We recognise your concerns and will ensure these are raised with service providers.

Public Board Meeting

We held a very well attended Public Board Meeting in February.

A presentation was given on the City of London's update on the Neighbourhoods programme.

The key aims of the programme, as outlined in the presentation:

- Services to be more integrated and joined up
- More coordination between services
- More personalised care and support which understands what is important for patients and supports building on their relationships and connections
- A better understanding of what local community support already exists (including an improved link with the voluntary sector)
- The ability to tailor support to local areas based on identified need within that community
- An opportunity to address the wider determinants of health by drawing together health and social care services with wider Neighbourhood community assets and services

A lively discussion took place with all participants given a chance to air their views and raise concerns.



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Long Term Plan

#WhatWouldYouDo

Healthwatch England Network



More than 40,000 people shared their views nationally with Healthwatch.



The Healthwatch network held over 500 focus groups reaching different communities across England.



Nationally Healthwatch attended almost 1,000 community events.

NHS Long Term Plan

As part of the national engagement of the NHS Long Term Plan Healthwatch City of London held two public meetings to hear people's views on the Plan.

What matters most to people in the City of London?

These round table events focused on five subject areas related to the Long Term Plan: disease prevention, mental health, cancer screening and cancer services, digital solutions and the development of Neighbourhoods.

Throughout the discussion, some key themes emerged across all groups such as the need for improved information education about disease prevention and improving access to services for mental health. Social isolation was a big issue and participants were keen to see the development of community groups as a support mechanism and community spaces where

people are able to meet. There was a vibrant discussion on the impact of the environment on the health of City people e.g. tall buildings, noisy bars and cafes and a perceived lack of green spaces. Attendees were open to digital approaches to the delivery of healthcare but it was clear that more support is needed to make digital healthcare accessible to all.

A major concern for City residents is referral to services that are some distance from the City, not easy to reach either by public transport or car and is expensive in a taxi. Participants were keen to understand why they were being referred to these services when there are other large hospitals much closer to the City that are far more convenient in terms of journey time and access. City residents were concerned about the lack of ability to choose which hospital they attend.

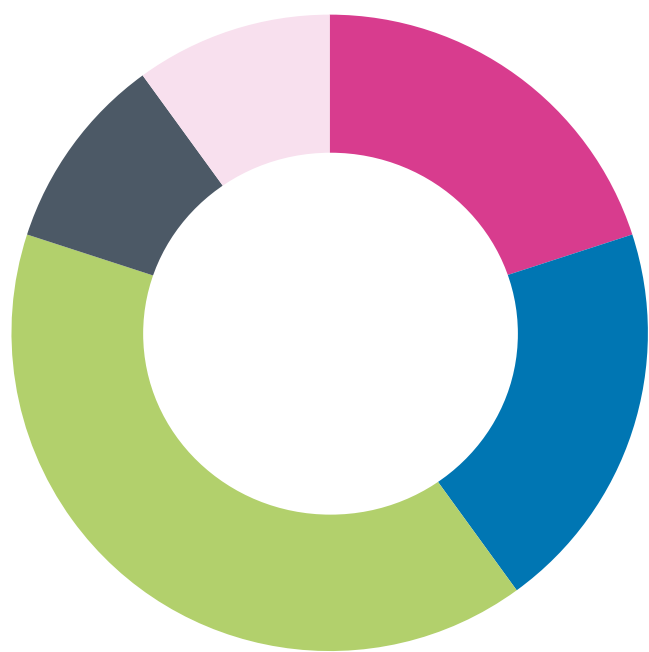
Helping you find the answers



Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care, and find services that will provide them with the right support.

- This year we helped people get the advice and information they need by:
- Providing advice and information articles on our website.
 - Answering people’s queries about services over the phone, by email, or online.
 - Talking to people at community events.
 - Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



- Digital exclusion
- Dental services
- Health service provision
- Acute care
- NHS direct

Our Board



Our Board

Our board is made up of volunteers who bring a wide range of experience and expertise to guide the organisation.



Gail Beer, Chair

Gail has over 40 years' experience in healthcare. A Bart's trained nurse, her association with the City goes back a long way.

After working extensively in London Hospitals, including the Royal London, Gail moved into management, becoming an executive director on the board of Barts and the London. Leaving Barts, Gail worked as an independent consultant before moving into 2020health, a Westminster-based think tank. She has returned to the NHS and is currently at Guy's and St Thomas' as a director working on special projects.

As a long term City resident, she feels strongly that the voice of local residents and workers must be heard and that holding health and social care providers to account is an essential part of the Healthwatch role.

Steve Stevenson, Trustee

Steve has been a City resident since 1988. He was a member of the City of London's Common Council from 1994 to 2009, serving on the community services committee covering housing, social services and health. Steve has considerable experience of patient engagement and involvement first as a member of the Community Health Council and then at Links. He has been a member of the City of London's health and social care scrutiny committee since 2012. Steve was the sole carer for his wife who had Alzheimer's from 2000 to 2014. Steve joined the board in October 2014.



Lynn Strother, Trustee

Lynn managed the first Healthwatch City of London contract and offers a wealth of knowledge and understanding of Healthwatch. She also has experience and knowledge of the NHS, Social Services and Older Peoples Charities, having worked in these sectors for several years. Lynn has been part of the London Ambulance Service Patients Forum for many years and is a member of the Executive Committee and on the End of Life Care Steering Group. She is also a member of the Patient Involvement Collaborative at Kingston Hospital.



Our Board

Malcolm Waters, Trustee

Malcolm retired in 2019 after 41 years in practice at the Chancery Bar in London. He was appointed a QC in 1997. In his professional life, he specialised in retail financial services and mutual institutions, taking a particular interest in the law relating to unfair contract terms and the various ways in which consumers can obtain redress if they have been treated unfairly by financial institutions. He lives with his wife in the Barbican. He is a member of the PCC at St Giles' Cripplegate.



Cynthia White, Associate Board Member

Cynthia joined Healthwatch City of London as an Associate Board Member in January last year. She chairs the City & Hackney Older People Reference Group; sits on the City of London Adult Safeguarding Sub-Committee and represents the Neaman Practice on the CCG's Patient and Public Involvement Committee.

Cynthia is a Barbican resident who is well known across the City for her voluntary work, dedication and commitment in the improvement of Health and Social Care provision in the City.

Janet Porter, Associate Board Member

Janet has lived in the Barbican since 2005. She is a retired business journalist who now chairs Lloyd's List's editorial board, as well as continuing to write about the maritime industry. Janet was born in London and has an economics degree from London University.

As a resident of the City of London, she is keen to ensure that health and social care services in the Square Mile are world class and meet the needs of the local community. Janet is an authorised Enter and View representative.



Stuart Mackenzie, Associate Board Member

Stuart is retired, and a Barbican resident since 2005. He held principal consultant and senior European marketing roles in leading UK and US management, high technology and product design consultancies.

He is interested in improving the user/service provider interface and the quality of communications in the NHS and social care. Stuart is an authorised Enter and View representative.

Volunteers



Healthwatch City of London developed its volunteer strategy in 2019/20 in order to have additional support for the purpose of finding out what the community thinks is working, and what improvements people would like to see for local health and social care services.

The values underpinning the strategy are:

- To be a trusted organisation that genuinely involves volunteers.
- That we value diversity and offer flexibility.

Our volunteer strategy

At the heart of Healthwatch City of London's ability to achieve its mission and objectives are volunteers. The organisation already owes much to the dedication and drive of its current volunteers whom we thank wholeheartedly.

Volunteers are the face and voice of Healthwatch City of London. Their contributions are various and include; raising awareness of the organisation, influencing service design and delivery by representing the views and issues of the City public to key decision makers, providing information, and supporting the public to have their say.

Our strategy has been developed to provide a solid foundation for Healthwatch City of London in offering a quality volunteering experience to its volunteers; and supporting the organisation to meet its objectives through the recruitment and retention of volunteers.



Our Chair and Board are all volunteers giving their time freely to make Healthwatch City of London a success.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch City of London.

Website: www.Healthwatchcityoflondon.org.uk

Telephone: 020 3745 9563

Email: info@healthwatchcityoflondon.org.uk

Volunteer roles

We could not function without volunteers. Here is a brief overview of their roles.



Service Assessors

We train volunteers to report on and recommend how local health and care services could or ought to be improved via our enter and view powers. They might be observing the service, gathering the views of patients, residents and staff, and contributing to reports which highlight their findings.

Public Representatives

Public representatives would use the opinions and information that has been gathered by Healthwatch City of London to present the views of City residents and workers, in order to influence decision-makers and shape service development and delivery. They are encouraged to use their own relevant experiences where appropriate.

Policy Assistants

Policy assistants analyse national and local health and social care policy and issues on behalf of the board. Their role is to identify the possible impact on the local community, draft responses to relevant policy consultations enabling Healthwatch City of London to influence service design and delivery.

Community listeners and influencers

Listeners and influencers speak to local people about their experiences and give them the opportunity to share their views and ideas for how services can be improved. Volunteers spend time in the community finding out what people think of local services and raising awareness of Healthwatch.

Information Analysts

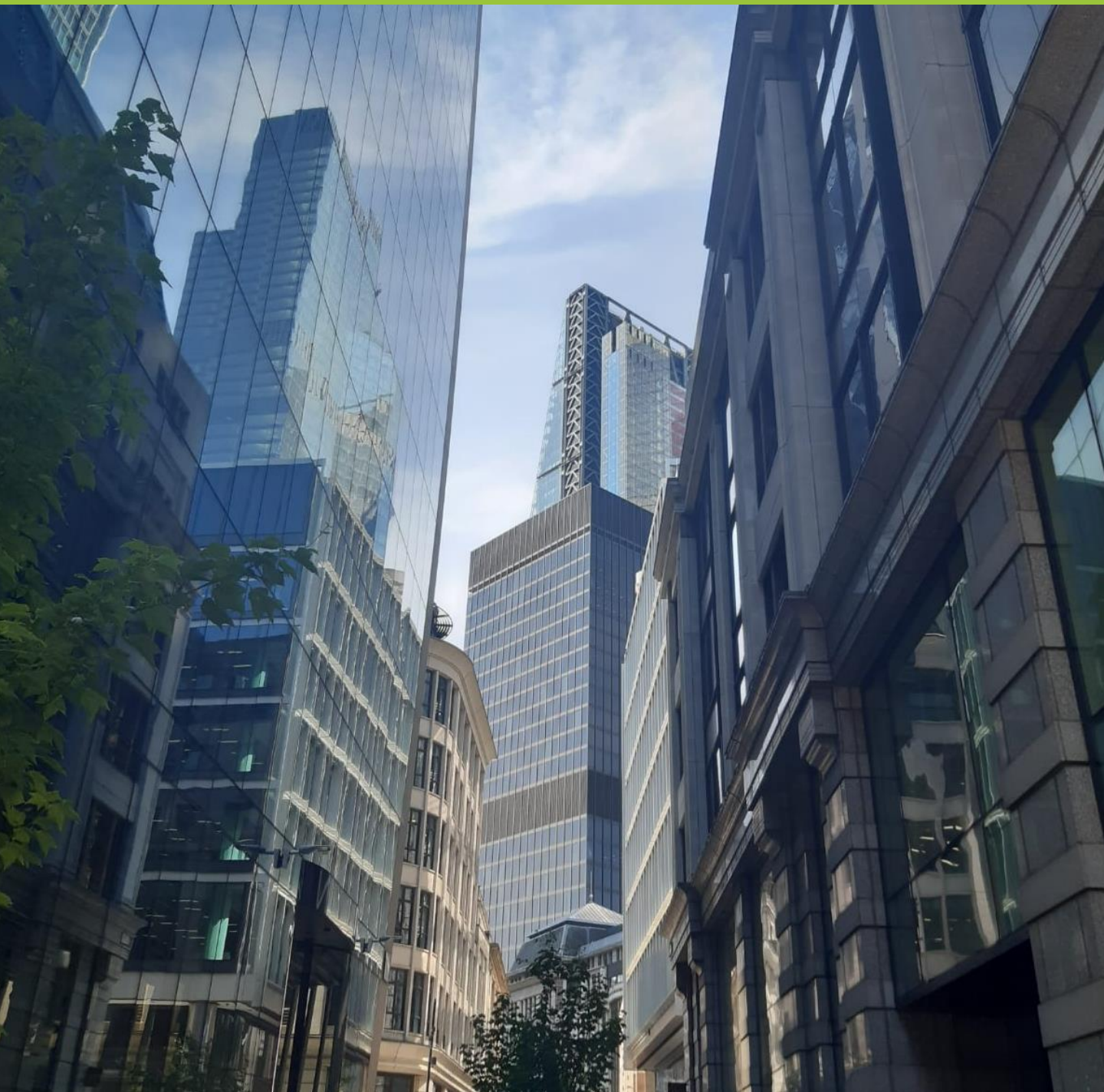
Information analysts study, analyse and interpret the information and data gathered during meetings and discussions with members of the local community, enabling reports to be produced based on those findings

Communications and Digital Support Assistant

Communications and digital support assistants assist the team through day-to-day communication activities including researching and writing news stories for the website, compiling newsletters/e-bulletins, and helping with distribution, writing and posting on Social Media, maintaining and developing content for the website.



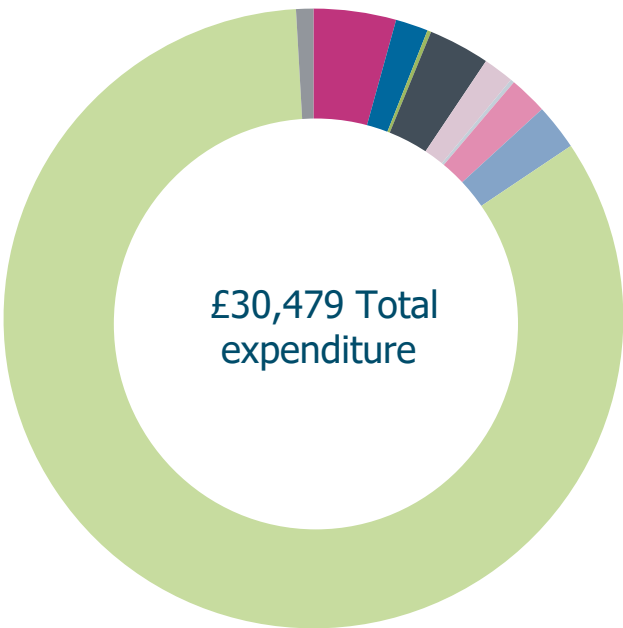
Finances



We are funded by the City of London Corporation under the Health and Social Care Act (2012). In 2019-20 we spent £30,479

“I would like to echo our Chair’s comments on how taxing it was to set up Healthwatch City of London. I was determined in the set up phase that the Board would remain in control of our finances and I am pleased to say we have. I believe we have set a solid financial platform to support our work going forward. As Trustees we continue to review our financial processes to ensure they remain fit for purpose, and that our contractual arrangements with suppliers provide us with the best value.” Steve Stevenson, Chair of the Finance sub-committee

- Audit/Accountancy/Bank
- Depreciation Expense
- Events
- Insurance
- IT & Telephones
- Legal Expenses
- Postage and stationery
- Recruitment Costs
- Salaries/Pension
- Training



- 100% funding received from local authority



Our plans for next year



At Healthwatch City of London we are embarking on our first full year. With our team now in place and our volunteer base growing, we have many opportunities to look forward to.

Looking ahead our immediate focus is on our response to Covid-19 and the repercussions on both our community, in terms of its effects on mental health and wellbeing, and in the provision of Health and Social care services.

We have identified our main priorities for the upcoming year, which are ensuring that every voice is heard; fostering an environment where all of our communities wish to volunteer with us; working with our local health providers to create better outcomes for the City of London; carrying out City specific research projects, driven by you; working collaboratively with our local Healthwatch partners on the big issues that affect us all, and ensuring that the City of London Corporation and the City and Hackney CCG know and listen to your voice, the City of London people.

This year, the merger of local CCG's, and the creation of the City and Shoreditch Neighbourhoods scheme will revolutionise our local service provision. We will ensure your voice as the residents, students and workers of the City of London is part of the conversation. We will be working to understand the impact on you of changes to NHS services across London that have become the adopted norm as a result of Covid-19. Due to the pandemic these were enacted with little consultation and we will be seeking opportunities on your behalf to influence any further change.

I look forward to working with our supporters and the communities that make up the City of London.



Thank you

I'd like to thank our Board for their support and the hard work they have undertaken in establishing our great charity. I'd also like to thank our volunteers for their valued contribution to our work. I look forward to delivering on the challenging objectives we have set ourselves for the forthcoming year.

Paul Coles

Healthwatch City of London

we will ensure your voice as the residents, students and workers of the City of London is part of the conversation

Thank you

Our Board would like to thank everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.



Contact us

Healthwatch City of London

Contact number: 020 3745 9563

Email address: info@healthwatchcityoflondon.org.uk

Website: www.healthwatchcityoflondon.org.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

Charity number: 1184771

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