



Watching and working for you

Annual Report 2022–23

healthwatch
City of London

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

Welcome to our annual report for 2022/23.

It has been another busy year here at Healthwatch City of London and this report gives us the opportunity to highlight what we have achieved on your behalf.

As people began to feel more confident about being out and about, we were able to increase our face-to-face meetings, and in particular to start our series of Patient Panels. Our aim was to give you access to those who plan and deliver care, with an emphasis on matters of most concern to you. We started with three areas you had told us about; foot health, getting your voice heard, and access to emergency care. We will be doing many more of these over the coming months as we respond to your needs.



Gail Beer
Chair Healthwatch City of London

In two specific areas, we were able to influence how you receive care. Firstly, as a result of speaking to Barts Health directly, we facilitated a discussion between them and the Neaman Practice that resulted in Electrocardiogram and Echocardiogram tests being done at the surgery. This is a huge benefit to patients, and we are very proud of this achievement. Many of you will also know we have been campaigning over the last two years for better access to foot health clinics and are delighted to report that, in response to our efforts, Hoxton Health now offers services at both the Neaman Practice and Portsoken Community Centre, as well as at St Leonard's.

Since the North East London Integrated Care System (ICS) came into effect in July 2022, we have been monitoring its effectiveness and ensuring that you are listened to. You can find out more about the progress we have made in this report. Making sure we represent you is an important part of what we do and is only possible when we hear from you, so thank you for your input.

Collaboration between the seven Healthwatch organisations in the North East London ICS has enabled all of us to work together on key initiatives and provided the opportunity to share best practice. It also allows project work to focus on issues that matter to you, and which you want raised with the ICS.

Sadly, our Trustee Sean Lee left us in February this year. Sean brought a fresh perspective to the Board and was instrumental in setting the budget. I would like to thank Sean for all of his efforts over the last two years. I also wish to extend my thanks to our Board and Team for all of their hard work over the past year.

Finally, I would like to thank you for your support by reading our newsletters and articles, coming to meetings, telling us about your experiences of health and social care, and volunteering. Without you we wouldn't be able to make the impact we do. We look forward to working with you over the next year as we face the challenges ahead.

Gail



About us

We represent the 10,000 residents and 520,000 workers of the City of London, with one GP Practice and access to six hospitals.

We work collaboratively with the City of London Corporation, the North East London Integrated Care Board, the Shoreditch Park and City Primary Care Network, East London Foundation Trust, the North East London Health and Care Partnership, the voluntary sector and the seven other Healthwatch located within the North East London Integrated Care System.

About us

Healthwatch City of London is your local health and social care champion.

Healthwatch is a statutory mechanism intended to strengthen the collective voice of users of health and social care services. 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 current contract came into being in September 2019.

Healthwatch City of London is a charitable incorporated organisation, registered number 1184771.



Our vision

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



Our mission

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 of London.



Our values are:

- Respecting and encouraging diversity
- Valuing everyone's contributions
- Maintaining integrity
- Creating inclusiveness

Working for you

Reaching out



This past year we have produced **ten** monthly newsletters, held **three** Patient Panels, **one** webinar, hosted **five** Board meetings in Public and held our Annual General Meeting.

We have undertaken **seven** surveys and worked in partnership with other North East London Healthwatch and the voluntary sector by attending events and feeding back on meetings attended.



This year we have reached 2,000 people via our newsletter (nearly a quarter of our population), had over 6,000 visits to our website and have 700 followers on social media. We have a regular article in Barbican Life magazine and City Resident newsletters.

Our funding



We're funded by our local authority. In 2022-23 we received **£86,889.00** which is 30.2% more than the previous year.



Do you want to get involved?

We have many volunteering opportunities, so please get in touch today.



<https://www.healthwatchcityoflondon.org.uk/>



020 3745 9563



info@healthwatchcityoflondon.org.uk

Our Team



Gail Beer – Our Chair

Gail has over 40 years' experience in healthcare. A Barts 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.

Gail has numerous publications in her name on a wide range of health-related subjects and has undertaken several TV and radio interviews as an expert commentator. 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.



Rachel Cleave General Manager

Rachel became the General Manager in October 2022 having previously been the Communications and Engagement Manager.

Rachel has over 20 years' experience in Communications. Her experience spans a range of areas, including event management, internal communications, website management, production and design of publications, budget control and project management. She has worked in the public and private sector.

Rachel is a Governor at her local Primary School, and the Secretary of the Parents Association.



“ We are only too aware of the challenges there are in designing and delivering services across the City where there are differing priorities, and providers of care. ”
Gail Beer, Chair Healthwatch City of London

Our Team

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 is a member of the London Ambulance Service Public and Patient Council. She is also a member of the Patient Involvement Collaborative at Kingston Hospital.



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 has a flat in the Barbican and is a patient of the Neaman Practice.



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.



Do you feel inspired?

We are on the lookout for trustees, so please get in touch today.



<https://www.healthwatchcityoflondon.org.uk/>



020 3745 9563



info@healthwatchcityoflondon.org.uk

Our Team

Janet Porter – Board Associate

Janet has lived in the Barbican since 2005. She is a business journalist who retired as executive editor of Lloyd's List in 2018, and now chairs the shipping publication'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.

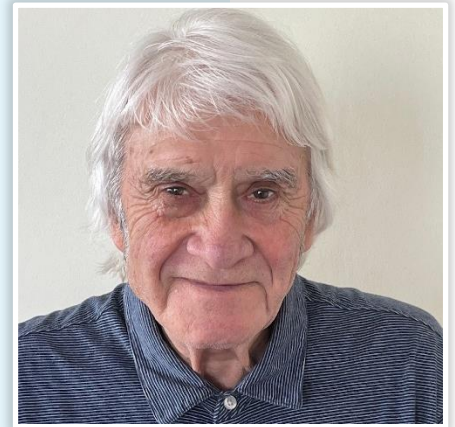
As a resident of the City of London, she is keen to ensure that health and social care services in the Square Mile are world class and meet the needs of the local community. Janet is an authorised Enter and View representative



Stuart MacKenzie – Board Associate

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 has also had public sector experience, conducting studies and holding seminars in the medical equipment industry, as well as undertaking freelance consultancy projects in the biotech and food sectors. He has a degree in industrial design and engineering.

He is interested in improving the user/service provider interface and the quality of communications in the NHS and social care.



Dr Cynthia White – Board Associate

Cynthia joined Healthwatch City of London as an Associate Board Member in January 2019. She Chairs the City & Hackney Older People's Reference Group, sits on the City of London Adult Safeguarding Sub-Committee and represents the OPRG on the City and Hackney Safeguarding Adults Board. Cynthia has been a Barbican resident since 1980 and is well known across the City for her voluntary work championing patient and public involvement in Health and Social Care and co-production in policy-making and the design and delivery of services



Our Team

Liesa Sandt – Communications and Engagement Officer

Liesa has recently graduated from Swinburne University of Technology in Victoria, Australia with a Bachelor's degree in Health Science and a focus in Health Promotion.

Liesa moved to London at the beginning of January 2023 and took up a volunteer role at Healthwatch Greenwich.

She is particularly passionate about promoting the health and wellbeing in the community and ensuring that everyone has the ability to easily access and engage with information related to their health and the health services around them.



Habiba Shaikh – Volunteer and Project Officer

Before joining Healthwatch City of London, Habiba supported Healthwatch Greenwich as a Volunteer, helping with patient engagement, projects, and volunteer management.

Habiba has twelve-years' experience in HR based in the Middle East. She has worked in the Healthcare, Retail and Education sectors and held strategic and operational leadership HR positions at organisations dealing with various health and regulatory bodies.

Habiba has a degree in Business Administration from Pune, India and started her career as a call center associate and worked her way up to HR manager.

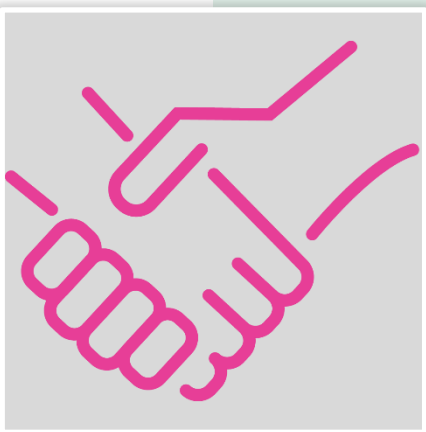


Our thanks to...

Sean Lee was a Trustee from February 2021, he left Healthwatch City of London in February 2023. Sean helped to set up the accounting and budgetary procedures and brought a new perspective to the team.

Teri Anderson left Healthwatch City of London in February 2023. Teri was the Communications Assistant and was instrumental in setting up our social media channels.

Salma Khatun who left in December 2022, was the Administrative Assistant, helping to organise our webinar and Patient Panels.



Our Volunteers

Volunteers are at the heart of what we do

Without the efforts and support of our volunteers we would not be able to reach as many people in the City of London as we do.

Our volunteers are regularly out in the community listening to people to find out if health and care is working for them.

They support us in many different ways. From speaking to local people to find out what they think about health and care, to using these views to influence those who run services, volunteers play an important role at Healthwatch.

We have 11 volunteers who, over the past year have helped us to.....




Deliver leaflets and put up posters to advertise our events



Attend meetings to raise issues and concerns on behalf of residents



Helped in the campaign for more footcare services in the City



Carry out desktop research to assess the information available on services.



Whether you want to gain valuable work experience, help improve care in your community or learn new skills, there are lots of ways you can join us to make a real difference.

If you'd like to get involved visit our website for more information www.healthwatchcityoflondon.org.uk/volunteer or email us on info@healthwatchcityoflondon.org.uk

Our Successes

Supporting the Neaman Practice

Over the past year we have heard from many of you about your experiences at the Neaman Practice. We have a well-established relationship with the Practice and use our quarterly meetings with them to hold frank and open discussions with the partners and practice management team about the issues you have raised with us. We help drive improvements that can be made for the benefit of patients and have worked closely with the Practice to monitor their progress on implementing the action plan which Dr Chor presented at our Public Board meeting in May 2022.

So far, the Practice has:

- 1) Delivered more training for their reception team on communicating with patients
- 2) Modernised their telephone systems
- 3) Broadened the membership of their Patient Participation Group

Introduction of Electrocardiogram (ECG) and Echocardiogram Service

Last year we asked Barts Health to provide access to local residents for ECGs and Echoes. Many of you were perplexed as to why we were being referred to UCLH or Homerton when Barts was just across the road. After we raised this issue directly with Barts at our 2021 AGM and had a commitment to review referrals, HWCoL facilitated a meeting between Barts and the practice to help develop a new service which started in Autumn 2022. You can now have your tests at the Neaman Practice and initial, informal feedback shows a good level of satisfaction.

Connecting with Barts

Our relationship with Barts Health NHS Trust has matured over the past year. We are now much better connected across the Trust allowing us to become more involved. We attend their PPG meetings and have quarterly meeting with the Chair of the Trust.



Engaging with you

Listening to the views of our local community is what drives our work. What matters to you is important to us.

This is the core of our work and what drives our priorities. Our events and projects are planned on what you want to hear about.

Keeping you up to date with changes that impact on your care or the care of those you care for is an essential part of our work.

Introducing our Patient Panels

This year we introduced our Patient Panels. These are designed for patients and service users to come together to talk about their experiences and share ideas for improvements.

Advocating for better foot care

We heard from a number of you that you have struggled to get appointments for podiatry (foot) issues, alongside a general confusion in where to go to access foot care.

Based on your experiences, we successfully campaigned to improve the current access to podiatry health in the City of London and to provide better information on where to go to access podiatry health services.

With that campaigning, there is now an additional foot clinic in the City of London funded by the City of London Corporation.



The poster features the Healthwatch City of London logo at the top left. On the right, there is a circular image showing a pair of feet being examined by hands. The main title is 'Healthwatch City of London Patient Panel - Footcare'. Below this, it asks 'What are your experiences of accessing footcare in the City? What improvements can be made to make the service better? Let us know!'. It then provides details for the first panel: 'Join us at our first patient panel on Friday 14th October between 10am - 11am at the Ralph Perring Room on the Golden Lane Estate. We will then make sure that those providing services hear your views'. It also mentions 'We'll be joined by Hoxton Health who currently provide footcare for City residents.' and 'Refreshments will be provided.' At the bottom, it says 'Let us know you're coming, email us at: info@healthwatchcityoflondon.org.uk' and includes a small icon of diverse people.

Patient Participation and Resident Engagement



The flyer has the Healthwatch City of London logo at the top left. The title is 'Patient Panel'. It says 'Share your thoughts on your local NHS. Join us for our Patient Panel.' Below this is an icon of a group of people around a table. It then lists the speaker: 'Charlotte Pomeroy, Chief Participation and Place Officer, NHS North East London will be coming along to talk to us about how residents can be involved and have their say in local Healthcare provision.' The time is '10:30am - 11:30am'. At the bottom, it says 'Wednesday 23rd November 2022 at the Golden Lane Community Centre. Tea and cake provided!'

We held our second Patient Panel at the Golden Lane Community Centre in November with Charlotte Pomeroy, Chief Participation and Place officer from NHS North East London and Nina Griffiths the Director of Delivery from the City and Hackney place-based partnership.

In the event we explored how residents and service users can become more engaged in shaping service provision and how your views can make an impact.

London Ambulance Service

In January we held a Patient Panel with the London Ambulance Service. We were joined by Victoria Ward and paramedic Ed Bayley who gave a fascinating insight into how urgent care and emergency response works across London. For instance, did you know that the LAS run three out of the five NHS 111 services in London, accounting for 70% of the calls? They offer a hear and treat service that reduces the need for ambulance admissions to hospital. Last year they saw over a million patients. This session formed part of a project we undertook to feedback your views to help shape their five-year strategy for 2023–28.



London Ambulance Service
NHS Trust



Join us at our events

We want to hear from you, we hold many events for you to get involved in. Visit our website or look out for our newsletters and posters.



<https://www.healthwatchcityoflondon.org.uk/>

020 3745 9563

info@healthwatchcityoflondon.org.uk

Board Meetings in Public

This year we held five Board Meetings in Public where we have been joined by guest speakers from across Health and Social care and given updates on our work.

May Public Board Meeting

We were joined by Dr Chor from the Neaman Practice who gave an update on the action plan created to improve the patient experience at the Neaman Practice following the issues raised by us on your behalf. Many improvements have been made at the Practice over the past year, including the installation of a new telephone system and additional reception staff with more training.

Abimbola Musa, Health Inequalities Lead, Shoreditch Park and City PCN joined us to update us on the work to address Health Inequalities and the progress that has been made on the recommendations made in our Shoreditch Park and City PCN resident engagement project (July 2021) We learnt that the top five health priorities identified by the PCN are childhood obesity, adult obesity, drug misuse, alcohol misuse and smoking cessation.

July Public Board Meeting

In our July meeting we were joined by Darren Barnes from Bart's Health NHS Trust, who told us about their updates to their Engagement, Participation and Experience 2022-25 Strategy. We have fed into this strategy to ensure you have your say.

October Annual General Meeting - Local Voice, Local Care.

Charlotte Pomeroy, Chief Participation and Place Officer at NHS North East, joined us and gave an overview of the new Integrated Care System and how they are ensuring patient participation in the City of London.

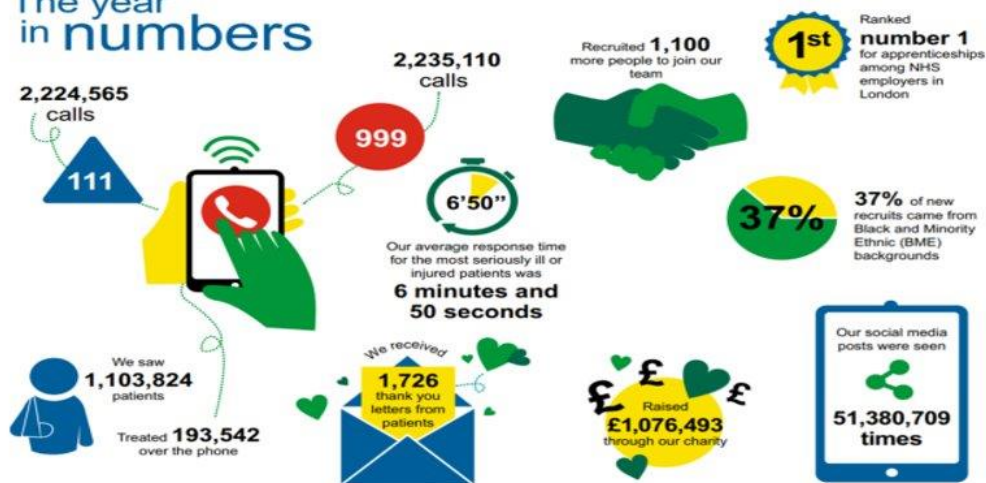
We have been monitoring the development of the structure of the Integrated care system before and since its launch in July 2022, making sure that the patient voice is at the heart of decision making. As a result of this meeting, we have increased our scrutiny of engagement across the ICS to ensure that the City voice is heard.

Board Meetings in Public

December Public Board Meeting

Victoria Ward and paramedic Ed Bayley from the London Ambulance Service joined us to talk about their engagement strategy and to request your feedback on their service. The presentation was really interesting, here are a few statistics from their presentation.

The year in numbers



Susan Masters from the Neighbourhood programme gave an update on the maturing Neighbourhoods programme and how you can be involved.

Dr Chor also joined us to give the latest updates from the Neaman Practice.

February Public Board Meeting

We have received many requests for further information on virtual wards and were joined by Dan Jones, Cardiologist at Barts Cardiac Centre and Katrina Cromer, Senior Nurse, Cardiology who gave us an overview about Barts Cardiology virtual wards and clinics and described their successful implementation, which reassured those who had been anxious about the programme.

We also heard from Alison Thompson, Senior Nurse, Cancer who gave us an overview of the recent cancer patient experience survey results. The results of the survey highlighted areas where Healthwatch might be able to offer further support on engagement with service users.



Barts Health
NHS Trust



Our Projects

Over the past year we have worked with the London Ambulance Service, our volunteers, the NHS and neighbouring Healthwatch on several projects that will help shape strategy and service provision for City residents.

London Ambulance Engagement Strategy Project

The London Ambulance Service (LAS) NHS Trust asked Healthwatch across London to seek the views and opinions of people who have used the London Ambulance Service. We carried out an online survey and held a patient panel to obtain participants' feedback.

These views and experiences will be used to shape the LAS's organisational strategy for 2023 – 2028.

Below is a summary of the project and its outcomes.

Our Five Questions

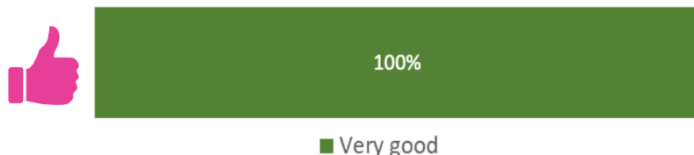


1. What is LAS getting right?
2. How can LAS improve emergency care?
3. How can LAS enhance urgent care?
4. How should LAS work with other parts of the healthcare system to improve care?
5. How can LAS do more to contribute to life in London

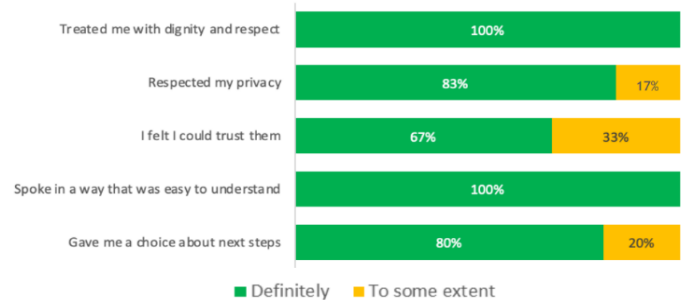
The Results

The survey results found that patients had a **very good** overall experience with paramedics. On specific issues, such as whether patients were treated with **dignity and respect**, their **privacy was respected**, and they were spoken to by the paramedics in a way that was **easy to understand**, feedback was generally positive.

All the people had a **very good** experience of paramedics



Behavior of paramedics:



Feedback also showed that the average waiting time for an ambulance was 21 minutes and the average journey to hospital took 30 minutes.

In the survey, all patients agreed that it was **entirely reasonable** to wait for an ambulance for a period of under 30 minutes. However, waiting an hour or longer was way too long.



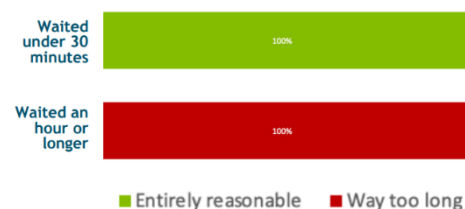
The average waiting time for an ambulance was **21 minutes**



The average journey to a hospital took **30 minutes**

Opinion of ambulance waiting times

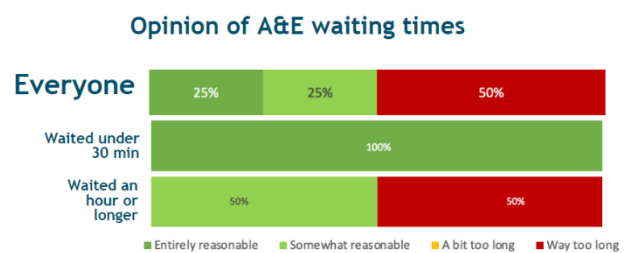
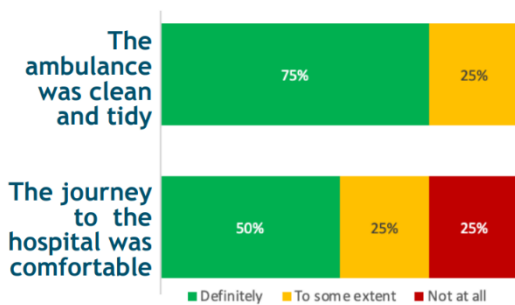
Everyone



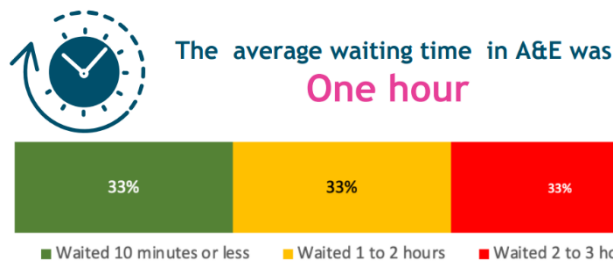
London Ambulance Engagement Strategy Project

75 percent of patients who responded to the survey found that the ambulance was clean and tidy. 50 percent of patients found that the journey to the hospital was **definitely** comfortable, with a further 25 percent reporting that the journey was comfortable **to some extent** and the remaining 25 percent of patients reporting that it was **not at all comfortable**.

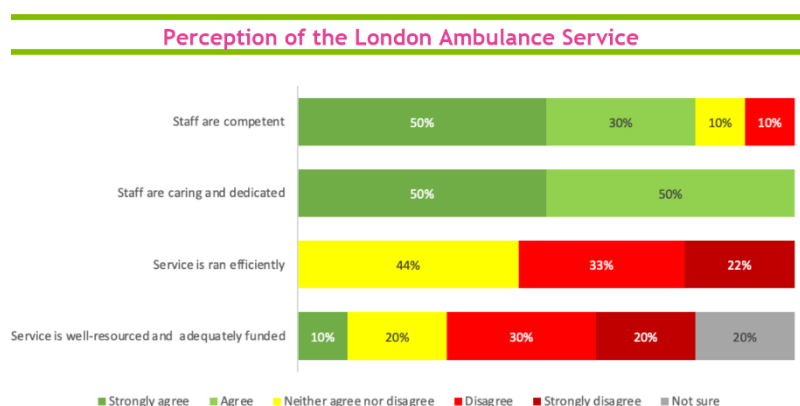
The opinion on A&E waiting times differ from ambulance waiting times. Half of patients believe that it is **somewhat reasonable** to wait an hour or longer, while half of patients believe that it is **way too long**.



The average waiting time in A&E was one hour, with one third of patients waiting two to three hours, one third of patients waiting one to two hours and another third of patients waiting one hour or less.



The perception of the London Ambulance Service showed that the majority of patients had a positive experience of staff but believe that the service is not run efficiently or adequately funded.



Long Covid Survey

This year we have been working with Healthwatch Hackney and the City and Hackney COVID rehabilitation service, on a project to help understand the impact of Long COVID in the community, the degree of unmet need and challenges in accessing Long COVID services for under-represented populations.

The City and Hackney COVID Rehabilitation (CoRe) Service provides an established multi-disciplinary, community-based, therapy-led assessment and rehabilitation outpatient service for individuals experiencing the impact of symptoms associated with Post COVID Syndrome/Long COVID (i.e., symptoms persisting beyond 12 weeks from initial infection).

We produced an online survey, to hear from patients/residents on living with Long COVID; amplify patient voice on local/national level and to shape services going forward, to which we had 289 responses.

This was followed up by four focus groups, one in the City, one in Hackney and two online.

The report from the project with recommendations is still being finalised, however we will publish via our communication channels once ready.



Representing you

We work in partnership with local Health and Social care providers to ensure that your voice is heard. It is imperative that the City has a voice at the heart of decision making, and we ensure that we speak up for what the City needs. During 2022-23 we represented you on the following boards and committees, and also attended meetings on your behalf:

Neaman Practice Patient Participation Group

The group discuss the services delivered by the Practice, and how improvements can be made for the benefit of patients. We have asked the Neaman Practice to widen the membership of their PPG group. They have advertised the group more widely via the City of London's social media and via their own website.

North East London Integrated Care Board

NHS North East London is responsible for planning and buying health services across north east London to meet the population's needs, making sure all parts of the local health system work effectively together. We attend meetings of the board to ensure that the City is recognised and listened to and that its voice is not lost amongst the wider North East London population.

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. We raise the issues that are of concern to you, such as access to equitable healthcare, where and when you are cared for access to services and issues you have raised with us.

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 and care services and institutions, challenging the information provided to it by commissioners and providers of services for the health service and testing this information by drawing on different sources of intelligence. Healthwatch City of London have a seat on this committee.

Integrated Care Communications and Engagement Enabler Group

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

City and Hackney Safeguarding Committee

This committee oversees the discharge of the City of London's and Hackney's responsibilities for safeguarding those adults who have been identified as requiring support and protection. We raise any safeguarding issue that we have been alerted to, and monitor historical concerns to ensure they are properly addressed, and statutory requirements are met

Representing you

City of London Adult Safeguarding Sub-Committee

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

North East London Integrated Care Board Healthwatch Meeting

A meeting with the Chair of the Integrated Care Boards and NEL Healthwatch to focus on resident involvement and insight gathered by NEL Healthwatch. This gives us direct access to the Board of the Integrated Care system which allows us to raise any issues directly. It also gives us the opportunity to have open discussions on areas that need improvement, project work, and on any concerns we have.

Neighbourhood Providers Alliance Group

A meeting for all service providers and voluntary groups who are part of the Shoreditch Park and City Neighbourhood. This meeting showcases the services and support networks available across the Shoreditch Park and City Neighbourhood.

Neaman Practice Quarterly Meeting

See the 'Our successes' section

Shoreditch Park and City Neighbourhood Forum

The Neighbourhood forum brings residents, voluntary sector, health, education and care services together in the Shoreditch Park and City Neighbourhood, to work together on what matters to local people and address health inequalities. Forums are held on a regular basis which are advertised via our social media and newsletters.



Finance

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

| Income | | Expenditure | |
|--|-------------------|---------------------------|-------------------|
| Annual grant from City of London Corporation | £86,889.00 | Expenditure on pay | £43,565.73 |
| | | Administrative costs | £8733.13 |
| | | Office and management fee | £9634.00 |
| Total income | £86,889.00 | Total expenditure | £61,932.86 |

Next steps

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our efforts to tackle inequalities and reduce the barriers you face when accessing care, regardless of whether that is because of where you live, income or race.

Our thanks

We would like to extend our thanks to the City of London Corporation for their continued support, and funding, of Healthwatch City of London, especially to the Assistant Director of Commissioning and Partnerships Community and Children's Services, and to our Commissioning Manager.

Our thanks also to the Chair and Deputy Chair of the City of London Health and Wellbeing Board, who ensure that issues and concerns raised by us are addressed.



Our priorities for 2023/24

As a result of listening to you we have established our priorities for the coming year.

Future priorities

Over the next year we will work on the following priorities.

1. Represent the voices of the diverse communities of the City of London
2. Encourage our Primary Care services to deliver good care and respond to the needs of service users
3. Monitor the provision of Health and Social care services, including community health, to ensure that it is responsive to local requirements and campaign for increased provision where a need is identified.
4. Ensure City residents' needs remain at the heart of the Shoreditch Park and City Neighbourhood.
5. Scrutinise the work of North East London Integrated Care Board and North East London Health and Care Partnership
6. Seek to promote the continued provision of services locally
7. Act as a critical friend to the City of London, participate in public health campaigns and any decision-making on health and social care issues.





Statutory statements

Healthwatch City of London, Portsoken Community Centre, 20 Little Somerset Street, London E1 8AH

Healthwatch City of London uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of seven members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. The Board members consist of four Trustees, who are the sole voting members, and three non-voting Associate Board Members who participate fully in Board meetings but act in a consultative and advisory capacity. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 11 times and made decisions on matters such as organisational design, budget setting, objectives and priorities as part of the business plan and using insight from public forums. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard from.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and print copies to distribute to stakeholders and at events.

Responses to recommendations

There were no providers of health or social care services who failed to respond to our requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.



Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health and Wellbeing Board, the Health Scrutiny and Insight Committee and the City and Hackney Adults Safeguarding Board.

We also take insight and experiences to decision makers in NHS North East London For example, we attend the Integrated Care System Board and the Integrated Care Partnership Board alongside the other seven Healthwatch in North East London. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch City of London is represented on the City of London Corporation Health and Wellbeing Board by Gail Beer, Chair Healthwatch City of London. During 2022/23 our representative has effectively carried out this role by producing and presenting a quarterly report to the Board and by raising issues on Health and Social Care at the Board meetings.

Healthwatch City of London is represented on North East London Integrated Care Partnership and on North East London Integrated Care Board by Rachel Cleave.

Healthwatch City of London is represented on the Health Scrutiny Committee by Steve Stevenson, Trustee.

“getting involved is important as it makes sure that not only do we have our say but that we are helping shape how services are delivered for us and to us.”

Gail Beer, Chair Healthwatch City of London



healthwatch

City of London

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