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

**Date and Time:** Thursday 16th September 2021, 3pm – 4pm

**Venue:** Zoom

**Chair:** Gail Beer

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

Annie Roy CoL, Alvin Kinch

Members of the Public (MP): 3 members of public

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| **Item** | **Issue** | **Action** | **Owner** | **Date for Resolution** |
| 1 | **Report on Covid 19 booster and flu vaccinations webinars** | GB updated the Board on recent events including the webinar on 15th September 2021 with Dr Sandra Husbands, Dr Mark Rickets and Dr Chor, to update and answer questions regarding Covid vaccinations (including booster jabs for those eligible) and this year’s flu vaccination programme. The information will be made available on the website  RC updated on the activities of the City and Hackney Public Health team who are working to establish some pop-up clinics and to encourage City businesses to hold vaccination clinics. | GB |  |
| 2 | **Neaman Practice Update** | The practice has responded impressively to the concerns raised by residents with HWCoL. A comprehensive plan has been put in place and this is reviewed in HWCoL’s quarterly meetings with the Neaman Practice.    HWCoL will be supporting the practice by carrying out surveys to monitor the improvements.  In the meantime, the focus is on increasing the availability of face-to-face appointments.  SS reported that Dr Ugwu will be starting a dermatology clinic at the Neaman Practice in the near future.  JP commented that, in her experience, there have been no issues with getting face to face appointments. JP raised concerns that the Neaman Practice are not good at referring patients to local hospitals, especially Barts Health and this resulted in multiple referrals and care being divided between hospitals. It was agreed that this needed further action.  The next Patient Participation Group at the Neaman Practice is at 2pm on 20th September 2021. | GB |  |
| 3 | **Shoreditch Park and City Primary Care Network Engagement Project (PCN)report** | PC provided an update on the PCN report, produced from the data and information collected in the public engagement exercise carried out by HWCoL in partnership with HWH. The report is awaiting sign off by the PCN and once finalised, the report will be made available on the HWCoL website. PC described the preliminary findings:   * 74% of respondents were satisfied with the health services they received in the last year. * Mental health services, physiotherapy, and health/wellbeing advisors are the services respondents most wanted to be made available in their respective GP surgeries. * The top five health priorities identified by residents, ranked in order of priority, are: childhood obesity, adult obesity, drug misuse, alcohol misuse, and smoking cessation. * 88.7% of respondents said they would be prepared to have a Covid-19 vaccination. * Individuals reported consulting pharmacists for medical advice with relative ease compared to their GP. * Two main contributors to public apprehension in using health services: fear of contracting Covid-19 and fear of burdening the system with comparatively minor issues. * Participants of the focus groups agreed that the Covid-19 pandemic and its consequences have taken a great mental toll on the community. | PC |  |
| 4 | **Board and volunteer recruitment campaign** | In October HWCoL will launch a new initiative to attract more Trustees, Associate Board Members, and local volunteers. Members of the public who want to find out more about these roles were encouraged to get in contact with HWCoL. |  |  |
|  | **A.O.B** | SS raised concerns about the Afghanistan refugees and the information available about how residents in the city can help. GB committed to discuss with the CoL. |  |  |