

Westminster Advisory Board Meeting Agenda

Thursday 22 February 2024 , 2.00–4.00pm (by Zoom)

Join Zoom Meeting:

<https://us02web.zoom.us/j/86326505607?pwd=aEtleW0reTNRNXUyMzIUSlJkWXgrUT09>

Meeting ID: 863 2650 5607

Passcode: 902768

	Item	Presenter	Time	Paper/ Verbal
1	Welcome, introductions and apologies	JB	2.00	Verbal
2	Minutes of last meeting	JB	2.10	Paper
3	Update on The Advocacy Project / Leadership	CC	2.15	Verbal
4	Away day feedback	CC	2:40	
5	Project updates 4.1 GP access and care home Enter and View 4.2 Integrated Care System (ICS) winter pressures project 4.3 Maternity project 4.4 Homeless project 4.5 Digital inclusion project 4.6 Intermediate Care project 4.7 Update on previous and upcoming projects (Action Required)	BO	2.50	Paper Paper Paper Paper Paper Paper Paper
6	Questions/feedback regarding project updates	BO	3:10	Verbal
7	Board Recruitment updates	RD/CC	3:20	Verbal
8	Information and signposting update and discussion	GP	3:30	Verbal
9	AOB	JB	3.40	Verbal
	Close	JB	3.55	Verbal

Healthwatch Westminster

Project Update Paper February 2024

4.1 GP access and care home Enter and View Visit project paper

Healthwatch Westminster have regular meetings with the Old People’s Voice Group to map out the health and care facilities that require focus. We also use information we have received about concerns regarding care homes and GP clinics to help prioritise our visits. Finally, we have quarterly meetings with the CQC team to discuss current inspections and ratings of health care facilities. We have currently made amendments below following up from our current meetings with the CQC team.

As part of our statutory power to conduct Enter and View Visits, Healthwatch Westminster will commence Enter and View to the following three GP and three Care Homes below:

Quarter 3 (November 2023)

GP Practice:	Rating:	Location:	Contact:	Date:
The Elgin Clinic	Requires Improvement	40 Elgin Avenue, London, W9 3QT	02072860747	24 th January 2024
Grand Union Health Centre	Not yet inspected	209 Harrow Road, London, W2 5EH	0207 286 1231	25 th January 2024
The Doctor Hickey Surgery	Outstanding	The Cardinal Hume Centre, 3 Arneway Street, London, SW1P 2BG	0207 222 8593	7 th December 2023

E&V GP practice summary:

Patients experience

The experiences of most patients vary according to their age, gender, ethnicity, digital literacy, language proficiency in English, and mental capacity.

Internal appearance

Often times the internal appearance is neat and tidy, with notice board information kept up to date, and available in different fonts. However, there were instances in

which the toilet had a foul smell due to sewage works. Staff names/pictures were visible across all practices. For two practices, the complaint box was prominently displayed, while it was ambiguous for one practice which also functioned as a prescription box and a notice board instructing patients to submit a complaint online. Hand sanitiser stations were present at all clinics; however, Grand Union healthcare only had one station that was only in the waiting area, and not upon entry. A play area was generally available at most practices, which made them generally child-friendly.

External appearance

External appearance often is wheelchair accessible with clear signage, however, disabled parking is often not available. According to the practice manager at Grand Union Healthcare Center, the practice applied many times to the council for assistance but was unsuccessful.

Diversity

It has been observed that all practices offer information in a variety of languages, however, there was one case in which a gentleman who needed an interpreter was given a sign to hold in the waiting area, which stated "My daughter translates for me", despite the fact that he was not accompanied by his daughter. Many clinics have two monitors that are supposed to display the patient's name, but these monitors are often not working, so patients have to depend on the doctor or receptionist to call their name.

Next Steps for GP E&Vs:

- Analysing
- Communicating findings
- Monitoring outcomes and impacts

Quarter 4 (February 2024)

Care Homes:	Rating:	Location:	Contact:	Date:
Alison House Care Home	Good	16A Croxley Road, London, W9 3HL	0208206 5921	To be confirmed
To be confirmed	To be confirmed	To be confirmed	To be confirmed	To be confirmed

Garside House nursing home	Requires improvement	131 - 151 Regency Street London SW1P 4AH	020 3826 5520	To be confirmed
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Intended outcomes:

- To highlight the areas of best practice and poor practice and the effect on vulnerable groups (elderly).
- To identify whether these practices meet the satisfactory level of ensuring access and quality of care.
- To establish a network of primary and secondary care services

Next Steps for Care Home E&Vs:

- To conduct E&V visits
- Communicate findings
- Monitor outcomes and impacts

Healthwatch Westminster

Project Update Paper February 2024

4.2 Integrated Care System (ICS) Winter pressure project paper

Healthwatch Westminster, RBKC, and Brent have received funding to conduct a series of visits to local food banks and community kitchens, to have conversations with people accessing the services about the winter healthcare they're entitled to and ways to stay well. This work will be carried out from September 2023 - January 2024, expecting to reach more than 700 people over the course of the project. The information we gather will be shared directly with the ICS to help improve future winter planning.

As part of the funding received, we have recruited a Westminster-based Community Champion to support this work.

Intended outcomes:

- To raise awareness of the winter healthcare residents are entitled to
- To raise awareness about what ways in which people can stay well
- To understand whether residents are aware of the numbers to call in times of an emergency
- To identify current gaps and ways to improve healthcare provisions, e.g. vaccinations, repeat prescriptions, booking appointments, using NHS 111

Overview of responses to date (2023/24)

19/10/2023 – WCC Employment Service	5
26/10/2023 – Citizen Advice Bureau drop-in session	50
07/11/2023 – North Paddington Baby bank support drop-in session	2
15/11/2023 – St. Mary’s Church Pantry	4
15/12/2023 – North Paddington Baby bank support drop-in session	3
05/01/2024 – Abbey Centre Food Pantry	3
18/01/2024 – Westbourne Park Food Pantry	7
25/01/2024 – Citizen Advice Bureau drop-in session	8

Summary of concerns received so far:

Vaccine hesitancy – Some people raised concerns regarding distrust and side effects about getting vaccinated whilst others did not like the feeling of constantly being injected.

Information and signposting – Most people are aware of the services especially the emergency services but have not yet had a reason to use the service. Others had not booked because they were not sure if they were eligible for free vaccinations.

Concerns regarding quality of service – some residents were not pleased with their experiences accessing their healthcare services and others felt in some instances healthcare professionals failed to inform them of their repeat prescriptions.

Representation of information– some residents wanted the leaflets to be in Arabic considering Arabic is one of the most spoken languages in the community other than English. We have requested this from the ICS, and now received information in a range of translated languages.

Next Steps:

- Our Community Champion will be attending a series of food aid and homeless shelter accommodations in Westminster to speak to residents and distribute winter healthcare information, supported by volunteers.
- To analyse findings
- To communicate findings
- To Monitor outcomes and impacts

Healthwatch Westminster

Project Update Paper February 2024

4.3 Maternity project paper

Healthwatch Westminster, RBKC, and Brent have received funding from Healthwatch England to identify how and why standards of maternal care may vary across London boroughs, and make recommendations to ensure that care is equitable across NWL. In particular, we would like to work with women who don't speak English as a primary language to understand their experiences, and whether they are receiving enough information to understand their care and make appropriate choices.

Intended outcomes:

- To identify the current gaps and ways to improve maternal care, especially within migrant communities.
- To raise awareness of the current gaps in maternal care across North-West London.

Healthwatch Westminster staff and volunteers have completed visits for the Maternity outreach project with a total of 57 responses to the locations below:

13/11/2023	Connected lives
14/11/2023	Community Families drop-ins @ Westbourne Park Family Centre
14/11/2023	Baby and Me @ Maida Vale Children's Centre
15/11/2023	Bumps and Babies
15/11/2023	St. Mary's Toddler Group – Marylebone
16/11/2023	St. Vincent's Family project
17/11/2023	Maternity Champions drop- in session
23/11/2023	Parent and support group in partnership with the Abbey Centre
04/12/2023	Queen's Park Children Centre
05/12/2023	Maia Vale Children Centre
17/01/2024	Beethoven Community Centre
30/01/2024	St Mary's Hospital - ward visit

Next Steps:

-Healthwatch Westminster staff and volunteers have begun visits to maternal wards at St. Mary's Hospital and Queen Charlotte's Hospital. Thank you to those of you who have accompanied us as volunteers.

- To Analyse findings
- To communicate findings
- To monitor outcomes and impacts

Healthwatch Westminster

Project Update Paper February 2024

4.4 Mental health needs of homeless communities’ project paper

Healthwatch Westminster are interested in identifying and evaluating the mental health needs of the homeless communities in Westminster, especially experience of or accessing primary mental health care services.

Intended outcome:

- Identify and evaluate the gaps in current mental health provisions and the mental health needs of the homeless communities
- Identify the variations in factors such as age, ethnicity, and gender, and how these factors affect ability to access mental health services
- Develop recommendations for improving access to primary mental health care services and increasing community awareness of the importance of mental health support amongst homeless communities.

Organisations we’ve contacted:

St. Mungo’s
Dr Hickey Surgery
The Connection at St. Martin-in-the-Fields
Joint Homelessness Team
Shelter
Great Chapel Street Medical Centre
CLCH Homeless health service
Groundswell
Look Ahead
Riverside
Centre Point
Depaul Charity
Cardinal Hume centre

Next steps:

- To distribute surveys and conduct visits to hostels/ mental health homeless services in Westminster
- To organise focus group discussions
- Store data for report writing

- Share findings with relevant stakeholder
- Preparing and arranging the co-production event
- Monitor outcomes and impacts

Healthwatch Westminster

Project Update Paper February 2024

4.5 Digital inclusion of elderly and diverse populations

Healthwatch Westminster and Healthwatch RBKC are interested in speaking to residents aged 50+ about their experiences using digital platforms in GP and secondary care services within the Bi-Borough. We are particularly interested in hearing from diverse population groups, i.e. migrants/people who do not speak English as a first language.

Intended outcome:

- Understand experiences of digital exclusion and healthcare access barriers among people who are elderly and from diverse backgrounds (eg, migrants, non-English speakers, etc.)
- Identify the factors that lead to digital exclusion
- Identify best practices for digital tools and platforms through user-testing focus groups
- Develop recommendations to address digital exclusion among vulnerable residents

Organisations we've contacted:

Westminster's Old People's Voice group
Healthshare
CHUMS
K&C Digital Inclusion Partnership
Age Uk Westminster
Open Age
Diabetes UK
London Office of Technology and Innovation (they did a project on digital exclusion and signposting in K&C and created a digital exclusion map)
Royal Marsden Patient and Public Involvement & Engagement
Central London Community Healthcare Trust
Pepperpot Centre
Bay20
Tabernacle Westbourne forum
Venture centre
Mind
Edward Woods Estate

Dalgarno Trust
The Nourish Hub
St. Francis Church
The Avenues
Al Hassaniya
French African Welfare Association (FAWA)
BME Forum
One Westminster
Iranian Association
Marylebourne Bangladeshi Society
Mosaic Community Trust
MEWSo
WAND
Kensington and Chelsea Over 50's Forum

Next Steps between Jan – June:

- Recruit interview participants through project partners and key stakeholder organisations
- Share communications materials for project
- Identify partners for user-testing digital tools and platforms
- Hold semi-structured interviews over the phone and in-person
- Hold focus group discussions with community groups
- Hold user-testing focus groups (5-10 participants)
- Analysis
- To communicate outcomes
- To monitor impact and outcomes from the project

Healthwatch Westminster

Project Update Paper February 2024

4.6 Intermediate care/step down project

Healthwatch Westminster and RBKC developed this project in collaboration with the Networked Data Lab at Imperial College London. The project aim is to explore the experiences and perspectives of patients and their carers on intermediate or step-down care services. The project findings will be fed back to service providers across Northwest London.

Intermediate care, also known as step-downs or reablement care, is care that is provided by a team of staff to help patients recover and increase their independence. Most of the time it is provided in the home after a patient is discharged from hospital.

Intended outcome:

- Explore patients’ and carer’s experiences and perspectives of intermediate care services provided in Northwest London
- Contribute lived experiences and qualitative context to the existing quantitative patient and care data collected by NDL
- Identify key barriers and challenges to quality intermediate care provision
- Develop recommendations to improve intermediate care

Organisations contacted:

The Advocacy Project’s Old People’s Voice Group
AgeUK
Diabetes UK
Open Age
Carers Network
Royal Marsden Patient and Public Involvement & Engagement
The Advocacy Project User Involvement (Natasha Lobo)
CHUMS

Next Steps between Jan – August:

- Identify patients and carers’ groups with experiences of intermediate care services
- Develop engagement approach and confirm with Imperial NDL team
- Distribute surveys to identified groups/patients and carers online and in-person
- Conduct in-depth interviews online or in-person with patients and carers

- Analysis
- Communicating outcomes
- Monitor impact and outcomes from the project

Healthwatch Westminster

Project Update Paper February 2024

4.7 Update on previous and upcoming projects paper

Alongside our current active projects, there are a number of additional priority areas that are either in the monitoring or planning stages.

Healthwatch Westminster Young people's mental health report

Our [young people's mental health report](#) was published at the end of November and shared to all Advisory Board members on the 29 November 2023.

We also hosted a co-production event on the 29 November 2023 to share [report findings](#) and co-produce next steps with service users and service providers.

We have shared a summary of our findings with our strategic stakeholder network, and presented the findings to the RBKC council Safeguarding Adults Executive Board (SAEB) (2023), and Royals Marsden Teenage and young adult's forum (young cancer patients) (2024).

We are still in the process of recruiting and advertising the young Healthwatch network within our in-person engagement and online engagement.

Healthwatch Westminster Gordon Hospital report

Our [Gordon hospital report](#) was published in October 2023. Since then, we have presented our findings with community organisation that support mental health services for homeless and rough sleepers, Westminster and RBKC council, commissioners, the public, and other relevant stakeholders.

We have also attended CNWL Public Consultation event on the 27 November 2023, Scrutiny committee meetings (providing verbal updates sharing insights from our reports), and the consultation event 31st January 2024. We are in the process of preparing a written response to the consultation.

Healthwatch Westminster's Translation project

Our [Translation report](#) was published in July 2023. Since then, we are in the process of escalating the concerns to the Primary Care Executive Group meetings.

Healthwatch Westminster's Food aid report

Our [Food aid report](#) was published in July 2023. Since then, we have been monitoring progress at the Food and Energy network meetings. The recent food and energy network meeting indicate development have been made with regards to recommendations 1, 2, and 3.

Hafs Academy partners with local food merchants in the community to create food vouchers to meet the essential needs of residents. Their food vouchers scheme are available in Church Street, Edgware Road, and Little Venice Ward,

Westminster Chapel Food Bank have partnered with the Salvation Army to meet the demands of vulnerable population groups. They aim to continue to expand their connections.

St. Andrews youth club have created a school uniform bank to support parents with children facing extreme financial pressures.

The Abbey Centre Food Pantry are still meeting the acute needs of residents and have partnered with unfold to deliver refugee meals in the community, funded by the healthy communities project.

Healthwatch Podiatry report

Our [Podiatry report](#) was published in August 2023. Since then, we are in the process of obtaining feedback from the CLCH team to monitor the changes that have been made or are pending, and any new emerging priorities.

Emerging priorities

There are a number of areas that have been brought to our attention both through community outreach, and strategic stakeholder events:

- Experiences of the refugee and asylum communities access to primary care services
- Level of service offered by local pharmacies, focusing on the extended services proposed by NHSE and the availability of private spaces to speak to a pharmacist

We will continue to monitor these issues during our regular engagement, to build up enough evidence to create a project proposal.

Action Required

Are there any key health and social care concerns in Westminster that the Advisory Board would like to see added to Healthwatch Westminster's monitoring?