

Westminster Advisory Board Meeting Agenda

Thursday 16 May 2024 , 2.00–4.00pm (by Zoom)

Join Zoom Meeting:

<https://us02web.zoom.us/j/82426560919?pwd=WUFKdTRHUlVOdk82d2JnRWtRNkY2QT09>

Meeting ID: 824 2656 0919

Passcode: 130020

	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 Mental health needs of homeless communities’ project 4.2 Digital inclusion project (Action required) 4.3 Intermediate care project 4.4 GP access project 4.5 Update on previous and upcoming projects	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 May 2024

4.1 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
Pimlico Angels/South Westminster Homeless service
The Single Homeless project
CNWL Recovery College
Oremi Centre
The Marylebone project

Events we've attended/upcoming:

Westminster Homeless Health Partnerships Catch up meeting
Primary Care Executive Meeting
RBKC Qtrly Housing Solutions Homelessness update forum

Summary of findings:

(We have conducted five interviews and one focus group with service providers and plan to conduct a further four with service users and community organisations. We plan to conduct 2-3 focus groups with 30 participants and distribute surveys.)

Concerns:

- Lack of continuity of care
- Lack of support for homeless population who struggle with substance misuse
- Lack of support for migrant populations groups who do not have citizenship
- Lack of safe spaces
- Low priority, feeling of fear/vulnerability.

Recommendations:

- Providing continuous support for homeless population groups who are transitioning from homelessness to integrate back into society
- Providing a community space for homeless population groups that are 'dry' (do not take drugs or drink alcohol)
- Incorporating an integrated system of care
- Incorporating a trauma informed approach to care
- Refrain from adopting a one size fits all approach, prevents service providers from reaching groups who fall within the hidden homeless population groups.

Next steps:

- Engagement: To continue distributing surveys and conducting interviews with service providers, service users, and community organisations that provide mental health support to the homeless and rough sleeping population groups in Westminster to the end of May.
- Store data for report writing

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

Healthwatch Westminster

Project Update Paper May 2024

4.2 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
Peabody Estate
The Nourish Hub
St. Francis Church and more

Events we've attended/upcoming:

K&C Digital Inclusion Partnership meeting
Open age DigitALL event
NWL Digital Steering group meeting

Summary of findings:

Concerns:

- Lack of motivation
- Lack of digital confidence
- Lack of uniformity
- Lack of trust with data security/scam
- Lack of access to internet and devices
- Cost/Affordability of internet access
- Language barriers – most resources online application are in English
- NHS app feels too impersonal and does not replace the support a human can provide
- Lack of support for people with learning and physical disability

Recommendations:

- To provide trainings, hubs and workshops on how to use the App, some people have suggested having dummy accounts to practice.
- Ensuring the information is available in languages that reflect the demographic makeup of the Bi-borough
- Providing training on scams, data leaks, etc
- Refrain from using medicalised language (jargons) and use simple languages
- Provide healthy literacy training
- Continued physical support for people who prefer to not use the online support or have disabilities that makes it difficult to use online services

Next Steps:

- To be confirmed.

Healthwatch Westminster

Project Update Paper May 2024

4.3 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)
Chelswest Hospital
Action Disability K&C
K&C Mental Health Carers Association
British Red Cross
Senait Ross - Ethiopian Women’s Empowerment Group
Lancaster West Estate
The Dalgarno Trust
Pepper Pot Centre
Digital Data and Technology RBKC

Paddington Health Chronic Pain Support

Westminster Carers

Neighbourcare St. Johns wood and Maida vale
--

Events we've attended/upcoming:

CQC Intermediate Care workshop

NWL NDL Patient and Carer Advisory Group about Intermediate Care

Older people's provider network
--

UCLH Carers event

Summarising of findings:

(We have conducted three interviews amongst carers and service providers and plan to conduct a further 7. We plan to distribute comms to hospitals and Trusts across Westminster and RBKC.)

Concerns:

- Short of notice visits
- Environmental assessments not always provided
- Lack of communication between medical providers, carers, and services
- Use of Jargons/ acronyms
- Lack of mental health support for intermediate family members who care for patients outside the hours of designated carers
- Representation of staff
- Standard package of care adopts a one size fits all approach which ignores the individual patient needs

Recommendations:

- Providing mental health support for family members who care for patient who has been discharged
- Providing continuity of care
- Diverse representation of carers
- Improve communication amongst medical providers, services, and carers

Next Steps:

- Reaching out to the communications teams at hospitals, patient participation groups, Trusts in the Bi-borough and Trusts to inform more patients about the intermediate care project.
- Conducting more interviews with patients and carers' groups with experiences of intermediate care services
- Analysis
- Communicating outcomes
- Monitor impact and outcomes from the project

Healthwatch Westminster

Project Update Paper May 2024

4.4 GP access project

In light of the significant demand for GP appointments and NHS North West London commitment to improving access to primary care services across North West London, Healthwatch Westminster, RBKC, and Brent are currently speaking to residents regarding their experience booking and accessing GP appointments. The project findings will be fed back to service providers across North West London.

Intended outcome:

- Explore patients' and carer's experiences and perspectives of GP access and appointments
- Identify key barriers and challenges to GP access and appointments
- Co-produce key recommendations to improve access to GP and availability of appointments

Summarising of findings:

So far, we have received 30 survey responses so far – 14 of which have been from Westminster residents (as of April 19, 2024).

Concerns:

- Residents overwhelmingly prefer face to face appointments, rather than online and over the phone.
- Residents tend not to travel for more than 15-30 minutes to reach their GP; people who use GP specialist services (e.g. diabetes services, mental health support) are inclined to travel further to receive the care they need.
- Some residents struggle with GP online services and online renewal of prescriptions.
- A majority of respondents was not aware of the ICS North West London campaign "We are General Practice".
- Respondents reported different opinions in regards to the triaging system and not being first seen by a GP: some were completely against this system, whilst others did not express a preference.

Recommendations:

- Better communication of service changes, patient information, and campaigns, making sure ICS campaigns reflect the language diversity of the population accessing GP services.

Next Steps:

- Distributing surveys at our drop-in sessions at the Stowe Centre, Church Street Library, ChelsWest hospital, etc to the end of May
- Analysis
- Communicating outcomes: share project findings and data with the NWL ICS, to make sure patients' preferences are accounted for in the design of solutions to improve GP access.
- Monitor impact and outcomes from the project

Healthwatch Westminster

Project Update Paper May 2024

4.5 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.

Maternity project report

Our [Quality and Equality in North West London Maternity services report](#) was published on the 25 March, 2024. The report reveals how care standards differ across North-West London, as well as variables that may contribute to women obtaining lower-quality care.

Since then, we've shared our findings with relevant stakeholders, including hospitals in North West London and Healthwatch London network meetings.

Healthwatch Westminster Enter and View Report

Our Enter and View report, which was published in April 2024, explores the internal and external environments, patient comments, and staff feedback on the accessibility and experience of Westminster's three GP:

- [Grand Union Health Centre report](#)
- [Dr Hickey Surgery](#)
- [Elgin Clinic](#)

Since then, we have presented our results to the CQC and are in the midst of presenting the reports to the wider primary care network.

Healthwatch Westminster's ICS project

We are currently in the process of drafting our report on the ICS winter pressure project which should be finalised in the coming weeks and available to the public. Please refer to the previous paper for the summary of findings.

- Overall recommendation: for the ICS to design and deliver local community interventions aimed at tackling low vaccine uptake and vaccine hesitancy among residents.

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

Digital Inclusion project changes