

**Agenda Tuesday 5th September 2023 3.00pm to 5.00pm**

**Healthwatch RBKC Advisory Board**

**Chair:** Minna Korjonen, email@minnakorjonen.com

**Healthwatch RBKC Lead:** Jamie Chan, [jamie.chan@advocacyproject.org.uk](mailto:jamie.chan@advocacyproject.org.uk)

In attendance: Jamie Chan (JC), Minna Korjonen (MK), Gaenor Holland-Williams (GHW), Ruth Daniel (RD), Heena Bellara (HB), Jill Brown (JB), Steven Sambrook (SS, guest)

**\*If anyone is not comfortable with their email address being shared among Advisory Board members, please let Jamie know before Friday 29<sup>th</sup> September**

Item	Lead
<b>3.00pm - 3.10pm</b> Opening the meeting / Previous meeting minutes / Action points	MK
<b>3.10pm - 3.55pm</b> Guest Speaker	Steven Sambrook, Healthshare
<b>3.55pm - 4.00pm</b> Engagement & Volunteer Coordinator Introduction	RD
<b>4.00pm - 4.05pm</b> New Advisory Member Introduction	HB
<b>4.05pm - 4.10pm</b> Chair's Update	MK
<b>4.10pm - 4.15pm</b> Advisory Group members' contact details	MK
<b>4.15pm - 4.25pm</b> Advocacy Board Update	JC
<b>4.25 - 4.35pm</b> Projects Update	JC
<b>4.35 - 4.40pm</b> Funding Applications Update	JC
<b>4.40 - 4.50pm</b> Volunteers Update	RD
<b>4.50pm - 5.00pm</b> AOB	All

**Meeting minutes**

**Next meeting**

- To formally approve previous meeting minutes (MK)

**Guest speaker, Steven Sambrook (Senior Operations Manager, Healthshare London Services)**

- SS to send out presentation slides and contact details after the meeting
- MK (questions from community members):

- Healthshare to set up open Q&A with physios about MSK services?
  - SS: already piloted for services in Hull, but will be launching for London services – patients can access through LISA platform to ask questions about their health conditions, services, support plans, etc.
- When people are dissatisfied with MSK services (waiting times, not getting appointments, etc.) – why do the statistics presented by Healthshare look different from patients’ realities of services?
  - SS: we’ve had a challenging couple of months, but historically been pretty good – new FCP services across the UK have absorbed a lot of the skilled clinicians, so it’s become a very competitive market and they’re trying to hire quality clinicians into Healthshare; another solution is to recruit clinicians at lower bands and then train them up to senior-level clinician to enhance sustainability and future-proof services and staff
- Does Healthshare provide free transport services?
  - SS: Grey area but there are some ways that they can get support for arranging transport; try to do virtual appointments first to do assessment and make sure that they need MSK services and do not need to be referred to other services
- GHW:
  - No information to a patient about how to get to the Riverside services for MRI scan in the letter about their appointment, resulting in distress for patient --> SS to follow-up and will feedback to Healthwatch Advisory Board
  - Are people who are admitted to A&E referred to Healthshare?
  - SS: only post-care; Healthshare is only a community care service and does not provide urgent services; any severe patients will be fast-tracked to A&E
- RD: What is the process for self-referral, and are there services for private patients?
  - SS: LISA platform will guide patient through numerous questions, and then will be contacted to book appointment in convenient locations and will have a choice of service and location
  - Largely for NHS patients, not private patients; Riverside website will give more info for private services
- JB: unsatisfactory experience with booking appointments at Riverside, limited flexibility with scheduling appointments and transport challenges for her as a wheelchair user; but actual experience of service and care were good

## Introductions

- Ruth Daniel, Engagement and Volunteer Coordinator  
([ruth.daniel@advocacyproject.org.uk](mailto:ruth.daniel@advocacyproject.org.uk))
  - For both Healthwatch Westminster and K&C
  - Sent emails to everyone to schedule one-to-one chat

- Heena Bellara, new Advisory Board member
  - o Chelsea resident, reiki master practitioner by profession and involved in charity work around London
  - o Engages with cancer hospitals and complementary therapy
  - o Caring for elderly mother-in-law (and previous carer experience), experience in caring across different generations; people in her community are not as fluent in English and are not very expressive; hesitant to confront certain issues and problems, so Heena plans to be a voice for people who have hesitation or barriers in bringing forward concerns

### **Chair update (MK)**

- 19<sup>th</sup> September, attending Healthwatch national leadership conference with Jamie and Blessing (leads)

### **Advocacy Board updates (JC)**

- In the process of hiring new Healthwatch Service Manager
- MK: can include Advisory Board members in interview process in absence of Chairs Minna and/or Jill (Gaenor and Sonia are willing to be a part of interview process)

### **Project updates (JC)**

- Young people's mental health project: survey and upcoming focus groups with young people aged 18-25 about mental health needs and experiences using mental health services
  - o Survey link: <https://www.healthwatchrbkc.org.uk/form/young-people-s-mental-health>
  - o HB: suggestion to work with young people under 18
- Gordon Hospital project: speaking with patients, carers, healthcare professionals and residents about the impact of the Gordon Hospital closure and loss of acute mental health wards
  - o Gordon Hospital community meeting organised by the council on 18<sup>th</sup> September 6:00-7:30pm in Clifford Hall, Westbourne Park Baptist Church (JC to email details)
    - HB: to share resources for Reiki therapies for signposting

### **Funding applications updates (JC)**

- Awarded funding from Healthwatch England to lead webinars on facilitating interviews and using interview guides to Healthwatch network
- Applying for two grants:
  - o NWL ICB winter funding: <https://www.nwlondonicb.nhs.uk/get-involved/EOI>
  - o Healthwatch England tackling inequalities funding
- Board members were very happy to hear about the applications targeted for these specific topics and are looking forward to hearing updates

### **Volunteers update (RD)**

- Ongoing one-to-one meeting with volunteers – currently 8-9 volunteers but in the process of developing and putting out recruitment materials
- Dates available for going to visit youth centres for young people's mental health project surveys
- List for Healthwatch enter and view trainings dates
  - o E&V involves service evaluations and understanding what is working well and what can be improved
- MK: request to include all Advisory Board members in email circulations about volunteering projects and updates
- RD will be putting together a WhatsApp group for use during engagement but will be sending all details and summaries via email as well
  - o MK: questions about accessibility and inclusion for those who are not on WhatsApp

### **AOB**

- SR: 21<sup>st</sup> September patient participation groups meeting; anyone who is a patient of any practice in the south of the borough can attend
- MK: Do we have anyone on the board of the Kensington & Chelsea Social Council? (Judith, previous CEO of The Advocacy Project, used to be on the board)
  - o KCSC plays a significant role in circulating information and publishing available vacancies (eg, board and committee roles). This could help Healthwatch Advisory Board recruitment.
  - o Jamie to follow-up with Ali, Deputy CEO

Next Advisory Board meeting is **Wednesday 25<sup>th</sup> October 4.00-6.00pm on Zoom**  
<https://us02web.zoom.us/j/84219675579?pwd=ZTBQL3lldFhpQVI6dVFGNWgyUIZadz09>