

## Healthwatch RBKC Advisory Board Meeting Agenda

**Tuesday 27 February 2024, 3.00–5.00pm (Zoom)**

Join Zoom Meeting:

<https://us02web.zoom.us/j/84219675579?pwd=ZTBQL3lIdFhpQVI6dVFGNWgyUlZadz09>

Chair: Minna Korjonen (MK), [mkorjonen@googlemail.com](mailto:mkorjonen@googlemail.com)

	<b>Item</b>	<b>Presenter</b>	<b>Time</b>	<b>Paper/ Verbal</b>
1	<b>Welcome and introductions</b>	MK	3.00	Verbal
2	<b>Guest speaker</b> Stephen Gill, Vice Chair of Common Board for Northwest London NHS Hospitals Foundation Trusts and Acute Care Provider Hospitals, and Board of Chelsea & Westminster NHS Foundation Trust	Guest (SG)	3.05	Verbal
3	<b>Minutes of previous meeting</b>	MK	3.40	Paper
4	<b>Update on The Advocacy Project and Healthwatch RBKC</b>	JC/CC	3.45	Verbal
5	<b>Away day summary and feedback</b>	JC/CC	4.00	Verbal
6	<b>Project updates</b> 5.1 Enter and Views 5.2 ICS Winter Pressures project 5.3 Maternity project 5.4 Digital inclusion project 5.5 Intermediate care project 5.6 Update on previous and upcoming projects (action required)	JC	4.15	Paper Paper Paper Paper Paper Paper
7	<b>Advisory Board recruitment updates</b>	RD/CC	4.40	Verbal
8	<b>Volunteers updates</b>	RD	4.45	Verbal
9	<b>AOB</b>	MK	4.50	Verbal

## Healthwatch RBKC

### Project Update Paper February 2024

#### 5.1 Enter and View Visit project paper

Healthwatch RBKC conducted three Enter & View visits during November–December 2024. Thank you to all the volunteers who supported these visits and helped us collect important insights and data from staff and patients at the practices.

GP Practice:	Rating:	Location:
Barlby Surgery	Good	St Charles Centre, W10 6DZ
Golborne Medical - West Ten GPs	Not yet inspected	16 Golborne Road, Ladbroke Grove, W10 5PE
The Golborne Medical Centre	Good	12 - 16 Golborne Road, London, W10 5PE

We are currently analysing the data and writing up the reports for each of the practices that we visited. The reports will discuss key findings in terms of staff perspectives and experiences, patient feedback, and Healthwatch staff/volunteers’ observations. We will also discuss recommendations and areas for improvement. We will share the reports with the practices and give them an opportunity to respond to the report findings before publishing the reports publicly on our website.

From February 2024 onwards, we are conducting additional visits to three care homes in K&C. The intended outcomes of these visits are to:

- Explore the care experiences and care environment for elderly patients in care homes
- Identify what is working well and develop recommendations to improve services and better meet patient needs
- Expand Healthwatch’s partnership with and network of social care services

<b>Care Homes:</b>	Rating:	Location:	Date:
Farm Lane	Not yet rated	Fulham, London, SW6 1PX	To be confirmed
Barlby Road Care Home	Requires improvement	37 Barlby Rd London W10 6AN	To be confirmed
St Teresa's Care Home	Not yet rated	42 Roland Gardens, SW7 3PW	To be confirmed

**Next steps for care home Enter & Views:**

- Conduct Enter & View visits
- Analyse findings and develop report
- Share findings with relevant stakeholders
- Monitor outcomes and impacts

**Healthwatch RBKC**

**Project Update Paper February 2024**

**5.2 Integrated Care System (ICS) Winter Pressures project paper**

Healthwatch Westminster, RBKC, and Brent received funding from the ICS 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 has been carried out since September 2024, and is expected 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)**

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

**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 Champions will be visiting food various aid and homeless shelter accommodations to speak to residents and distribute winter healthcare information, supported by volunteers
- Analyse findings and develop report
- Share findings with key stakeholders
- Monitor outcomes and impacts

## **Healthwatch RBKC**

### **Project Update Paper February 2024**

#### **5.3 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.

We've visited diverse community organisations and groups across Westminster, RBKC and Brent to speak with mothers who have recently given birth, collecting over 100 survey responses in-person and online. Healthwatch staff and volunteers have also begun visits to maternity wards at St. Mary's Hospital and Queen Charlotte's Hospital. Thank you to those of you who have accompanied us as volunteers.

#### **Next steps:**

- Analyse findings and develop report
- Share findings with key stakeholders, including maternity services
- Monitor outcomes and impacts

## **Healthwatch RBKC**

### **Project Update Paper February 2024**

#### **5.4 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 and people who may face additional barriers to healthcare, i.e. migrants/people who do not speak English as a first language.

#### **Intended outcomes:**

- 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

#### **Next steps (February to June 2024):**

- 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
- Analyse data and develop report
- Share findings with key stakeholders
- Monitor project impacts and outcomes

## **Healthwatch RBKC**

### **Project Update Paper February 2024**

#### **5.5 Intermediate care insights 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 outcomes:**

- 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

#### **Next steps (February to August 2024):**

- 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
- Analyse data and develop report
- Share findings with Imperial NDL team and key stakeholders, inputting into ongoing information dissemination and communications
- Monitor impact and outcomes from the project



## **Healthwatch RBKC**

### **Project Update Paper February 2024**

#### **5.6 Update on previous and upcoming projects paper**

##### **Young people's mental health project**

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 our project findings and co-produce next steps with service users and service providers.

We have shared a summary of our findings with key stakeholders and presented the findings to various groups, including the RBKC council Safeguarding Adults Executive Board and Royal Marsden Teenage and Young Adult's forum.

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

##### **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 Councils, commissioners, the public, and other relevant stakeholders. We have been involved in the Scrutiny Committee for the future of acute mental health services in the bi-borough and attended ongoing consultation events organised by CNWL.

##### **Emerging priorities**

There are a number of areas that have been brought to our attention both through community outreach, and strategic stakeholder events. We have not developed any specific projects or engagement around these topics, but will continue to monitor.

- 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

**Action Required**

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