

Healthwatch RBKC

Advisory Board Meeting Agenda

Wednesday 25th October 2023, 4.00–6.00pm (Zoom)

Chair: Minna Korjonen, email@minnakorjonen.com

Healthwatch RBKC Lead: Jamie Chan, jamie.chan@advocacyproject.org.uk

Join Zoom Meeting:

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

	Item	Presenter	Time	Paper/ Verbal
1	Welcome and introductions	MK	4.00	Verbal
2	Minutes of last meeting	MK	4.05	Paper
3	Update on The Advocacy Project/ Leadership	DC/CC	4.10	Verbal
4	Chair updates	MK	4.30	Verbal
5	Project updates	JC	4.40	
	4.1 Gordon Hospital project			Paper
	4.2 Young people’s mental health project			Paper
	4.3 GP access and care home Enter and View (action required)			Paper
	4.4 Update on previous and upcoming projects (action required)			Paper
5	Funding update	JC	5.10	Paper
6	Volunteers and Young Healthwatch update	RD/JC	5.25	Paper
7	AOB	All	5.40	Verbal

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October 2023

4.1 Gordon Hospital project paper

We have completed our Gordon Hospital report: “Perspectives on the impact of the closure of acute mental health services at the Gordon Hospital.” We have sent the report out to all Advisory Board members and key stakeholders for initial review, before we make it available to the wider public..

Our report brings together the perspectives and input of 133 people, and our key findings include:

1. Patients’ experiences of long waits and disjointed care in acute mental health services
2. Mixed impacts on services at St Charles Hospital in Kensington, with some reporting low staff morale, reduced staff safety and lower quality of care
3. Negative impacts on vulnerable groups, especially rough sleepers, people of African/Caribbean/Black British backgrounds, and women
4. Concerns about the Gordon Hospital building infrastructure and whether it is safe to be reopened as an acute mental health facility
5. Negative feedback on the CNWL pre-consultation process, with demand for more transparency about the proposed options and funding
6. Recommendations to improve mental health services for bi-borough residents, including community mental health services alongside Westminster-based acute mental health services and dedicated mental health services for people who are rough sleeping

Action required:

1. Advisory Board members review the report and provide feedback if they haven’t done so already
2. Advisory Board members help with sharing the report in their networks
3. Identify other key stakeholders to share and discuss report with

Healthwatch RBKC

Project Update Paper October 2023

4.2 Young people's mental health project

We are midway through our young people's mental health project, gathering feedback on the mental health needs, and quality of mental health services in Westminster for young people aged 18-25. We especially would like to hear from vulnerable sub-groups such as young people who are not in education, employment or training (NEET).

Since August, we have had an [online survey](#) on our website for young people to report their mental health experiences. We have also distributed our survey and flyers in person at community centres, youth clubs, and at community events. So far, we have received 67 online and 6 in-person survey responses and aim to continue collecting responses until November.

On October 25 and 27 (details below), we will be holding two focus group discussions with up to 10 young people each. One will be in person at The Stowe Centre and the other will be held online. The aim of this focus group discussion is to discuss the survey findings so far and explore recommendations to improve young people's mental health in Westminster and K&C.

Intended outcomes:

- Explore experiences with mental health and getting mental health support
- Identify differences in mental health outcomes and mental health service experiences between different sub-groups of young people
- Raise awareness of young people's mental health needs
- Promote study of the quality of mental health care and support for young people
- Develop recommendations to improve mental health services to better support young people
- Expand Young Healthwatch network

Next Steps:

Wednesday 25th October 2023 (2:00-3:30pm) – Healthwatch Westminster, Kensington and Chelsea held an in-person focus group discussion at The Stowe Centre (7 participants).

Friday 27th October 2023 (3:00 – 4:30pm) – Healthwatch Westminster, Kensington and Chelsea will be conducting an online focus group discussion (10 participants).

Thursday 16th November 2023 – Report will be completed and sent to stakeholders, organisations, and residents.

Wednesday 29th November 2023 – Healthwatch Westminster, Kensington and Chelsea will be hosting a hybrid co-production event on young people's mental health report findings with service users and service providers (25 participants online and 25 participants in person at The Stowe). Tickets are available on Eventbrite: <https://www.eventbrite.com/cc/young-peoples-mental-health-focus-group-2708049?utm-campaign=social&utm-content=creatorshare&utm-medium=discovery&utm-term=odclsxcollection&utm-source=cp&aff=escb>

Healthwatch RBKC

Project Update Paper October 2023

4.3 Enter and View programme paper

We have been collecting information about residents' experiences with health and social care services through our signposting service, community engagement, and research projects. We have also participated in Central and Northwest London NHS Foundation Trust's PLACE (patient-led assessment of the care environment) visits to various health services. These have informed our plans for our Enter & View programme for this quarter.

Our Volunteer and Engagement Coordinator (RD) is in the process of identifying key GPs and care homes and will be reaching out to them so that we can start our Enter & View visits. RD is also working on coordinating the volunteers with trainings to make sure they are prepared to conduct Enter & Views.

Intended outcomes:

- Understand what is working and what could be improved at various GP clinics and care homes
- Explore primary care access through our GP visits
- Explore safeguarding protocol and experiences through our care home visits
- Identify whether these practices meet the satisfactory levels of service quality and care
- Develop recommendations to help services improve

Action required:

Do you have a particular health and social care facility to prioritise for our Enter and View programme this quarter?

Are there any other health and social care facilities other than clinics/GPs and care homes where you think we should conduct Enter and View visits in upcoming quarters?

Once we have confirmed our Enter and View visit dates and training, please let RD know your availability for participation.

Healthwatch RBKC

Project Update Paper October 2023

4.4 Update on previous and upcoming projects

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

Healthwatch food aid report

Our food aid organisation report was published in July 2023 :

<https://www.healthwatchrbkc.org.uk/report/2023-07-04/we-are-what-we-eat-transforming-food-aid-kensington-chelsea>

Since then, we have had regular contact with community organisations and relevant stakeholders to understand what improvements have been made and the continuous challenges. Healthwatch RBKC has continued to visit the Bay20 street kitchen on a monthly basis for community engagement activities.

We have presented our findings with the Public Health team at Westminster and RBKC council, the Food and Energy network, and the Healthy Weight Management forum.

Healthwatch language support services report

Our translation service report was published in July 2023:

<https://www.healthwatchrbkc.org.uk/report/2023-07-26/lost-words-translation-services-kensington-chelsea>

Since then, we have displayed our findings to the Bi- Borough primary care executive group meetings, Quality Care meetings, Integrated Care meetings, and the Northwest London Healthwatch network.

Healthwatch podiatry report

Our podiatry service report was published in August 2023:

<https://www.healthwatchrbkc.org.uk/report/2023-08-10/best-foot-forward-community-perspectives-podiatry-services-rbkc>

Since then, we have regular contact with Central London Community Healthcare NHS Foundation Trust (who commissioned the project) to put our recommendations into place.

ICS winter pressures funding awarded

Healthwatch Westminster, RBKC, and Brent have received funding to conduct outreach to local food banks and community kitchens to share resources, raise awareness and answer questions about accessing services during the winter and ways to stay well. This work will be carried out from October 2023- January 2024, expecting to reach more than 700 people over the course of the project.

Imperial College London Institute of Global Health Innovation – Intermediate care insights

The Patient and Public Involvement and Engagement team at Imperial have reached out to us about exploring people's experiences of intermediate/step-down care in Northwest London. They have shared with us some of their findings so far, and we are planning to start on this research project with them in December 2023.

Emerging priorities

There are a number of areas that have been brought to our attention through various stakeholders, community members and organisations:

- Barriers to primary care access for migrants, refugees and asylum seekers
- 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
- Low rates of child immunisation in the borough

Action required:

Do these reflect key health and social care concerns in the borough? Is there anything else that you feel needs to be prioritised?

Healthwatch Westminster Advisory Group

4.5 Volunteers Update Paper

Young Volunteers Project Updates – October 2023

Background

Healthwatch Westminster and Healthwatch Kensington & Chelsea are in the process of launching our Young Volunteers programme: the programme is aimed at young people aged 18-25 who live, work, or utilise health and social care services in the bi-borough.

The programme covers both boroughs and is managed as a joint enterprise between Healthwatch Westminster and RBKC; as such, it is overseen by the

Engagement & Communications Coordinator and kept distinct from the regular Volunteers' group.

During the scoping phase, we relied on the feedback received from our colleagues at Healthwatch Brent to design the project aims and timeline. They provided us with guidance on how to design the Young Volunteers Policy Document, and offered us insights on how to engage with young people and foster continued engagement.

Recruitment

We will be spending the months of October and November focusing on volunteer recruitment; our aim is to recruit 3-5 volunteers and have the programme be operational by the end of the quarter.

Before beginning the recruitment process, we carried out a scoping review of the current health and social care priorities for young people in the bi-borough; we also researched the demographic composition of our target age group, and identified the main avenues through which we could build the recruitment strategy.

Through our regular volunteer recruitment campaign, we received two responses from RBKC residents in their early 20s who would be interested in taking part in the project. We have reached out to them, providing them with details of the volunteer opportunities that are currently available.

Having already received interest in the programme from RBKC residents, Healthwatch Westminster and RBKC have decided to focus our recruitment efforts on the Westminster side of the bi-borough. Advertising for the project has been targeted through specific channels.

Through our Young People's Mental Health (YPMH) project community outreach, Healthwatch Westminster had reached out to and presented the project to City of Westminster Youth Employment Services representatives. To give them an overview of the project, we provided them with the engagement flyer and the Young Volunteers Policy document. Their feedback was positive, and they agreed to utilise their networks to share the project with young residents who are looking for volunteer work. As part of this collaboration, Healthwatch Westminster has been invited to the HELP Youth Employment session, to be held on October 19; on the date, we will deliver a presentation on the Young Volunteer programme and distribute promotional flyers to those attending.

We have also forwarded the project details to Student Union representatives at the University of Westminster.

The programme will be advertised during the two focus groups that will be held as part of the YPMH project: during the in-person event, physical flyers will be distributed to the participants and a short presentation will be delivered. The same presentation will be shown during the online focus group session.

Promotional materials

healthwatch
Kensington and
Chelsea

healthwatch
Westminister

**Are you a resident of Westminister
or RBKC aged 18-25?**

Volunteer with us!
Healthwatch Westminister and RBKC are looking for Young Volunteers who want to engage with local communities and learn about health and social care.

- Make a difference to your community
- Boost your skills and knowledge, add valuable experience to your CV and build a professional network
- Gain insight into local health & social care services
- Get training and support
- Do as much or as little as you like, whatever you can give!

For more information, you can email us at info@healthwatchwestminister.org.uk

Actions required

- Please let us know if you are aware of any networks that may be useful to us to advertise the project.