

People and Communities Engagement Assurance Group

Engagement at Place

6 September 2023

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Overview

- These slides describe our engagement work at Place between April and June 2023 – Quarter 1
- These reports are also being reviewed and assured by each Place
- We group our engagement work at Place in these areas – as illustrated by the overview slide to follow:
 - Demand management and pressures
 - Infrastructure and relationships
 - Health inequalities and community outreach
 - Primary care and Primary Care Networks (PCNs)
 - Prevention and early intervention
 - Horizon scanning and issues management
 - Service improvement and change
- For each Place, these slides include:
 - An overview slide for each Place
 - Worked examples of Place based engagement work – demonstrating the impact and the difference made for local people and communities
 - A case study - a local example of our engagement work and its impact on services.

Members of the People and Communities Engagement Assurance Group are invited to:

- Review the content of this report and questions welcome.

Demand management and pressures

Getting people to the right place at the right time

- **Behaviour change** – communicating to support demand management
- **Reassurance and Confidence** – outlining the robust health and care system response to winter pressures



Infrastructure and relationships

Building trusted relationships with our people, partners and local communities.

- **Representation** at decision making forums e.g. Healthwatch, VCSE and patient or public partners (someone with lived experience).
- **Working with Healthwatch & VCSE** organisations to reach into communities
- **Supporting our teams** to work with people and communities in the design and delivery of local services.



Health inequalities and community outreach

Building trust and identifying health gaps sooner

- **Understanding our communities and potential barriers** – to access, we need a meaningful, ongoing conversation with communities we serve, in an appropriate way and in places familiar to them.
- **Building relationships, improve trust and increase health literacy** – to reduce the gaps we see amongst our population. We also collate insights, identify emerging themes to influence the way we provide services and ultimately reduce health inequalities.
- **Community led approaches** – by having a more regular presence in our communities e.g. led by our community connectors/champions.



Supporting primary care and PCNs

Being receptive to local needs

- **Primary care networks** – supporting primary care networks to hear from their patients and the wider communities they serve.



Prevention and early intervention

For longer, happier lives

- **Living longer and happier** – the NHS long term plan set out our responsibilities to not only treat people, but also prevent them from getting ill in the first place. This activity supports residents to live longer happier lives and allows us to treat avoidable illness early on.



Horizon scanning, issues and crisis management

Preparing, connecting and responding

- **Current issues** – staying aware of current issues to advise on and plan for media or stakeholder interest and management
- **Crisis** – working with senior leaders to manage the comms and engagement elements during issues and crisis management and link between SWL and place during incidents as part of ICB EPRR role
- **ICP Strategy**– Plan to collate and analyse insight from across South West London to influence the development and delivery of the ICS Strategy and its priorities
- **Joint Forward Plan** - forward planning engagement activities.



Service improvement and change

Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
- **Understanding changes** – making sure that residents, external stakeholders and staff understand what the changes might involve, why we are making them and any potential implications

Our SWL engagement approach by Place for the NHS Joint Forward Plan



South West London



- **6 partner responses** to 'Developing our Joint Forward Plan'
- **599** responses to our **online survey**
- **7 focus groups**
- **287 one-to-one conversations**
- **5 outreach events**
- **'Views of people and communities'** - updated each setting of care chapter to inform and influence plans and actions

During April and May 2023, we engaged with local groups, **hearing from over 180 people**, including:

- refugees and asylum seekers in Mitcham, two individual focus groups
- parents and carers at Croydon Babyzone
- Sutton Seniors
- LGBTQIA+ group for south west London
- Beautiful Minds in Twickenham for secondary school children
- Searchlight Community Centre in Kingston
- the Roehampton Champions network
- BME Mental Health Forum in Balham
- the Ethnic Minority centre in Merton
- the Young at Heart Croydon BME Forum
- and the St George's Patient Involvement Forum.

Demand management and pressures



Prevention and early intervention

Infrastructure and relationships



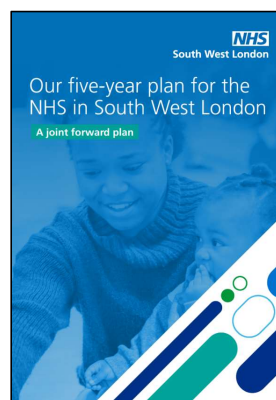
Horizon scanning, issues and crisis management



Health inequalities and community outreach



Service improvement and change



The [full report can be found here](#).

Our SWL engagement approach by Place for the NHS Joint Forward Plan



South West London



Primary care and Prevention Merton <ul style="list-style-type: none"> Refugees and asylum seekers in Mitcham Sutton Seniors Roehampton Champions network 	Mental health South West London <ul style="list-style-type: none"> St George's Patient Involvement Forum Wandsworth BME Mental Health Forum Roehampton Champions network Beautiful Minds in Twickenham for secondary school children 	Urgent Emergency Care Merton, Wandsworth and Sutton <ul style="list-style-type: none"> Sutton Seniors Refugees and asylum seekers in Mitcham Roehampton Champions network parents and carers at Croydon Babyzone 	Existing engagement analysed as part of 180 reports: <ul style="list-style-type: none"> Acute care Community Care Diagnostics Specialised Care
Cancer and Prevention South West London <ul style="list-style-type: none"> Focus for 2023/24 	Children & young people Kingston & Richmond <ul style="list-style-type: none"> Beautiful Minds in Twickenham for secondary school children 	Maternity Croydon <ul style="list-style-type: none"> parents and carers at Croydon Babyzone 	Long-term conditions and Prevention Croydon <ul style="list-style-type: none"> Young at Heart Croydon BME Forum
LD and Autism Kingston and Richmond <ul style="list-style-type: none"> Searchlight Community Centre in Kingston Beautiful Minds in Twickenham for secondary school children 	LGBTQIA+ Wandsworth and Merton <ul style="list-style-type: none"> LGBTQIA+ group for South West London 	Cross cutting content for all groups: <ul style="list-style-type: none"> Health inequalities and protected characteristics Preventing ill-health Workforce, Green plan, Digital <p>Prevention in primary care, Long Term Conditions and cancer</p>	



Croydon engagement assurance report

Quarter 1: April-June
2023



Croydon

Demand management and pressures

Getting people to the right place at the right time

- **Behaviour change** – communicating to support demand management
- **Reassurance and Confidence** – outlining the robust health and care system response to winter pressures

Examples of current activity:

Mental health:

- Ethnic Minorities Health Improvement Project (EMHIP)
- Health and Wellbeing Space
- Be Well Hubs
- Community hubs

Pharmacy campaign

- **Urgent and emergency care**
- **Virtual wards:** core narrative and staff and patient case studies to explain

Health inequalities and community outreach

Building trust and identifying health gaps sooner

- **Understanding our communities and potential barriers** – to access, we need a meaningful, ongoing conversation with communities we serve, in an appropriate way and in places familiar to them.
- **Building relationships, improve trust and increase health literacy** – to reduce the gaps we see amongst our population. We also collate insights, identify emerging themes to influence the way we provide services and ultimately reduce health inequalities.

Examples of current activity:

- **One Croydon:** strategic engagement approach followed by all partners and transformation teams – ensures engagement throughout service prioritisation, development and change; information and materials are accessible and translations available for key campaign messages and health access information
- **Community Champions:** recruitment, training and retention of community champions in health inequalities groups across the borough, in partnership with VCSE, hearing what they tell us, acting on it, feeding back and building trust
- **Croydon People's Panel:** Developing a joint health and care panel by going out into communities for recruitment, rather than those already engaged – drawing on this group of people with lived experience for specific task and finish groups as they arise

Infrastructure and relationships

Building trusted relationships with our people, partners and local communities.



Prevention and early intervention

Preparing, connecting and responding

- Working with senior leaders to manage the comms and engagement elements during issues and crisis management and link between SWL and place during incidents as part of ICB EPRR role
- Staying aware of current issues to advise on and plan for media or stakeholder interest and management

Horizon scanning, issues and crisis management

For longer, happier lives

The NHS long term plan set out our responsibilities to not only treat people, but also prevent them from getting ill in the first place. This activity supports Croydon residents to live longer happier lives and allows us to treat avoidable illness early on.

Examples of current activity:

- **Vaccines:** Covid-19, Flu, Polio
- **Cost of living** information and sign posting
- **Dementia Strategy**
- **Frailty Strategy**
- **Healthy weight** – tier 3 for both children and adults

- **ICS Strategy and Joint Forward Plan** – collating feedback from Croydon residents to influence the development and delivery of the ICS Strategy and Joint Forward plan
- Working with system partners and local residents to ensure the investment in **Family hubs** is co-designed to meet local need

Supporting primary care and PCNs



Being receptive to local needs

Supporting primary care networks to hear from their patients and the wider communities they serve.

Examples of current activity:

- **Enhanced access for primary care** – following national change in provision – communications and engagement advice and framework development for local PCN engagement
- **Primary care** dashboard

Service improvement and change

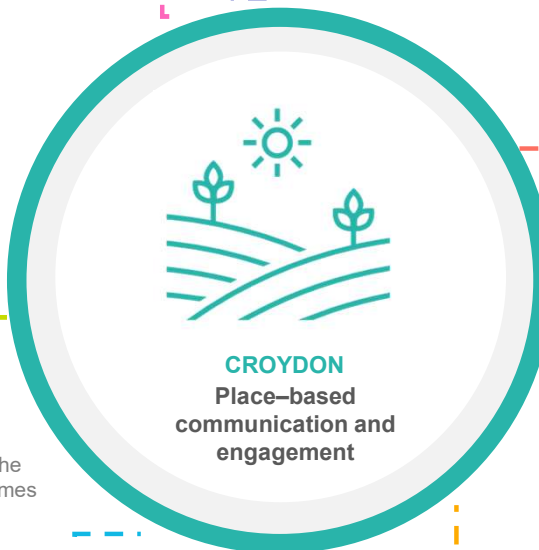
Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
- **Understanding changes** – making sure that residents, external stakeholders and staff understand what the changes might involve, why we are making them and any potential implications

Examples of current activity:

- **Community Diagnostic Centre** planning and development programme
- Planned **new estate facilities**

- **Urgent and Emergency Care** pathways and CUCA contract
- **Dementia and frailty strategy:** potential for service change – 7 key to engage early



Engagement Lead:
April to June 2023

Jo Austin, Senior Communications and Engagement Lead, Croydon

Why did you seek the views of local people and or communities?

The [NHS Joint Forward Plan](#) was published in March 2023 – as an initial draft of the five year delivery plan for NHS South West London (SWL).

This plan was informed by insight and views from the experiences of thousands of residents, collated in the [analysis of over 180 reports](#) from partners including Healthwatch, community and voluntary sector, NHS Trusts, local authorities and our NHS place-based engagement teams.

Since publishing in March, the NHS place-based engagement teams have carried out engagement to seek feedback from our local people and communities on this first draft of the plan that covered the context, our ambitions and a summary of what we have heard from local people (based on the above analysis).

What activities did you do?

Our engagement activities included:

- SWL wide survey
- Focus groups – led in partnership with trusted community and voluntary sector organisations and advertising to specific population groups
- One-to-one conversations with people who needed additional support
- Outreach at existing events and forums – particularly those led by the community and voluntary sector.

Who did you speak to and why?

Across South West London, we identified the following areas of focus:

- Urgent and Emergency Care
- Primary Care with a specific focus on prevention
- Maternity
- Long term conditions
- Children and young people
- Mental health specifically hearing from Autistic people and people with a learning disability
- People who identify as LGBTQIA+.

In Croydon during April and May 2023, we engaged with:

- Parents and carers at Croydon Babyzone (focus mainly maternity care, but also other areas that impacted their families)
- The Young at Heart group at Croydon BME Forum (focus on primary care, long term conditions and health inequalities).

What were the key themes that people raised?

- Babyzone
- While some had good/very good maternity care others talked about experiences that were not positive – often due to how the pregnancy and birth had not gone to plan
 - Attitude of midwives made a big difference – calm and sensitive support created nice memories
 - Feedback was consistent about aftercare and postnatal support with many parents talking about a lack of contact and services
 - Having the same midwife is less important than having good records and caring staff
 - There should be increased awareness of choice in type of birth and hospital offered proactively
- Young at Heart
- Utilising community networks to fully understand the requirements of high risk/deprived communities.
 - Loneliness and mental health conditions
 - Reducing A&E attendances for people with long term conditions by improving pathways and allowing people to access support in the community at an earlier stage.
 - Need for improved coordination between services when you have more than one condition.

[Our engagement with people and communities report](#) outlines all the engagement that happened across SWL to help shape the Joint Forward Plan.

What difference has this feedback made?

The [South West London NHS Joint Forward Plan](#) was published in June 2023.

The ambitions outlined in the plan are built from our understanding of the health needs of people in South West London, the health inequalities that exist and importantly the views, experiences and concerns of our people and communities, which this engagement has been an integral part.

Are you planning any further engagement work on this programme or a related programme?

The SWL NHS place-based engagement teams are currently exploring how this plan can support our strategic plan for engagement for the remainder of 2023/24 and 2024/25.

We are currently agreeing priorities for autumn / winter 2023.



Engagement Lead:
January to March 2023

Jo Austin, Senior Communications and Engagement Lead, Croydon

Why did you seek the views of local people and or communities?

26,000 adults registered with a Croydon GP now have diagnosed diabetes. This condition can lead to sight loss if not detected early and treated.

People living with diabetes are entitled to an annual retinal screening appointment which is currently commissioned by NHSE and the provider rents a space at Croydon University Hospital (CUH) where they currently see around 13,000 patients each year.

As part of the Croydon estates strategy, Croydon Health Services proposed to move the Eye Screening Service from CUH to Broad Green Health Centre. To understand the impact on access to this vital service of the proposed move, we wanted to complete an informed equalities impact assessment which included mitigations for any risks identified.

What activities did you do?

Initially we set up a working group to gain a better understanding of what this might mean for local people. This included NHSE commissioning leads, NEC (service provider), ICB programme leads and the South West London (SWL) Lead for Equality, Diversity and Inclusion.

It was agreed that as a first step we would survey patients who use the current site at CUH using our South West London online engagement platform with the intention of more one to one conversations or focus groups if the results were mixed or did not come from a representative range of backgrounds.

We contacted patients via text message as well as through our networks and channels including GP newsletters, posters in the waiting room, community groups and social media such as twitter and Next Door.

Who did you speak to and why?

We prioritised hearing from patients with diabetes who used the service at Croydon University Hospital, particularly those with protected characteristics. However, we were also interested in those likely to use the service in the future. As we know there are high rates of undiagnosed diabetes in our populations from Black, Asian and Minority Ethnic communities, we asked for the BME Forum and Asian Resource Centre to share our messages with their networks as well as advertising more widely with the Croydon community through our own networks and broadcast channels. Residents Associations across the borough also shared the link to the survey

873 people responded to the survey (around 7% of those who access eye screening at the site). In terms of age, gender and ethnicity, response rates broadly reflected prevalence of diabetes in Croydon.

What were the key themes that people raised?

37% of respondents to the survey (318 people) said the proposed move would affect their ability to attend their appointments and a further 17% (154 people) were not sure. There was a significant increase for people who were homeless or living in temporary accommodation, had a visual impairment, a neurological condition and/or a physical or learning disability.

36% of respondents said they were not sure how they would attend their appointments following the proposed move. There was a significant increase for those who are homeless or living in temporary accommodation, those responding as a carer of someone with disability, those with ASD, learning disabilities and mental health conditions and those whose main language is Urdu, Tamil or Gujarati, as well as a slight increase for those from Black ethnic groups.

The main concern raised about the proposed move was access to the site at Broad Green by all transport methods, particularly given the high number of people using the service who have problems with mobility and the fact that eyesight is typically blurred following an appointment. This impacted on all groups whether they usually attended by foot, public transport, by car or patient transport arranged by the service.

What difference has this feedback made?

While the Senior Executive Group in Croydon agree that this service would be better placed in a community setting, it was agreed that the impact of moving to Broad Green risked disproportionately impacting those with protected characteristics and either entrench or worsen existing inequalities and the risks identified could not be fully mitigated.

It was therefore agreed that the move to Broad Green would be paused until a more suitable venue could be identified.

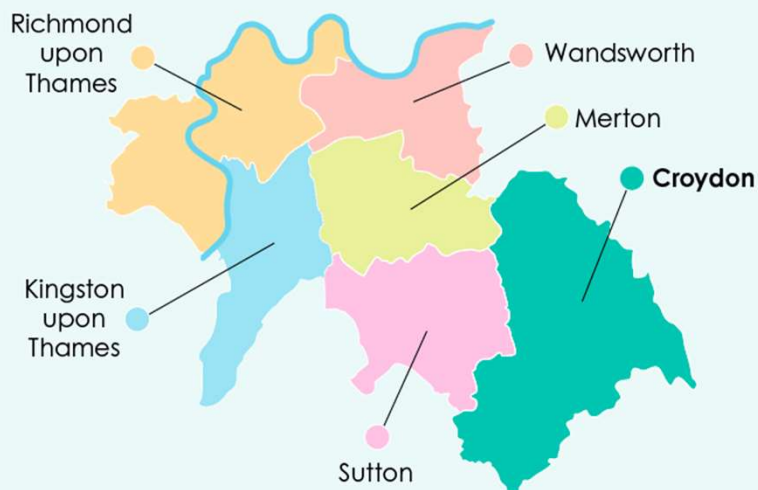
Are you planning any further engagement work on this programme or a related programme?

We are currently closing the feedback loop by sharing the following message about the outcome of the engagement:

You spoke, we listened:
Thank you to everyone who responded to our survey about a proposed move of our Diabetic Retinal Screening Service . We have listened to your comments and taken them seriously. While we think that this service could be based in a community setting, we recognise that Broad Green Health Centre is not the preferred option for many of you. We have decided that we will not move the service at this time.

To find out how to book your screening when it is due, and more about all available venues please visit XXXX.

Moving resources into the heart of Croydon communities



Proud to be working together to create healthier communities

Partners involved

Members of our Local Community Partnerships
Age UK Croydon
Croydon Voluntary Action
Croydon Council
NHS Croydon Health Services NHS Trust
NHS South West London ICB
The King's Fund
National Lottery

Find out more

Learn more about our work and get involved at www.southwestlondonics.org.uk

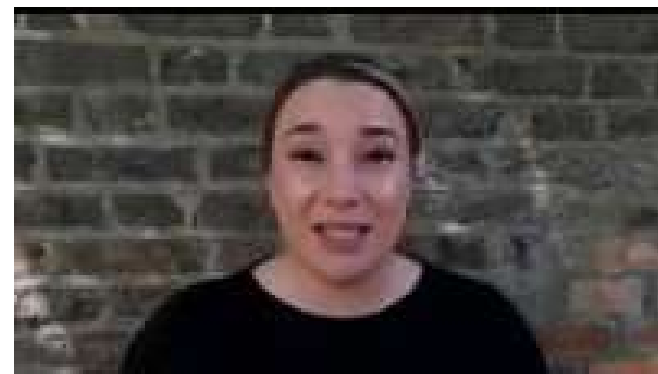
How we're making a difference

The Localities Commissioning Model (LCM) launched in June as the next step in our Healthy Communities Together (HCT) programme. The ambitions of the programme include shifting power and authority to local people and localities, and shifting financial resources to the voluntary and community sector (VCS) and we will commission for outcomes.

Age UK Croydon and Croydon Voluntary Action will administer £500,000 over a period of 18 months across Croydon's six localities, with an initial **maximum of £50,000 per locality for the first 12 months.**

The LCM is being set up by the HCT partners as part of their strategy for delivering on our shared, long-term outcomes - to **maximise people's independence** and **enable them to access support from the community** and have **better physical and mental health, wellbeing and overall quality of life.**

Project proposals will respond directly to one or more of the priorities identified in the six Local Community Partnership's Local Community Plans and be co-produced with local communities.



"We're launching this funding to maximise people's independence by addressing the priorities identified in our Local Community Partnerships. This funding will go into grassroots organisations to make a real impact on the health and wellbeing of everyday people across Croydon."

Sarah Burns, Croydon Voluntary Action



Kingston engagement assurance report

Quarter 1: April to June
2023



Demand management and pressures

Getting people to the right place at the right time

- **Behaviour change** – communicating to support demand management
- **Reassurance and Confidence** – outlining the robust health and care system response to winter pressures

Examples of current activity:

- **Mental health:**
 - New online directory of MH services for CYP in K&R
 - Promoting local MH services through winter outreach with VCSE groups
- **Pharmacy campaign**
- **Urgent and emergency care**

Health inequalities and community outreach

Building trust and identifying health gaps sooner

- **Understanding our communities and potential barriers** – to access, we need a meaningful, ongoing conversation with communities we serve, in an appropriate way and in places familiar to them.
- **Building relationships, improve trust and increase health literacy** – to reduce the gaps we see amongst our population. We also collate insights, identify emerging themes to influence the way we provide services and ultimately reduce health inequalities.

Examples of current activity:

- **Community Champions/Core Connectors:** recruitment, training and retention of community champions in health inequalities groups across the borough, in partnership with Richmond Council and Kingston Voluntary Action, hearing what they tell us, acting on it, feeding back and building trust
- **Community led health & wellbeing project (LTCs):** recruitment and training of volunteer community health coaches who will be empowered to work within their communities completing health checks and promoting health lifestyles
- **Community Voice Groups:** To hear from those experiencing health inequalities and bringing together and sharing what local people are telling us, we launched our community voice groups in February 2023 for each Place



Prevention and early intervention

Preparing, connecting and responding

- Working with senior leaders to manage the comms and engagement elements during issues and crisis management and link between SWL and place during incidents as part of ICB EPRR role
- Staying aware of current issues to advise on and plan for media or stakeholder interest and management

Horizon scanning, issues and crisis management

For longer, happier lives

The NHS long term plan set out our responsibilities to not only treat people, but also prevent them from getting ill in the first place. This activity supports Kingston residents to live longer happier lives and allows us to treat avoidable illness early on.

Examples of current activity:

- **Vaccines:** Covid-19, flu, childhood immunisation
- **Cost of living** information and sign posting
- **Thriving Transformation Programme 2023 - 2028**
- **Health Inequalities & PHM**
- **ICS Strategy** – collating feedback from Kingston & Richmond residents to influence the development and delivery of the ICS Strategy and priorities
- **SWL NHS Joint Forward Plan** – Closing feedback loop by updating partners at community voice forum with the progress of the ICP strategy and Joint Forward Plan engagement – Focus groups to be delivered to engage on mental health, and learning disabilities and autism.

Supporting primary care and PCNs

Being receptive to local needs

Supporting primary care networks to hear from their patients and the wider communities they serve.

Examples of current activity:

- **Supporting PCNs** to engage with local communities e.g. New Malden & Worcester Park PCN with carers event

Service improvement and change

Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
- **Understanding changes** – making sure that residents, external stakeholders and staff understand what the changes might involve, why we are making them and any potential implications

Examples of current activity:

- **Proactive and Anticipatory Care Model**

Kingston: Joint Forward Plan learning disabilities and Autism engagement



South West London

Engagement Lead:
April to June 2023

Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond

Why did you seek the views of local people and or communities?

The [NHS Joint Forward Plan](#) was published in March 2023 – as an initial draft of the five-year delivery plan for NHS South West London (SWL).

This plan was informed by insight and views from the experiences of thousands of residents, collated in the [analysis of over 180 reports](#) from partners including Healthwatch, community and voluntary sector, NHS Trusts, local authorities and our NHS place-based engagement teams.

Since publishing in March, the NHS place-based engagement teams have carried out engagement to seek feedback from our local people and communities on this first draft of the plan that covered the context, our ambitions and a summary of what we have heard from local people (based on the above analysis).

What activities did you do?

Our engagement activities included:

- SWL wide survey
- Focus groups – led in partnership with trusted community and voluntary sector organisations and advertising to specific population groups
- One-to-one conversations with people who needed additional support
- Outreach at existing events and forums – particularly those led by the community and voluntary sector.

Who did you speak to and why?

Across South West London, we identified the following areas of focus:

- Urgent and Emergency Care
- Primary Care with a specific focus on prevention
- Maternity
- Long term conditions
- Children and young people
- Mental health specifically hearing from Autistic people and people with a learning disability
- People who identify as LGBTQIA+.

In Kingston we were advised by Kingston All Ages Learning Disability Partnership Board on how best to involve local people with a learning disability. We then worked with Kingston Eco-op for adults with learning disabilities (LD), profound and multiple disabilities and autistic people to run a focus group covering the areas of learning disabilities and mental health. 15 service users and 6 support staff took part in the focus group.

What were the key themes that people raised?

Key themes were:

- Importance of accessible, flexible services & accessible communication
- Preference for face to face rather than online.
- Mixed experience of GP practices. Initial contact can be difficult.
- Some experienced a lack of respect and feeling judged by services.
- More services needed in the community.
- Importance of doctor understanding patient's history and listening to them.
- Seeing the same doctor is important.
- Clinicians perceived as too quick to prescribe medication
- Health passports are helpful
- Need an alternative to A&E for when person with a LD is in crisis.
- More LD nurses and training for staff on understanding LD.
- Would be surprised if much changed due to the current workforce issues.

[Our engagement with people and communities report](#) outlines all the engagement that happened across SWL to help shape the Joint Forward Plan.

What difference has this feedback made?

[The South West London NHS Joint Forward Plan](#) was published in June 2023. Please see page 63 of the Joint Forward Plan for the actions we will take to address this feedback.

The ambitions outlined in the plan are built from our understanding of the health needs of people in South West London, the health inequalities that exist and importantly the views, experiences and concerns of our people and communities, which this engagement has been an integral part.

Are you planning any further engagement work on this programme or a related programme?

The SWL NHS place-based engagement teams are currently exploring how this plan can support our strategic plan for engagement for the remainder of 2023/24 and 2024/25.

We are currently agreeing priorities for autumn / winter 2023.



Kingston: Young people's mental health directory



South West London

Engagement Lead:
April to June 2023

Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond

Why did you seek the views of local people and or communities?

In response to local headteachers identifying the need for a resource to support them and parents to find local mental health (MH) support/services, the SWL mental health team mapped and developed an online directory of local mental health support for young people in Kingston & Richmond. The directory can support parents, carers, teachers & people who work with young people to find mental health and emotional wellbeing information, advice, support and services in one place. The directory can be found at: <https://www.southwestlondon.icb.nhs.uk/services/>

After some great feedback from local teachers, we wanted to hear from young people about how useable the directory is for them and how best to promote it to young people. We also took the opportunity to ask them about their experience of accessing MH services.

What activities did you do?

We organised two discussion sessions with local youth groups.

At both sessions we asked:

- Is the directory user friendly?
- Is the language clear (especially around the referral element)?
- How can we raise the profile of the directory with children and young people (poster in school toilets? Using mental health champions in schools? Social media)
- Their experience of local mental health services.

Who did you speak to and why?

In April 2023, we took the directory to [Youth Out Loud!](#) and Kingston and Richmond Youth Council.

Youth Out Loud! are young people aged 13-17 years working with Healthwatch Kingston across Kingston and Richmond. The group work to make health and care services better for young people. We attended an online session with a mix of young members and those who work with them.

After discussing the project with Achieving For Children & Youth Services we were invited to the Kingston and Richmond Youth Council. The Council have a focus on addressing mental health issues for local young people. We attended an in-person session with 8 young people plus youth participation staff.

What were the key themes that people raised?

Key feedback was:

- The website was easy to use but had not been designed for young people; "descriptions were wordy" and used terms such as "referral pathway".
- Suggested adding categories: support for LGBTQI+ young people, bullying and addiction support. Adding more filters: how quickly you will be seen after a referral, services are online or in person and if services are open out of hours.
- When promoting use emotions rather than terms they wouldn't understand like 'anxiety' or 'PTSD'.
- Use different channels to appeal to different young people. Lots of information promoted via schools, youth centres, and social media would be better channels.
- Materials should be colourful, use direct, personable language and images of young people.
- Frustrated by CAMHS' wait times and the lack of support whilst waiting for a referral.

What difference has this feedback made?

The insight has been shared with mental health colleagues who are considering how best to update the categories that services are listed under to reflect the suggestions made.

The Insight will be used by SWL mental health team and shared with the other borough teams as they move forward with the other borough sections of the directory.

Insight around communication channels and materials will be considered for future campaigns e.g. reflect local young people and not look 'too corporate'.

This engagement has also strengthened our partnership working with local youth services. As a result, we attended the Beautiful Minds event hosted by the Youth Council to gather insight as part of the engagement for the Joint Forward Plan and more recently an LGBTQI+ event for young people.

Are you planning any further engagement work on this programme or a related programme?

We plan to feedback to the groups on the difference their views have made on both the directory and future campaigns when changes have been made.

We will continue to work with Youth Out Loud!, the Youth Council and local youth services to ensure voice of local young people can help shape our local transformation projects..

Kingston: Post diagnostic services for Autistic people and people with ADHD



South West London

Engagement Lead:
April to June 2023

Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond

Why did you seek the views of local people and or communities?

As part of the Kingston and Richmond Autism pathway review there have been ongoing discussions with service users, families and carers at groups such as at parent carer forums, Skylarks, Fast Minds and ADHD Embrace.

From these discussion the gap in post diagnostic support became clear and the need to gather wider feedback was identified in order to inform a new pathway for post diagnostic services for Autistic people and people with ADHD.

What activities did you do?

To gather wider feedback the project group (local partners including NHS, local authority and community and voluntary) agreed to run a survey to capture experience of both children and adult services as well as views on how to develop services for the future.

Working with the user and carer groups we developed seven questions covering experiences of post diagnostic support – what was good and what didn't go so well; where they found out about support available, what information they would have liked to have known, how best to receive information, when is the best time to receive support, post diagnosis,

These became an online survey that was promoted through a range of partners across health, social care, voluntary sector and through lived experience groups.

Who did you speak to and why?

The survey was open to residents in Kingston and Richmond who have experience of both child and adult post diagnostic services for Autistic people and people with ADHD .

It was open from 18 May – 16 June and promoted through partner channels and networks, including local Autism/ADHD interest groups - Action Attainment, Mind, K&R parent carer forums, National Autistic Society (Richmond), Skylarks, Express CIC, ADHD Embrace and Fastminds.

We had 95 responses all under 65 years old. The majority related to children's services - 16% for aged 0-5 and 73% for 6-18 years. 10 responded about adults' services. Most respondents identified as female (88%) and white British (63%)

What were the key themes that people raised?

Key feedback included:

- Many felt there was little, if any, support after an Autism diagnosis. This is for adults with Autism, and parents of children with Autism. They felt dismissed and alone after the diagnosis.
- Those who felt they had some support did not feel it was enough, and had negative experiences, including long waiting times and a confusing system to navigate.
- They said they were also not advised about support through NHS services and felt it was up to them to seek it out using other channels.
- Following diagnosis respondents wanted more information on the support and services available to them post diagnosis.

What difference has this feedback made?

This insight will be used by the Autism pathway review project group to inform new pathway for post diagnostic services in Kingston and Richmond.

Are you planning any further engagement work on this programme or a related programme?

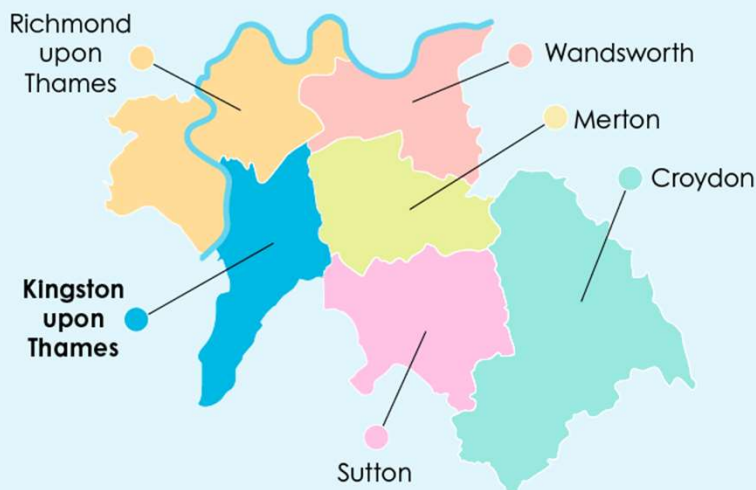
Service users are involved in the project's steering group and service development meetings.

We are aiming to run further engagement for the different stages of the pathway e.g., the screening, assessment/ diagnosis and pre diagnosis.

A linked project is being established to look at how we evaluate the new Autism social prescriber pilot and service users have been invited to be part of the project group, with a first meeting in September.



Supporting the health and wellbeing of local carers



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Primary Care New Malden & Worcester Park PCN
Kingston Hospital
Kingston Carers Network

Find out more

Learn more about our work and get involved
at www.southwestlondonics.org.uk

How we're making a difference

Over 130 Kingston residents with caring responsibilities attended an event aimed at improving their health and wellbeing on 4 May.

The event was held in partnership between New Malden and Worcester Park Primary Care Network, Kingston Hospital and Kingston Carers' Network and featured a range of stalls with attendees invited to find out more about benefits they may be entitled to, how they can best plan for their future and about simple steps they can take to stay healthy. There was also an opportunity for them to have a basic health check and to meet others with similar responsibilities and for local surgeries to make a note of their status of carer on their notes.

As a result of the event a new monthly one stop shop for carers has been added to the services offered at the Living Well Hub, held each week in The United Reformed Church in New Malden when it became clear that this group could benefit from a more regular offer of support.



I didn't realise so many services would be here and it was lovely to speak to people who recognise carers and really refreshing to be able to come out for the evening. It was also great to be able to get my blood pressure taken and to chat with a GP."

Local carer from New Malden



Richmond engagement assurance report

Quarter 1: April to June
2023



Richmond

Demand management and pressures

Getting people to the right place at the right time

- **Behaviour change** – communicating to support demand management
- **Reassurance and Confidence** – outlining the robust health and care system response to winter pressures

Examples of current activity:

- **Mental health:**
 - New online directory of MH services for CYP in K&R
 - Promoting local MH services through winter outreach with VCSE groups
- **Pharmacy campaign**
- **Urgent and emergency care**

Health inequalities and community outreach

Building trust and identifying health gaps sooner

- **Understanding our communities and potential barriers** – to access, we need a meaningful, ongoing conversation with communities we serve, in an appropriate way and in places familiar to them.
- **Building relationships, improve trust and increase health literacy** – to reduce the gaps we see amongst our population. We also collate insights, identify emerging themes to influence the way we provide services and ultimately reduce health inequalities.

Examples of current activity:

- **Community Champions/Core Connectors:** recruitment, training and retention of community champions in health inequalities groups across the borough, in partnership with Richmond Council and Kingston Voluntary Action, hearing what they tell us, acting on it, feeding back and building trust
- **Community led health & wellbeing project (LTCs):** recruitment and training of volunteer community health coaches who will be empowered to work within their communities completing health checks and promoting health lifestyles
- **Community Voice Groups:** To hear from those experiencing health inequalities and bringing together and sharing what local people are telling us, we launched our community voice groups in February 2023 for each Place



Prevention and early intervention

Preparing, connecting and responding

- Working with senior leaders to manage the comms and engagement elements during issues and crisis management and link between SWL and place during incidents as part of ICB EPRR role
- Staying aware of current issues to advise on and plan for media or stakeholder interest and management



Horizon scanning, issues and crisis management

For longer, happier lives

The NHS long term plan set out our responsibilities to not only treat people, but also prevent them from getting ill in the first place. This activity supports Kingston & Richmond residents to live longer happier lives and allows us to treat avoidable illness early on.

Examples of current activity:

- **Vaccines:** Covid-19, Flu, childhood immunisation
- **Cost of living** information and sign posting
- **Long term conditions**
- **Thriving Transformation Programme 2023 - 2028**
- **ICS Strategy** – collating feedback from Kingston & Richmond residents to influence the development and delivery of the ICS Strategy and priorities
- **SWL NHS Joint Forward Plan** – Closing feedback loop by updating partners at community voice forum with the progress of the ICP strategy and Joint Forward Plan engagement – Focus groups to be delivered to engage on mental health, and learning disabilities and autism.



Supporting primary care and PCNs

Being receptive to local needs

Supporting primary care networks to hear from their patients and the wider communities they serve.

Examples of current activity:

- **Health in your hands project**



Service improvement and change

Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
- **Understanding changes** – making sure that residents, external stakeholders and staff understand what the changes might involve, why we are making them and any potential implications

Examples of current activity:

- **Proactive and Anticipatory Care Model**
- **Health Inequalities and Public Health Management (PHM)**

Richmond: Joint Forward Plan mental health and learning disabilities



South West London

Engagement Lead:
April to June 2023

Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond

Why did you seek the views of local people and or communities?

The [NHS Joint Forward Plan](#) was published in March 2023 – as an initial draft of the five-year delivery plan for NHS South West London (SWL).

This plan was informed by insight and views from the experiences of thousands of residents, collated in the [analysis of over 180 reports](#) from partners including Healthwatch, community and voluntary sector, NHS Trusts, local authorities and our NHS place-based engagement teams.

Since publishing in March, the NHS place-based engagement teams have carried out engagement to seek feedback from our local people and communities on this first draft of the plan that covered the context, our ambitions and a summary of what we have heard from local people (based on the above analysis).

What activities did you do?

Our engagement activities included:

- SWL wide survey
- Focus groups – led in partnership with trusted community and voluntary sector organisations and advertising to specific population groups
- One-to-one conversations with people who needed additional support
- Outreach at existing events and forums – particularly those led by the community and voluntary sector.

Who did you speak to and why?

Across South West London, we identified the following areas of focus:

- Urgent and Emergency Care
- Primary Care with a specific focus on prevention
- Maternity
- Long term conditions
- Children and young people
- Mental health specifically hearing from Autistic people and people with a learning disability
- People who identify as LGBTQIA+.

In Richmond we asked the Youth Council the best way of engaging with young people on mental health during April/May and they suggested the Beautiful Minds event

We engaged directly with 30 young people and teachers about mental health support at the Beautiful Minds event for schools across Kingston & Richmond as part of Mental Health Awareness Week. Over 350 students from 20 schools attended the event.

What were the key themes that people raised?

Key themes were:

- Feedback was consistent about long waiting times for services, lack of support while waiting and negative impact this can have on a young person's mental health.
- Many young people felt there is no longer a stigma around mental health, but they didn't know where to access support other than school or their GP.
- Some said more could be done to educate older generations about mental health issues.
- Many agreed that social media can make mental health issues worse.
- Young people would prefer services face to face.
- Some felt there needs to be better strategies to get young people to take up support and different ways of providing that support.
- Important to bring services to young people e.g., schools.
- Schools feel they don't get the support as borough is affluent. Highest rates of self-harm, vaping, and drugs/alcohol use.

[Our engagement with people and communities report](#) outlines all the engagement that happened across SWL to help shape the Joint Forward Plan

What difference has this feedback made?

[The South West London NHS Joint Forward Plan](#) was published in June 2023. Please see page 63 of the Joint Forward Plan for the actions we will take to address this feedback.

The ambitions outlined in the plan are built from our understanding of the health needs of people in South West London, the health inequalities that exist and importantly the views, experiences and concerns of our people and communities, which this engagement has been an integral part.

Are you planning any further engagement work on this programme or a related programme?

The SWL NHS place-based engagement teams are currently exploring how this plan can support our strategic plan for engagement for the remainder of 2023/24 and 2024/25.

We are currently agreeing priorities for autumn / winter 2023.



Richmond: Young people's mental health directory

Engagement Lead: Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond
April to June 2023

Why did you seek the views of local people and or communities?

In response to local headteachers identifying the need for a resource to support them and parents to find local mental health (MH) support/services, the SWL mental health team mapped and developed an online directory of local mental health support for young people in Kingston & Richmond. The directory can support parents, carers, teachers & people who work with young people to find mental health and emotional wellbeing information, advice, support and services in one place. The directory can be found at

<https://www.southwestlondon.icb.nhs.uk/services/>

After some great feedback from local teachers, we wanted to hear from young people about how useable the directory is for them and how best to promote it to young people. We also used the opportunity to find out about their experience of accessing MH services.

What activities did you do?

We organised two discussion sessions with local youth groups.

At both sessions we asked:

- Is the directory user friendly?
- Does the language used in the directory make sense to them (especially around the referral element)?
- How can we raise the profile of the directory with children and young people (poster in school toilets? Using mental health champions in schools? Social media)
- Their experience of local mental health services.

Who did you speak to and why?

In April 2023, we took the directory to Youth Out Loud! and Kingston and Richmond Youth Council.

Youth Out Loud! are young people aged 13-17 years working with Healthwatch Kingston across Kingston and Richmond. The group work to make health and care services better for young people. We attended an online session with a mix of young members and staff..

After discussing the project with Achieving For Children & Youth Services we were invited to the Kingston and Richmond Youth Council. The Council have a focus on addressing mental health issues for local young people. We attended an in-person session with 8 young people plus youth participation staff..

What were the key themes that people raised?

- The website was easy to use but had not been designed for young people; "descriptions were wordy" and used terms such as "referral pathway".
- Suggested adding categories: support for LGBTQI+ young people, bullying and addiction support. Adding more filters: how quickly you will be seen after a referral, services are online or in person and if services are open out of hours.
- When promoting use emotions rather than terms they wouldn't understand like 'anxiety' or 'PTSD'.
- Use different channels to appeal to different young people. Promote through schools, but youth centres and social media would be better channels.
- Materials should be colourful, use direct, personable language and images of young people.
- Frustrated by CAMHS' wait times and the lack of support whilst waiting for a referral

What difference has this feedback made?

The insight has been shared with mental health colleagues who are considering how best to update the categories that services are listed under to reflect the suggestions made.

The Insight will be used by SWL mental health team and shared with the other borough teams as they move forward with the other borough sections of the directory.

Insight around communication channels and materials will be considered for future campaigns e.g. reflect local young people and not look 'too corporate'.

This engagement has also strengthened our partnership working with local youth services. As a result, we attended the Beautiful Minds event hosted by the Youth Council to gather insight as part of the engagement for the Joint Forward Plan and more recently an LGBTQI+ event for young people..

Are you planning any further engagement work on this programme or a related programme?

We plan to feedback to the groups on the difference their views have made on both the directory and future campaigns when changes have been made.

We will continue to work with Youth Out Loud!, the Youth Council and local youth services to ensure the voice of local young people can help shape local services..



Richmond: Health insights of Homes for Ukraine guests



South West London

Engagement Lead:
April to June 2023

Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond

Why did you seek the views of local people and or communities?

As part of our local community outreach to gather experiences of local health services to inform our work, we look for opportunities to work with local groups to reach out to communities we have not heard from before.

[Ruils – independent living](#) has been working in partnership with Richmond Council to complete welcome and 6-month visits for guests under the Homes for Ukraine Scheme. A Homes for Ukraine Link Worker was employed to undertake the visits which took place between September 2022 and March 2023. They had a unique insight into this project as they were from Ukraine and had been through the scheme as well.

As part of these visits, there was an opportunity for us to include some of our outreach questions to gather insight from these newly arrived guests in the borough.

What activities did you do?

We were able to add three questions to those asked by the Homes for Ukraine Link Worker during their visits with guests under the Homes for Ukraine Scheme.

The questions covered:

- Where they would look for information and advice about health issues e.g., vaccination, accessing services, an illness.
- Experience of local health and/or care services
- One thing they would do today to improve their health and wellbeing

Who did you speak to and why?

121 guests participated in the visits. Information on guests' age, gender and location in the borough were collected. Of the 119 who provided information most participants were female at 81%. A high response rate from female participants is in keeping with similar exercises with the wider population.

There was a good spread of age ranges with the greatest representation being under 45 years of age.

We had not done any focused outreach with this newly arrived community therefore used this opportunity to gather insight on their experience of local health services and what was important to them to improve their health and wellbeing.

What were the key themes that people raised?

The GP and friends & family were the most popular channels for finding out information and advice about health issues.

Improving work life balance followed by more time with friends & family were the top two they would do to improve their wellbeing. Next came mental health support, seeing a GP/health professional then help with alcohol and smoking.

74% said they had no issues or a good experience of services.

However, 24% were not happy with their experience of services. Of these the main reason was waiting times – to see a GP, for doctor to visit them, for a referral or test results.

Translation/interpreting services were also identified as not always good or available.

What difference has this feedback made?

Working with Ruils has enabled us to reach individuals who may not routinely engage with local NHS in Richmond. The insight gathered shows that guests had similar concerns with local services when compared to insight from wider population e.g., waiting times and referrals.

However, having translation and interpreting services that are available and of good quality would improve people's experience of services where English is not their first language.

Are you planning any further engagement work on this programme or a related programme?

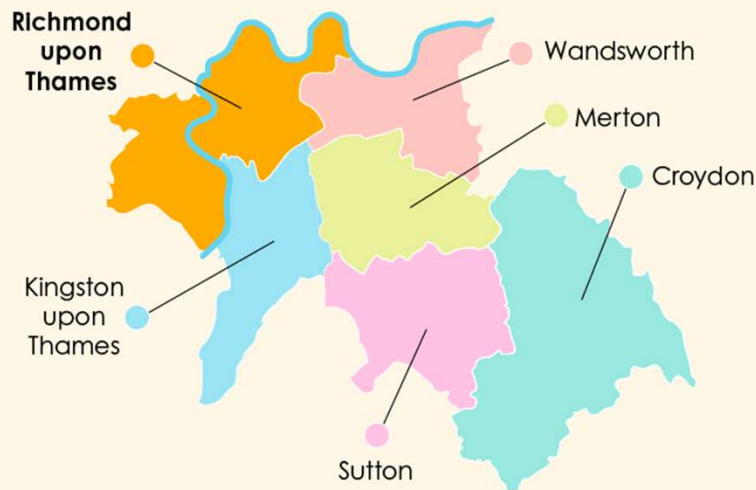
The insight is being shared with the K&R transformation team and at the local quality delivery group.

We will continue to work with Ruils to engage with this community and others to gather insight to inform our work.

We have learned lessons from this engagement project to improve how we work with trusted organisations in the future including providing more effective briefings and a project specific conversation guide.



Celebrating beautiful minds of young people



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Kingston and Richmond Youth Council
Achieving for Children
Richmond Mind
Off the Record and Free2B

Find out more

Learn more about our work and get involved at www.southwestlondonics.org.uk

How we're making a difference

Almost 350 young people from schools across Richmond and Kingston attended a two-day event to learn how they can access local mental health support, on 16 and 17 May.

The event, held by Kingston and Richmond Youth Council in collaboration with Achieving For Children, formed part of Mental Health Awareness week as well as giving NHS South West London's local engagement team the opportunity to gather the thoughts and experiences of attendees around how services are currently delivered to be used in the development of the [Joint Forward Plan](#).

Young people enjoyed a range of wellbeing activities alongside the chance to engage with local support services including Richmond Mind, Off the Record and Free2Be, which all ran wellbeing activity workshops and stalls.

Members of the Youth Council have also shared their views on the development of NHS South West London's [children and young people's mental health service directory](#).



The young people were excited to share their views knowing that they could make a difference to the future of the care they and their peers will receive."

Alex Quennell, Kingston and Richmond Youth Council



Sutton engagement and assurance report

Quarter 1: April to June



Demand management and pressures

Getting people to the right place at the right time

- **Behaviour change** – communicating to support demand management
- **Reassurance and Confidence** – outlining the robust health and care system response to winter pressures

Examples of current activity:

- **Mental health:**
 - Ethnic Minorities Health Ethnic Minorities Health
 - Stay Warm and Well Hubs
 - Sutton Crisis Café
 - Housing estate health
- **Pharmacy campaign**
- **Urgent and emergency care**
- **Healthier Together website**
- **Virtual wards:** core narrative and staff and patient case studies to explain

Health inequalities and community outreach

Building trust and identifying health gaps sooner

- **Understanding our communities and potential barriers** – to access, we need a meaningful, ongoing conversation with communities we serve, in an appropriate way and in places familiar to them.
- **Building relationships, improve trust and increase health literacy** – to reduce the gaps we see amongst our population. We also collate insights, identify emerging themes to influence the way we provide services and ultimately reduce health inequalities.

Examples of current activity:

- Health and Wellbeing Navigators – volunteers who have been trained by a GP to measure blood pressures, BMI, weight at community outreach events and GP surgeries.
- Community Development workers adopting ABCD approach with deprived communities in identified housing estates to empower communities to identify and focus on their local assets

Infrastructure and relationships

Building trusted relationships with our people, partners and local communities.



Prevention and early intervention

Preparing, connecting and responding

- Working with senior leaders to manage the comms and engagement elements during issues and crisis management and link between SWL and place during incidents as part of ICB EPRR role
- Staying aware of current issues to advise on and plan for media or stakeholder interest and management

Horizon scanning, issues and crisis management

For longer, happier lives

The NHS long term plan set out our responsibilities to not only treat people, but also prevent them from getting ill in the first place. This activity supports Sutton residents to live longer happier lives and allows us to treat avoidable illness early on.

Examples of current activity:

- Family Hubs
- Cost of Living Crisis
- ARRS roles
- Integrated Neighbourhood Teams
- SWL Mental Health Strategy

- **ICS Strategy** – collating feedback from Sutton residents to influence the development and delivery of the ICS Strategy and priorities
- **Closing feedback loop** by updating partners at community voice forums with the progress of the ICP strategy and JFP.
- **JFP strategy** - Forward planning engagement and focus groups on older people and health inclusion groups.

Supporting primary care and PCNs



Being receptive to local needs

Supporting primary care networks to hear from their patients and the wider communities they serve.

Examples of current activity:

- Enhanced access for primary care following national change in provision – communications and engagement advice and framework development for local PCN engagement
- NHS app training to community residents via 30 volunteers recruited and trained by Volunteer Centre Sutton
- Issues and barriers are fed back to Sutton PCNs.

Service improvement and change

Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
- **Understanding changes** – making sure that residents, external stakeholders and staff understand what the changes might involve, why we are making them and any potential implications

Examples of current activity:

- Planned Sutton Place review of contract portfolio
- Planned implementation of Sutton Place Frailty Model

Sutton: Shanklin village health and wellbeing outreach

Engagement Lead: Nadine Wyatt, Sutton Place Engagement Senior Manager
April – June 2023

Why did you seek the views of local people and or communities?

This forms part of the ongoing engagement activities as outlined in the SWL Health and inequalities bid on four housing estates in Sutton. Focus here is on Shanklin village and reporting on progress made to date.

Shanklin Estate is in one of the most deprived communities (Core20) and has high levels of health inequalities.

The main aim was to increase our understanding of loneliness and develop relationships necessary to help us truly codesign improvements to support local residents' health and wellbeing.

It also supported residents to connect with each other (by understanding the causes of loneliness and how it could be addressed) and access local health initiatives and services.

What activities did you do?

In April, engagement was undertaken via door knocking led by Community Development Workers and voluntary sector organisations to gather insight from residents via a short questionnaire. 10% of Shanklin residents were reached (approx. 45 flats)

Two GP surgeries whose patient population live in Shanklin also sent text messages out to residents advertising the local activities.

Ongoing activities are continuing with opportunities for engagement and feedback. Increased attendance from the previous quarter at:

- Monthly health and wellbeing sessions where residents meet and focus on various health topics. This quarter on cost of living, hypertension and diabetes facilitated by the Sutton Integrated Team.
- A weekly "Happy Eaters" – residents meet to discuss healthy eating with the support of a Sutton Health Coach.
- Volunteers run health checks including blood pressure checks, height and weight checks.

In order to promote the ongoing engagement activities, the Community Development Workers, voluntary sector, Estate Community Connectors sent via Shanklin estate resident association and put flyers through doors.

Who did you speak to and why?

The door knocking meant that a sample of residents were engaged. The sample included a range of ethnicities including people from Black Caribbean, Black African, Asian, Polish and other ethnic minority communities. The majority were over the age of 65 years, with some working age unemployed adults, single occupancy and young parents.

The aim was to understand the barriers of social integration, for example if residents were aware of activities that are running in their local community centre and opportunities for them to get involved.

What were the key themes that people raised?

A report was written detailing common themes and concerns captured in the door knocking. Main themes focused on a lack of community integration, including:

- Lack of awareness of local activities due to English not being peoples' first language and a perception of not belonging.
- Peoples' experiencing a lack of cohesion between different cultures and ethnicities
- Residents not having access to smart phones or internet exacerbated by the cost of living crisis – and therefore not being able to join resident what's app groups.
- Lack of activities relevant for various age groups, for example mother with young toddlers, teenagers, elderly etc.
- Not aware of purpose of the Shanklin Resident Association.
- Due to lack of access to the community centre (ramps, lifts, gritting stairs) the older and vulnerable residents who are housebound feel lonely and isolated.

What difference has this feedback made?

As a result of the feedback, one of the suggestions was to organise more community events catering to the different communities who live on Shanklin. An event for EID Festival was organised in the community centre.

This celebration was the first time that the Bangladeshi community had used the Shanklin Village Hall, two people from the community have also become Residents Association members and a joint what's app connecting residents has been set up.

Residents made new friends and said they felt confident that they are welcomed. There were a few 'firsts' too; The community Hall is now being booked for private events by the Bangladeshi community which was one of the primary developments the Residents Association was hoping to achieve.

Are you planning any further engagement work on this programme or a related programme?

As part of the SWL Health and Inequality bid, further community development work is being planned to embed cohesion and connection in the Shanklin Village.

Partnership work is now underway with the Cheam and South Sutton (CASS) Integrated Neighbourhood Team, Primary Care Network teams and voluntary sector partners to align priorities, which include reducing social isolation to support the health and wellbeing needs of local residents.

A workshop is being planned for September 2023 to bring together professionals that have an element of community development and outreach in their roles to align resources and ensure no duplication of effort is taking place.

Sutton: Health Navigators/Core 20 connectors

Engagement Lead: Nadine Wyatt, Sutton Place Engagement Senior Manager
April – June 2023

Why did you seek the views of local people and or communities?

Sutton Volunteer Centre (VC) lead the SWL ICS funded Core20 PLUS programme in Sutton.

This project supports the aims of the SWL Health and Inequality Bid for Core 20 health initiative by development of community engagement. This includes recruitment, management of Health Navigators who are trained to raise education and awareness of the 5 clinical areas - and connecting residents with services to improve health and wellbeing outcomes.

In order to address identified needs, which included high rates of undiagnosed hypertension and lack of awareness of mental health and wellbeing services - a number of health and wellbeing outreach events targeting Core20PLUS 5/areas of deprivation to focus on health screening.

What activities did you do?

Sutton VC recruited and trained 25 volunteers to undertake the following:

1. 184 health checks and training on the NHS app
2. Signposting to other services by sharing leaflets and information
3. Education awareness.

In addition to the above, feedback was collected from residents on issues and barriers they were facing. These have been collated and themed.

Outreach included:

- Health and wellbeing events and stalls organised by partners, e.g. at local gyms, churches
- In GP surgery space – e.g. in a separate room or Reception.
- Attendance at welcome meetings run by the council for Afghanistan, Ukrainian and Hong Kong communities
- Refugees, asylum seekers and newly arrived communities.

Who did you speak to and why?

Over 500 people engaged through the various outreach activities. This included:

- Sutton Senior Forum – elderly group over 65 years old and of Indian/Pakistani ethnic background
- Tamil elderly group including parents of young children
- Hong Kong community in Central Sutton – translator required for some of the members

What were the key themes that people raised?

Key themes included:

- Barriers to using NHS app – people don't know how to use an app, don't have the devices needed to access the app and lack confidence.
- Lack of information for people experiencing stress and anxiety, in particular younger people 18-25 years old.
- Most people find it hard to get a timely GP appointment.
- Stress and anxiety due to cost of living crisis – more people are in debt with household bills
- Housing issues – stress about losing their homes (mortgage and rental properties).

What difference has this feedback made?

The feedback and insight about the NHS app has been shared with Sutton PCN digital team with the aim to influence the overall plans and address these issues.

Themes relating to mental health have been shared with Sutton NHS Mental Health Team.

As a result of the outreach and engagement - health check forms are shared with individual GP practices who then follow up with those residents with high blood pressure, with the aim to avoid more serious health challenges.

Closer positive partnership working is now happening between GP surgeries and the voluntary sector.

Are you planning any further engagement work on this programme or a related programme?

This is an ongoing programme of work aligning to Health and Inequality bid with a focus on Core 20 communities.

A workshop is being planned for September 2023 to bring together professionals that have an element of community development and outreach in their roles to align resources and ensure no duplication of effort is taking place.



Engagement Lead:
April to June 2023

Nadine Wyatt, Senior Engagement Manager, Sutton

Why did you seek the views of local people and or communities?

The [NHS Joint Forward Plan](#) was published in March 2023 – as an initial draft of the five year delivery plan for NHS South West London (SWL).

This plan was informed by insight and views from the experiences of thousands of residents, collated in the [analysis of over 180 reports](#) from partners including Healthwatch, community and voluntary sector, NHS Trusts, local authorities and our NHS place-based engagement teams.

Since publishing in March, the NHS place-based engagement teams have carried out engagement to seek feedback from our local people and communities on this first draft of the plan that covered the context, our ambitions and a summary of what we have heard from local people (based on the above analysis).

What activities did you do?

Our engagement activities included:

- SWL wide survey
- Focus groups – led in partnership with trusted community and voluntary sector organisations and advertising to specific population groups
- One-to-one conversations with people who needed additional support
- Outreach at existing events and forums – particularly those led by the community and voluntary sector.

Who did you speak to and why?

Across South West London, we identified the following areas of focus:

- Urgent and Emergency Care
- Primary Care with a specific focus on prevention
- Maternity
- Long term conditions
- Children and young people
- Mental health specifically hearing from Autistic people and people with a learning disability
- People who identify as LGBTQIA+.

In Sutton during April and May 2023, we engaged with:

- Sutton Senior Forum (focus on urgent emergency care) and also other areas which impacted their health and wellbeing.

What were the key themes that people raised?

- Transport to Urgent & Emergency Care Centres can be an issue for older people – some bus routes do not take patients to Epsom & St Helier Hospital. It was felt that calling an ambulance would be a waste of NHS resources.
- Discharge from A&E/Hospital. After a patient has been admitted – they should ensure they return home during daylight hours with a care package or family support at home.
- 111 service – communication could be improved – patients should be told how long they are expected to wait for a call back/triage and referral.

For more detailed information, please see [Our engagement with people and communities report](#) which outlines all the engagement activities that took place across SWL to help share the Joint Forward Plan.

What difference has this feedback made?

The [South West London NHS Joint Forward Plan](#) was published in June 2023. Please see page 63 of the Joint Forward Plan for the actions we will take to address this feedback.

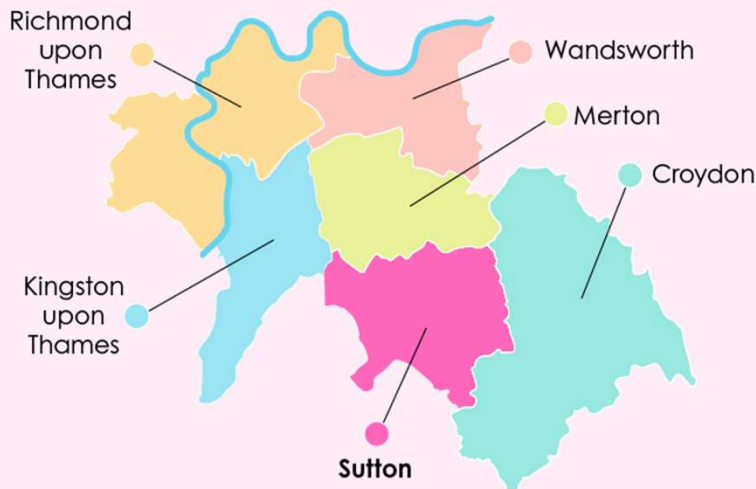
The ambitions outlined in the plan are built from our understanding of the health needs of people in South West London, the health inequalities that exist and importantly the views, experiences and concerns of our people and communities, which this engagement has been an integral part.

Are you planning any further engagement work on this programme or a related programme?

The SWL NHS place-based engagement teams are currently exploring how this plan can support our strategic plan for engagement for the remainder of 2023/24 and 2024/25.

We are currently agreeing priorities for autumn / winter 2023.

Shanklin Housing Estate



Proud to be working together to create healthier communities

Partners involved

Sutton Learning Disabilities Team
Speak Up Sutton
Sutton Mencap
Sutton Parent Carer Forum

Find out more

Learn more about our work and get involved at www.southwestlondonics.org.uk

How we're making a difference

On 11th May 2023, the Bangladeshi community from Shanklin Village came together to celebrate Eid in the community hall. Twenty-seven residents including children attended the celebrations, along with staff from the voluntary and community sector, the NHS and the leader of Sutton Council.

The residents planned, organised, decorated the hall and cooked all the food for the event. The residents were dressed in beautiful traditional outfits and enjoyed a wide variety of foods, danced along to traditional music, engaged with the local services and networked.

There was something for all ages including Henna and face painting. It was a pleasure to see the community coming together to celebrate Eid. The Bangladeshi community felt welcomed and empowered to have been able to use the community hall for the first time.

The greatest achievement was bringing together people from different ethnicities including Black Caribbean, Black African, Asian, Polish and other ethnic minority communities together. The celebrations is helping to break down barriers and ensure future community integration. Residents made new friends and said they felt confident that they are welcomed.



"I have lived here 18 years, never had an event that I was part of and never thought I would see Eid celebrated at Shanklin village in my lifetime. It felt like I was walking into my home, loved the effort taken to decorate".

Resident, 45 years old



Wandsworth engagement and assurance report

Quarter 1: April to June
2023



Wandsworth

Demand management and pressures

Getting people to the right place at the right time

- **Behaviour change** – communicating to support demand management
- **Reassurance and Confidence** – outlining the robust health and care system response to winter pressures and Industrial Action

Examples of current activity:

- Covid-19 Spring Booster
- Childhood immunisation : MMR/Polio
- Supporting local Council-led cost of living campaigns
- Support SWL wide campaigns – MH crisis line, vaccination

Infrastructure and relationships

Building trusted relationships with our people, partners and local communities.



Prevention and early intervention

Preparing, connecting and responding

- Working with senior leaders to manage the comms and engagement elements during issues and crisis management and link between SWL and place during incidents as part of ICB EPRR role
- Staying aware of current issues to advise on and plan for media or stakeholder interest and management

Horizon scanning, issues and crisis management

For longer, happier lives

The NHS long term plan set out our responsibilities to not only treat people, but also prevent them from getting ill in the first place. This activity supports Wandsworth residents to live longer happier lives and allows us to treat avoidable illness early on.

Examples of current activity:

- **Industrial Action Engagement and Communication** – sharing messaging with VCSE to share with their networks
- **ICS Strategy** – collating feedback from Wandsworth communities to influence the development and delivery of the ICS Strategy and priorities
- **Closing feedback loop** by updating partners at community voice forums with the progress of the ICP strategy and JFP.
- **JFP strategy** - Forward planning engagement and focus groups on Urgent and care, primary care and experiences of LGBTQIA+ accessing health.

Health inequalities and community outreach

Building trust and identifying health gaps sooner

- **Understanding our communities and potential barriers** – to access, we need a meaningful, ongoing conversation with communities we serve, in an appropriate way and in places familiar to them.
- **Building relationships, improve trust and increase health literacy** – to reduce the gaps we see amongst our population. We also collate insights, identify emerging themes to influence the way we provide services and ultimately reduce health inequalities.

Examples of current activity:

- **Community Grants:** Building capacity of grassroots organisations to deliver health projects with the capability to reach deep into the local communities as trusted partners
- **Roehampton health Community Champions:** Joint funded project for to facilitate the recruitment , training of local health champions
- **Community voice forums:** Thinking Partners bi monthly forum to discuss community needs , support health inequalities agenda and provide updates about projects programmes and developments across the system, opportunity for co production and involvement in service development
- Development of thematic insight collation



Supporting primary care and PCNs

Being receptive to local needs

Supporting primary care networks to hear from their patients and the wider communities they serve.

Examples of current activity:

Inviting PCN to join Thinking Partners Forum and update network on joint initiatives with VCSE eg : West Wandsworth PCN / Estate Arts
Social prescribing network Children and young people



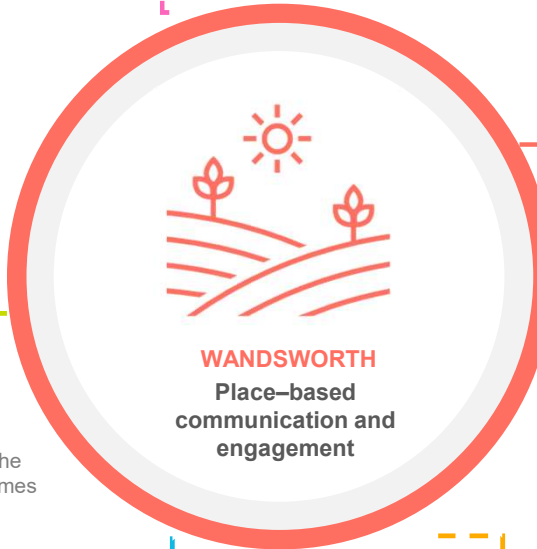
Service improvement and change

Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
- **Understanding changes** – making sure that residents, external stakeholders and staff understand what the changes might involve, why we are making them and any potential implications

Examples of current activity:

- Sleaford St health centre development – Supporting Trinity medical engagement



Wandsworth: Joint Forward Plan: Urgent and Emergency Care & Primary Care Prevention

Engagement Lead:
April- June 2023

Nadra Gadeed, Engagement and Equalities Lead

South West London

Why did you seek the views of local people and or communities?

What activities did you do?

Who did you speak to and why?

What were the key themes that people raised?

What difference has this feedback made?

Are you planning any further engagement work on this programme or a related programme?

The [NHS Joint Forward Plan](#) was published in March 2023 – as an initial draft of the five year delivery plan for NHS South West London (SWL).

This plan was informed by insight and views from the experiences of thousands of residents, collated in the [analysis of over 180 reports](#) from partners including Healthwatch, community and voluntary sector, NHS Trusts, local authorities and our NHS place-based engagement teams.

Since publishing in March, the NHS place-based engagement teams have carried out engagement to seek feedback from our local people and communities on this first draft of the plan that covered the context, our ambitions and a summary of what we have heard from local people (based on the above analysis).

Our engagement activities included:

- SWL wide survey
- Focus groups – led in partnership with trusted community and voluntary sector organisations and advertising to specific population groups
- One-to-one conversations with people who needed additional support
- Outreach at existing events and forums – particularly those led by the community and voluntary sector.

In collaboration with Estate Arts and their health champions. The Engagement Team advertised and delivered a focus group in Roehampton Manresa Pensioners club room.

The Manresa Pensioners Club, which is surrounded by green open space. The social life and activities of this community revolves around its clubroom, where a range of social activities take place.

Across South West London, we identified the following areas of focus:
Urgent and Emergency Care
Primary Care with a specific focus on prevention
Maternity
Long term conditions
Children and young people
Mental health specifically hearing from Autistic people and people with a learning disability
People who identify as LGBTQIA+.

The focus group the participants included

- Local residents of the Alton Estate
- Health champions volunteering for Estate Arts

The opportunity to be involved in the focus was promoted by Estate Arts project lead and health champions. They leafleted around the Alton Estate shared the flyer on their social media pages and spoke to members of the local community to explain why the focus was happening and what NHS SW London wanted to hear about their experiences of Urgent and Emergency Care and Primary care.

The participants came together to share experience of Urgent and emergency care. They also discussed their experiences of Primary care as they often went to primary care first for their concerns.

Identified themes and insights including:

- Patients pathway into hospital via GP urgent care or crisis café complex
- Focus group participants felt that their experience would be more positive had they just gone straight to hospital
- The distance of Kingston / St Georges hospital from Roehampton was raised as an issue patients would go to urgent care first even though they felt their concern would be better addressed in A&E where there was access to better diagnostics

[Our engagement with people and communities report](#) outlines all the engagement that happened across SWL to help shape the Joint Forward Plan.

The [South West London NHS Joint Forward Plan](#) was published in June 2023. Please see page 63 of the Joint Forward Plan for the actions we will take to address this feedback.

The ambitions outlined in the plan are built from our understanding of the health needs of people in South West London, the health inequalities that exist and importantly the views, experiences and concerns of our people and communities, which this engagement has been an integral part.

- The focus group were well received. Feedback included:
- Participants felt listened to and were grateful for the opportunity to be heard
- NHS SW London having a local visible presence facilitated building trust and relationships with Estate Arts and the local; community
- Participants received £30 vouchers for their involvement

The SWL NHS place-based engagement teams are currently exploring how this plan can support our strategic plan for engagement for the remainder of 2023/24 and 2024/25.

We are currently agreeing priorities for autumn / winter 2023.

To follow up from this event the Roehampton health champions, and Estate Arts will be linked into the rolling plan for engagement to build on the insights have provided and promote further opportunity to share experiences

Estate Arts will be linked into the Health inequalities fund and have been advised to explore collaboration option with other local community organisation when submitting bids to maximise on their reach into the community and have capacity to broaden engagement and support for the local community in Wandsworth

Wandsworth: Joint Forward Plan – Mental Health and LGBTQIA+



South West London

Engagement Lead:
April - June 2023

Nadra Gadeed, Engagement and Equalities Lead

Why did you seek the views of local people and or communities?

The [NHS Joint Forward Plan](#) was published in March 2023 – as an initial draft of the five year delivery plan for NHS South West London (SWL).

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Since publishing in March, the NHS place-based engagement teams have carried out engagement to seek feedback from our local people and communities on this first draft of the plan that covered the context, our ambitions and a summary of what we have heard from local people (based on the above analysis).

What activities did you do?

Our engagement activities included:
SWL wide survey
Focus groups – led in partnership with trusted community and voluntary sector organisations and advertising to specific population groups
One-to-one conversations with people who needed additional support
Outreach at existing events and forums – particularly those led by the community and voluntary sector.

As part of our approach to outreach to the community at existing forums the team were invited to attend Wandsworth Community Empower Network BME mental health forum. To update on the Joint forward plan, the ambitions for SW London and the engagement process.

The team also advertised a focus group for people identified as LGBTQIA+

Who did you speak to and why?

Across South West London, we identified the following areas of focus:

- Urgent and Emergency Care
- Primary Care with a specific focus on prevention
- Maternity
- Long term conditions
- Children and young people
- Mental health specifically hearing from Autistic people and people with a learning disability
- People who identify as LGBTQIA+.

In Wandsworth during April May and June we engaged with the Wandsworth Community Empowerment Network People identifying as LGBTQIA +

What were the key themes that people raised?

Identified themes and insights including:

WCEN

- Communities feel distrust of statutory services which impacts ability to engage earlier in mental health crisis
- Mental health and voluntary sector services have limited capacity to respond effectively with this increased complex needs to patients and service users
- Community organisations should be part of the solution and with appropriate levels of funding would have the capacity and drive to support their community more effectively

Focus group for people identifying as LGBTQIA+

- Opportunities to share experiences for this group are limited
- Gender /Sexuality is not acknowledged when accessing services
- Feel distrust and worried to open up about health concerns.

What difference has this feedback made?

The [South West London NHS Joint Forward Plan](#) was published in June 2023. Please see page 63 of the Joint Forward Plan for the actions we will take to address this feedback.

The ambitions outlined in the plan are built from our understanding of the health needs of people in South West London, the health inequalities that exist and importantly the views, experiences and concerns of our people and communities, which this engagement has been an integral part.

Are you planning any further engagement work on this programme or a related programme?

The SWL NHS place-based engagement teams are currently exploring how this plan can support our strategic plan for engagement for the remainder of 2023/24 and 2024/25.

We are currently agreeing priorities for autumn / winter 2023.

Wandsworth: Community Voice forum – Thinking Partners

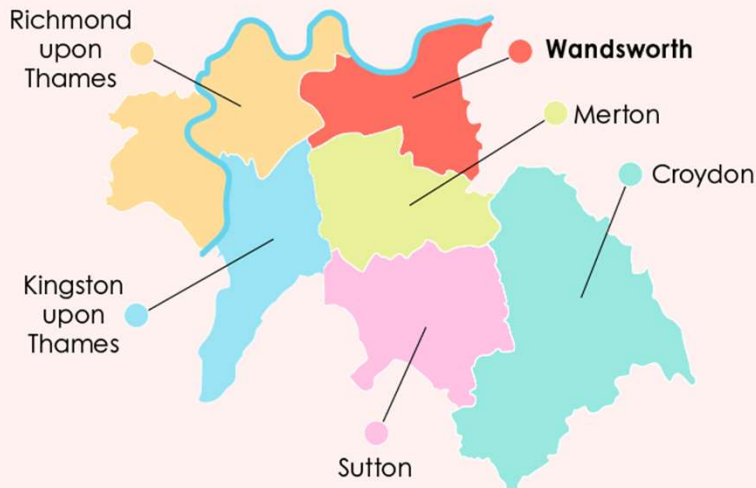
Engagement Lead: **Nadra Gadeed, Engagement and Equalities Lead**
April & June 2023



South West London

Why did you seek the views of local people and or communities?	What activities did you do?	Who did you speak to and why?	What were the key themes that people raised?	What difference has this feedback made?	Are you planning any further engagement work on this programme or a related programme?
<p>Thinking partners is our bi monthly community voice forum. The forum meet to enable and foster strong partnership and collaboration in Wandsworth.</p> <p>Its purpose is to ensure that:</p> <ul style="list-style-type: none"> All partners across Wandsworth can appropriately shape health and care services to meet the needs of Wandsworth residents To share good practice and expertise to improve the health and wellbeing of Wandsworth residents To develop partnership and collaborative working To champion the 'patient voice' and ensure it's the centre of service development and delivery To foster two-way dialogue between the NHS and the 'community. 	<p>Our engagement activities included co-designing a thematic engagement forward planner, outlining areas for discussion at Thinking Partners over the coming six months</p> <p>Areas of interest raised by the forum Included</p> <ul style="list-style-type: none"> Carers experience of services, assessment and discharge Long covid and service available to support and rehabilitate Mental Health - experience and access to services for Black and minoritized communities Impact of cost of living on communities Long term conditions Maternity services. 	<p>The thematic engagement forward planner will enable:</p> <ul style="list-style-type: none"> Opportunities for local insight to inform Wandsworth Place Committee Strategic alignment with the Wandsworth health and care partnership <p>2 areas topic areas have been discussed over Q1 ,Carers experience of services assessment and discharge 23 local carers were spoken to as part of Healthwatch carers survey and the Wandsworth Annual Director of Public Health Report – Enough is Enough: Experiences of Mental Health in Ethnic Minority Communities in Wandsworth 2023.</p>	<p>Healthwatch Carers Experience of Hospital Discharge survey found:</p> <ul style="list-style-type: none"> caring was a natural part of their role as a family member hospital admission always added pressure because the level of care needed had increased when patients were discharged which meant physical and mental fatigue. carers needed to be involved in discussion about discharge to help them prepare for the patient coming home. <p>The themes from Enough is Enough on mental health found:</p> <ul style="list-style-type: none"> cultural understanding and stigma, racism and racial discrimination in mental health services and community based culturally appropriate mental health support; adults in the poorest 20% of the UK are 2 times more likely than average to develop a mental health problem, people from ethnic minority communities are 2.5 times more likely to be in relative poverty than people from White groups; There is a strong correlation between housing and mental health; People from Ethnic minority groups experience a 32% greater increase in cost of living than white British households; Covid -19 disproportionately impacted people from certain groups which was also the case in terms of mental health Bangladeshi and Pakistani men reported the worse decline in mental health during the pandemic, 9.2% increase in self-reports of depression from ethnic minority children and young people; Not being able to perform rituals in relation to death during Covid-19 had an impact on the mental health of people from ethnic minority groups, which disrupted people's ability to grieve. 	<p>All findings from carers' experience were reported to NHS England and national hospital guidance has been updated. These included:</p> <ul style="list-style-type: none"> Young Carers are poorly served by the borough in terms of their mental and physical wellbeing. More work need to happen to involve and engage young carers in strategic work streams Wandsworth Carers Centre now have a subgroup of the Carers Partnership Board to specifically look at young Carers and are putting a business case together for additional funding for young Carers in the borough <p>A toolkit is being developed across London which has been developed in partnership with the NHSE London team, Carers Trust, Carers UK, ADASS, Mobilise and Carers First. St George's Hospital will also be looking at the toolkit to see how it can be implemented</p> <p>A Carers Partnership Board has been developed and hosted by St Georges Hospital to enable a cohesive approach to carers support processes and utilisation of the carer's toolkit</p> <p>Funding in place to undertake projects addressing discharge processes in hospitals. Wandsworth Carers Centre and Carers in Merton are going into SGH to support with discharge for Carers</p>	<p>Wandsworth public health Team alongside the ICB engagement team will utilise the Partnership forum to work with the VCSE to set out how the call to action will be addressed and what commitments local orgs will make to addressing some of the key findings in the report</p> <p>Thinking Partners will align with place based workstream which include young people and young carers to bring to the fore their voice and experiences</p> <p>Thinking partners to include more young people as part of the membership to enable greater diversity of younger peoples' voices.</p> <p>Thinking partners members will link young carers to the carers partnership board and keep it as an open action on the action log.</p> <p>The engagement team will look to share stories about young carers and areas of good practice within organisations supporting them</p>

Roehampton's Alton estate residents share healthcare experiences



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Estate Arts, Roehampton,
Wandsworth.

Find out more

Learn more about our work and get involved
at www.southwestlondonics.org.uk

How we're making a difference

Residents of the Alton estate, Roehampton came together to talk about their recent healthcare experiences in south west London.

Lynne Capocciamia, project leader of Estate Arts, a grassroots community group jointly organised the session in the Manresa club at the heart of the area.

Around 13000 people live on the estate and many experience health inequalities which means they are more prone to high blood pressure, diabetes and heart disease.

Roehampton's community health champions trained by Estate Arts supported the session signposting residents to the help they need.

In the discussion people talked about problems making GP appointments, as well as use of technology and continuity of care. They also spoke about their experiences of urgent care and mental health services.



I've had a very good service. After finding a lump a GP sent me to St George's Hospital for an MRI scan and diagnosed a hernia....I had an emergency operation ...Everything was done at the right time."
Focus group participant



Merton engagement and assurance report

Quarter 1: April to June
2023



Merton

Demand management and pressures

Getting people to the right place at the right time

- **Behaviour change** – communicating to support demand management
- **Reassurance and Confidence** – outlining the robust health and care system response to winter pressures

Examples of current activity:

- Supporting local Council-led cost of living campaigns
- Actively Merton – Physical and Social activity programme for people that live, work and study in Merton
- Merton link workers pilot campaign – working with Wide Way medical centre to promote online self-referral route
- Support SWL wide campaigns – MH crisis line, vaccination

Health inequalities and community outreach

Building trust and identifying health gaps sooner

- **Understanding our communities and potential barriers** – to access, we need a meaningful, ongoing conversation with communities we serve, in an appropriate way and in places familiar to them.
- **Building relationships, improve trust and increase health literacy** – to reduce the gaps we see amongst our population. We also collate insights, identify emerging themes to influence the way we provide services and ultimately reduce health inequalities.

Examples of current activity:

- **Community voice forums:** Merton health and care community voice bi monthly forum to discuss community needs, support health inequalities agenda and provide updates about projects programmes and developments across the system, opportunity for co production and involvement in service development
- **Actively Merton**
- Actively Merton – Community Grants Programme building the capacity of the local community and voluntary sector to support and deliver physical and social activity across the borough

Infrastructure and relationships

Building trusted relationships with our people, partners and local communities.



Prevention and early intervention

Preparing, connecting and responding

- Working with senior leaders to manage the comms and engagement elements during issues and crisis management and link between SWL and place during incidents as part of ICB EPRR role
- Staying aware of current issues to advise on and plan for media or stakeholder interest and management

Horizon scanning, issues and crisis management

For longer, happier lives

The NHS long term plan set out our responsibilities to not only treat people, but also prevent them from getting ill in the first place. This activity supports Merton residents to live longer happier lives and allows us to treat avoidable illness early on.

Examples of current activity:

- **Industrial Action Engagement and Communication** – sharing messaging with VCSE to share with their networks

- **ICS Strategy** – collating feedback from Merton communities to influence the development and delivery of the ICS Strategy and priorities
- **Closing feedback loop** by updating partners at community voice forums with the progress of the ICP strategy and JFP.
- **JFP strategy** - Forward planning engagement and focus groups on Urgent and Emergency Care, Primary Care and understanding the experiences of LGBTQIA+ communities accessing health services.

Service improvement and change

Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
- **Understanding changes** – making sure that residents, external stakeholders and staff understand what the changes might involve, why we are making them and any potential implications

Supporting primary care and PCNs



Being receptive to local needs

Supporting primary care networks to hear from patients and the wider communities they serve.

- **Social Prescribing Network** – Children and Young People
- High Intensity Users

MERTON Place-based communication and engagement



Merton:

Carers Week Programme – Health and wellbeing support for Carers



Engagement Lead:
June 2023

Nadra Gadeed, Engagement and Equalities Lead

Why did you seek the views of local people and or communities?	What activities did you do?	Who did you speak to and why?	What were the key themes that people raised?	What difference has this feedback made?	Are you planning any further engagement work on this programme or a related programme?
<p>Carers are vital partners in the provision of health and social care services.</p> <p>At the Merton Carers Strategy Implementation Board meeting it was agreed there is a need to involve carers more and consider ways to better engage with carers.</p> <p>Following this the Carers Strategy Engagement, steering group multi-agency meeting was organised including Merton Council, SWL ICS engagement, St Georges and VCSE organisations was set up. It agreed to run a programme of activities for carers during carers week commencing 5-11 June.</p>	<p>A week of events were planned, hosted and funded by different key partners. This included:</p> <ul style="list-style-type: none"> • A Health MOT for Carers at Morden Library wellbeing zone – which included a basic health check of blood pressure, blood sugar and wellbeing information, guidance and support. • A free lunch for Carers • Arts Workshop • Carers Coffee Morning & Musical Reflection Workshop • A social afternoon tea for Carers Support Merton Registered Carers, Carers Network & Nibbles • Carers and Hospital Discharge Toolkit Awareness Event • Carers Centres Mental Health Professionals Webinar • Young Carers Pizza & Games • Night Carers Wellbeing Workshop. • Signposting to the local libraries for health MOTs and wellbeing information including NHS spring booster. 	<p>Primary aim was carers living in Merton. The activities were advertised and hosted in:</p> <ul style="list-style-type: none"> • Wimbledon Library • Mitcham Library • Morden Library wellbeing zone . <p>One of the reasons for this is because nearly a third of adults will visit a library over the course of a year.</p>	<p>Key themes and feedback included:</p> <ul style="list-style-type: none"> • The importance of carers taking care of their own health. • More recognition and support for young carers. • Planned respite for all carers. • The impact of the Cost of living emergency on carers and people living with Long Term Conditions. • Lack of Dementia Services for carers, supporting loved ones with Dementia. • Lack of support for carers supporting loved ones with a Learning Disability. • Discharge from hospital a trigger period of stress for carers. • Delays getting care support at home. 	<p>Partners have been supportive of this local initiative and more engagement is planned in the next quarter.</p> <p>The opportunity to run health MOT for Carers during the activity week has meant that there has been the opportunity to identify health issues that carers may have, encouraging early intervention e.g. dietary change in pre-diabetes and signpost towards exercise and a healthier lifestyle.</p> <p>In addition, there has been the opportunity for early intervention for mental health issues with care navigation for peer support and counselling.</p>	<p>Carers engagement steering group will continue to work to address the needs carers. This includes:</p> <ul style="list-style-type: none"> • Evaluating the impact activities have on individuals and communities. • Utilising insight gathered to help inform local priorities. • Continue to signpost participants to local activities, events, places, or services. • Focus activity for Carers and Community in East of Borough.

Merton: Actively Merton – Community Grants Programme



Engagement Lead:
June 2023

Nadra Gadeed, Engagement and Equalities Lead

Why did you seek the views of local people and or communities?

Actively Merton – Community Grants Programme is about capacity building of the local community and voluntary sector to support community development and engagement with local communities.

3 key areas to bring about positive change:

- Promote and encourage uptake of existing offer of physical and social activity in the borough
- Introduce new evidenced based initiatives
- Support and create connections and networks

The Community Grants Programme was launched at an Actively Merton Event at Morden Park Hall on 27th June.

A summer programme aimed at sustaining, initiating social physical activity delivered through the six-week holiday period.

What activities did you do?

SWL ICB Merton and Wandsworth Engagement team and Merton Council have partnered to manage and moderate the bid process, awarding 13 organisations funding of up to £1,000:

- **Sherwood Park Hall** - New mums fitness and mindfulness to combat PND
- **Polish Families Association** - Beach and walk day
- **Turning Point Academy** - Women and children's health and fitness
- **NEMCA** - Lunch club and chair based exercise for older women with disabilities
- **Commonside Trust** - Day of dance for the community with lunch
- **Wimbledon Guild** - Social groups, ladies before lunch, online surveys and 121 phone calls
- **Age UK** - Case studies, report outlining barriers and alleviates to physical and social activity
- **St Georges** – Staff lunch and fitness sessions
- **5 Aside Theatre** –Story telling, dance and cultural lunch club
- **Media Management London-BME** led young people 4 yoga sessions
- **Ethnic Minority Centre** - Talk and coffee morning with indoor bowling for older people
- **Merton Plus** – LGBTQIA+
- **Inner Strength** - Wellbeing for Girls and Woman

Who did you speak to and why?

Merton and Wandsworth Engagement Team have been working alongside Merton Council to deliver the grants programme. This builds on the historical success and links in with Merton Borough Sports team and smaller local organisations with deep reach into the community to address health inequalities and the cost-of-living challenges faced by local people.

Target groups for delivery

- Disabled People& those with Long Term Conditions
- Older People,
- Women and Girls -with a focus on health inequalities

The grants were advertised on

- SWL ICB and Merton council
- Social channels
- Merton council resident newsletter
- A web story was also created to advertise and promote the grants
- The engagement team also promoted via the Merton Health and Care Community Voice forum where members of the VCSE who work with the target groups attend.

What were the key themes that people raised?

Themes and insight raised during the actively Merton launch included:

Women and Girls

- Safety is a key barrier, which could be solved by creating women only spaces
- Money is a barrier, activities should be affordable to enable uptake
- Simple tracking ideas are a good incentive to participation
- Women only gym in the borough, or women only sessions or classes which are currently not available in Merton.

Older people

- Promoting and encouraging shared care plans that encourage independence
- Cross generational work linking young people with older people
- Variety in provision, ensuring there are some individual activities as well as group activities

People with disabilities

- Difficult to access leisure centres, what more can be done to expand access?

What difference has this feedback made?

The community Grants programme is working with local VCSE that support the target groups

Commitment from the local VCSE to build Merton as a healthy place; greater awareness, access and use of existing assets such as green spaces, voluntary and community sector services and resources

Building on the relationships the VCSE have with the local community, will support residents to make sustainable changes to lifestyle by increased access to local service provisions.

The VCSE will signpost residents to local initiatives over the coming months promote opportunities for physical and social activity

Are you planning any further engagement work on this programme or a related programme?

The funded organisations will be invited to the Merton health and Care Community voice forum to share their findings

The Merton health and Care Community voice forum will meet face to face in Vestry Hall September to discuss.

The findings from the summer activity projects will be showcased.

Insights will be shared from the community voice forum members about the barriers and facilitators to physical and social activities, and there will be opportunities to codesign solutions to these challenges

The 'Borough of Sport' programme and upcoming opportunities will be promoted at the meeting to the community voice forum members

Engagement Lead:
April – June 2023

Nadra Gadeed, Engagement and Equalities Lead

South West London

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Since publishing in March, the NHS place-based engagement teams have carried out engagement to seek feedback from our local people and communities on this first draft of the plan that covered the context, our ambitions and a summary of what we have heard from local people (based on the above analysis

What activities did you do?

Our engagement activities included:

- SWL wide survey
- Focus groups – led in partnership with trusted community and voluntary sector organisations and advertising to specific population groups
- One-to-one conversations with people who needed additional support
- Outreach at existing events and forums – particularly those led by the community and voluntary sector.

Who did you speak to and why?

Across South West London, we identified the following areas of focus:

- Urgent and Emergency Care
- Primary Care with a specific focus on prevention
- Maternity
- Long term conditions
- Children and young people
- Mental health specifically hearing from Autistic people and people with a learning disability
- People who identify as LGBTQIA+.

In Merton during April and May we engaged with the Ethnic Minority Centre, an umbrella organisation for all the Black and Minority Ethnic groups in the borough hosted the discussion for people who use health services regularly. Many residents from these communities experience unequal access to health services and live with Long Term Conditions

What were the key themes that people raised?

GP appointments

- Significant difficulties in getting GP appointments including calls not being answered
- Concern raised about reception triage process and compromised confidentiality when repeating addresses phone number
- Language barriers if English was not a first language. Patients struggled to communicate their needs with reception staff to get an appointment

Urgent and Emergency Care

- Positive experiences of hospital staff including doctors nurses, porters and radiographers
- Reported long waits in A&E but staff provided reassurances to patients waiting
- Positive experience of diagnostic process and patients felt reassured about health concern

What difference has this feedback made?

[The South West London NHS Joint Forward Plan](#) was published in June 2023.

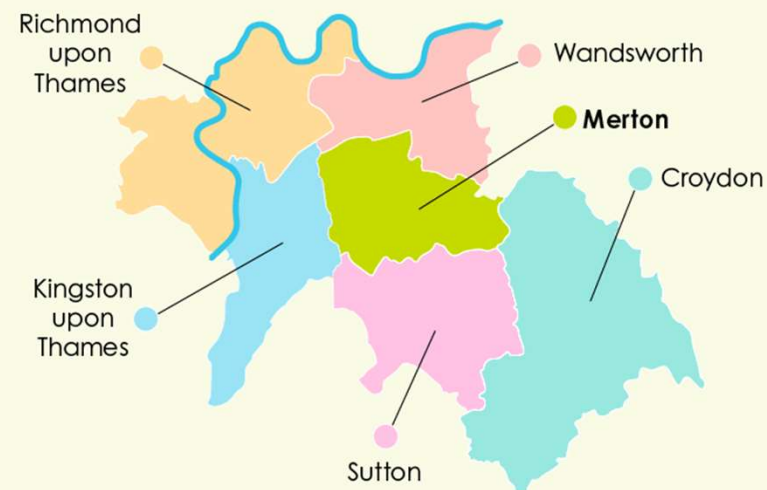
The ambitions outlined in the plan are built from our understanding of the health needs of people in South West London, the health inequalities that exist and importantly the views, experiences and concerns of our people and communities, which this engagement has been an integral part.

Are you planning any further engagement work on this programme or a related programme?

The SWL NHS place-based engagement teams are currently exploring how this plan can support our strategic plan for engagement for the remainder of 2023/24 and 2024/25.

We are currently agreeing priorities for autumn / winter 2023.

Ethnic Minority Centre members give their views on healthcare



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Ethnic Minority Centre

Find out more

Learn more about our work and get involved
at www.southwestlondonics.org.uk

What people living with long term conditions are saying about their care,

Members of the Ethnic Minority Centre, an umbrella organisation for all the Black and Minority Ethnic groups in Merton and Wandsworth, shared their experiences on the services they use, from home to emergency care.

They raised concerns about the challenges of making GP appointments online and language barriers.

People welcomed support from the expert team at the surgeries, including social prescribing, physiotherapy and the falls prevention team.

Some residents raised issues about the difficulties of getting urgent dental appointments.

Overall people in the group were positive about their good experiences in emergency care with kind and supportive clinicians and reassurance for health problems



I call at 8-8.30am and at 9am I am still the 15th person in the queue. The queue does not go down. The phone is hung up and I have to start again. When you get through to the receptionist you cannot make an appointment as there are none left.

Focus group participant