

People and Communities Engagement Assurance Group

Engagement at Place – Q3

7 February 2024

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Overview

- These slides describe our engagement work at Place between October to December 2023 – Quarter 3.
- 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 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.



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.

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.



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

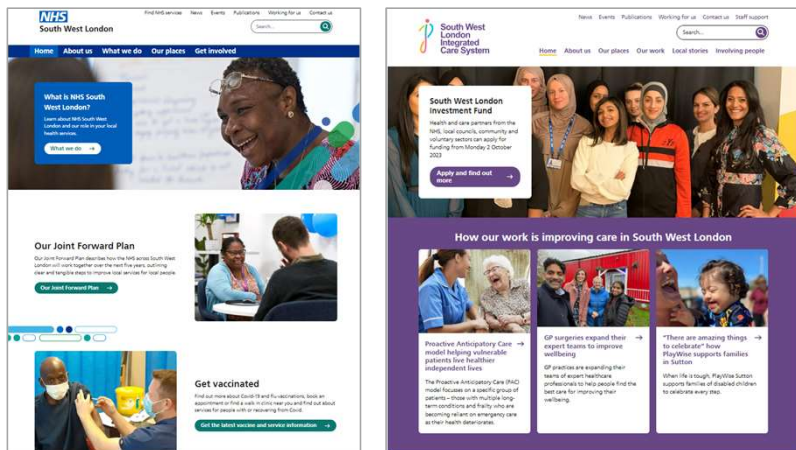
Informing and communicating effectively with our communities – October to December 2023



South West London



- Communicate about the local NHS, so people know how and when to access services.
- Change behaviour to support operational demand management, improve services, access and health, and build trust and confidence.
- Advocate for inclusive communication practices.
- Ensure that communication materials are accessible and considerate of diverse perspectives.
- Digital channels: two websites, Next-door, Facebook, LinkedIn.
- Accessibility and translated in to our local languages.



Croydon engagement assurance report

Quarter 3: October –
December 2023



Croydon



South West London

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

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



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- **Community led approaches** – by having a more regular presence in our communities e.g. led by our community connectors/champions.

Examples of current activity: One Croydon, Community Champions and Croydon People's Panel



Prevention and early intervention

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, Dementia Strategy, Frailty Strategy, Healthy weight – tier 3 for children and adults.



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
- **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.

Examples of current activity:

- 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.

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.

Examples of current activity: Enhanced access for primary care following national change in provision – 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: Urgent and Emergency Care pathways, CUCA contract, Dementia and frailty strategy.

Croydon: Ethnicity and Mental Health Improvement Project (EMHIP)



South West London

Engagement Lead: Jo Austin, Senior Communications and Engagement Lead, Croydon
September to December 2023

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>We have been engaging with people from Black, Asian and Minority Ethnic people for several years in Croydon about the barriers to accessing mental health services. There are significant inequalities experienced in mental health care by different communities in the UK. Research shows that Black and Minority Ethnic communities have poorer access, more negative experiences, and worse outcomes in mental health care in comparison to their white counterparts. Research shows that Black people are 4.6 times* more likely to be detained under the Mental Health Act and are 4 times* more likely to be the subject of 'restrictive interventions' in, inpatient settings when compared to their white counterparts.</p>	<p>The Ethnicity and Mental Health Improvement Project (EMHIP) is an attempt to address these ethnic inequalities at a local level. As a partnership between NHS South West London, South London & Maudsley NHS Trust and a network of Black Asain and Minority Ethnic voluntary, faith and community groups, the Ethnicity and Mental Health Improvement Project has worked with local people and community groups since August 2023 to identify partner organisations and forecast issues for local communities so that EMHIP can evolve to deliver timely and appropriate support to local people following the official launch in March 2024.</p>	<p>EMHIP's mobile hub service is due to launch in March 2024. Ahead of the official launch, the project team have been running limited services to test the model along with gaining helpful insights from people who use the service about their needs, trusted organisations and the best model of care as well as forecasting issues to help with recruitment and training the project team.</p>	<p>The main themes from Q3 included:</p> <ul style="list-style-type: none">• Benefits• Housing/homelessness• Mental health support• Isolation• Self harm• Self neglect <p>Following the tragic loss of life of a young girl travelling to school in Croydon, the team moved into the school and created a 'mobile hub' to provide emotional support.</p>	<p>By listening to people using or likely to use the service, the team have been able to forecast issues to help them with recruiting and training their team on the following areas:</p> <ul style="list-style-type: none">• Escalated mental health diagnoses• Self medication• Long term impacts of untreated mental health issues• Increased homelessness across the borough. <p>The team have also identified partner organisations to run mobile hubs including Croydon Health and Wellbeing Space, New Testament Church of God, Centre of Change and Off the Record.</p>	<p>EMHIP is an ongoing piece of work and continuous engagement will be vital to its success. Across the four areas including providing a responsive service.</p>



Croydon: Community outreach – access to health and care

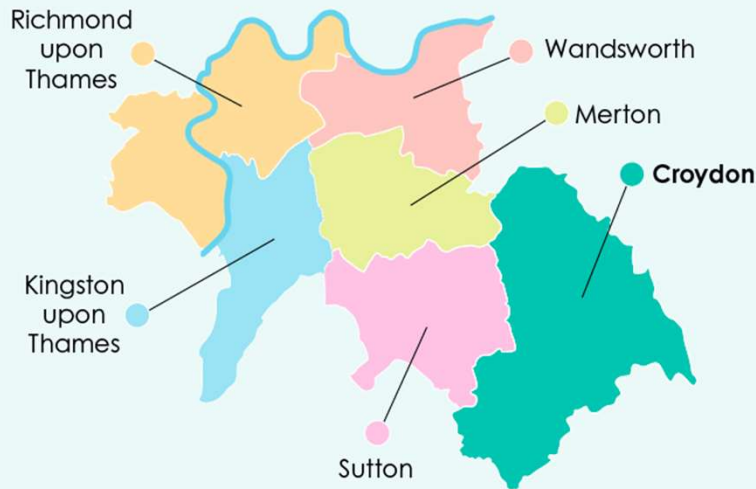
South West London

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September to December 2023

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>Working with local community partners, we attended a number of different events to talk about access to local health and care services. This includes primary and acute care access and experience, mental health, maternity services and immunisations.</p>	<p>We attended ten local events and had one to one and group conversations with people about what matters most to them – bearing in mind just 10% of people’s health is made up of access to health care.</p>	<p>We had 1:1 conversations with attendees at the following groups:</p> <ul style="list-style-type: none"> • Dementia Day Centre • Young at Heart • Babyzone • Croydon BME Forum – women’s health • Rainbow Health (asylum seekers and people experiencing homelessness) • Wellderlies • Clear Community Web • Local Community Partnerships – North East and South East localities. 	<p>Concerns about difficulties accessing to primary care, particularly post pandemic</p> <p>Importance of social networks and peer support for managing health concerns - this came up in mental health, learning disability and maternity</p> <p>Importance of clear, accessible information which doesn't use jargon. Translated materials also vital for some groups.</p> <p>Transport issues can be a barrier to accessing health care</p> <p>Carers reported a lack of practical support to enable them to look after their own health</p> <p>Asylum seekers at Rainbow Health reluctant to take MMR offer for both themselves and their children.</p>	<p>We have:</p> <ul style="list-style-type: none"> • Shared insights with heads of service • Used insights to iterate and shape our winter plans for both demand management and campaigns • Built trust and improved relationships with community groups and health and care partners • Prompted behaviour change through conversations and ensuring our materials are accessible and appropriate for the audience • Improved understanding of communities to help tackle health inequalities 	<p>This is a key component of building ongoing meaningful dialogue with local residents, in line with our people and communities approach.</p>



Supporting families in Croydon



Proud to be working together to create healthier communities

Partners involved

- Croydon Children's Centres
- Croydon Council
- Department for Education (DfE)
- Department for Health and Social Care (DHSC)
- NHS South West London

Find out more

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

How we're making a difference

The first of three Family Hubs was launched in January at Woodland's Children Centre and showcased the support by local services that families could receive locally.

Family Hubs will act as a 'one stop shop' for services and advice, offering a range of support and services to improve the health and wellbeing of families, offering support from pregnancy to young people. The 'Start for Life' offer, which focuses on support during pregnancy and for the first 2 years of a baby's life, will support families with parenting advice, antenatal help, health visiting, mental health and infant feeding support and relationship building - alongside activities and support for older children and young people.

To make sure family hubs meet the needs of the local community, parent and carer panels have been set up to inform the design of services, bringing valuable insights of people with lived experience and all parents and carers are encouraged to feedback on their experiences to support the continuous improvement of services in the borough.

This will help meet the commitments in [The best start for life: a vision for the 1,001 critical days](#), published as government policy in March 2021.



“Family Hubs will bring support to families to help them feel more confident with the challenges that life brings, helping them to thrive in their lives as families”.

Maeva, parent and care panel



Kingston engagement assurance report

Quarter 3: October –
December 2023



Kingston



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

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



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- **Community led approaches** – by having a more regular presence in our communities e.g. led by our community connectors/champions.

Examples of current activity: Community Champions/Core Connectors, Community led health & wellbeing projects (LTCs), Community Voice groups:

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.

Examples of current activity: Supporting PCNs to engage with local communities e.g. New Malden & Worcester Park PCN with carers event

Prevention and early intervention



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, childhood immunisation, Cost of living information and sign posting, Thriving Transformation Programme 2023 – 2028, Health Inequalities & PHM

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
- **ICS Strategy and Joint Forward Plan** – collating feedback from Kingston & Richmond residents to influence the development and delivery of the ICS Strategy and priorities.
- **Working with system partners and local residents**

Examples of current activity:

- 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.

Service improvement and change



Meeting legal responsibilities

- **Legal duty to involve** – people where services or access to services change from the earliest stages
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Examples of current activity: Proactive and Anticipatory Care Model

Kingston: Kingston Hospital and HRCH joint clinical strategy



South West London

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

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

Since 2021, Kingston Hospital and Hounslow and Richmond Community Healthcare (HRCH) have been working together more closely to improve the way healthcare services are delivered and working in a more integrated way to benefit local people.

Kingston Hospital and HRCH are currently developing a joint strategy and are seeking the views of service users and members of the public (as well as staff across both organisations) to inform the clinical priorities that will form the basis of the strategy.

What activities did you do?

In November and December 2023, two face-to-face public engagement sessions were held to allow service users to feed back on the proposed clinical priorities and to provide insight into their own experiences of health and care provision.

The sessions each ran for two hours, with one event held in Kingston borough and the other in Richmond borough.

Each session included a short presentation, an opportunity to hear from clinical speakers and for attendees to take part in group table exercises.

These events were promoted through both Trusts' websites, social media and on posters and digital screens in waiting areas. Email communications to staff and volunteers, Kingston Hospital's governors & members, and GP practices in Kingston & Richmond. Details of the events were also shared with Healthwatch (Kingston and Richmond) and both Council comms and engagement contacts for onward sharing.

Who did you speak to and why?

A total of 38 people attended the two sessions, including patients, Healthwatch representatives and members of Involve Kingston (learning disability peer advocates and experts by experience).

- 35% of attendees were aged 25-49 years
- 22% of attendees were aged 50-64 years
- 39% of attendees were aged 65-79 years
- 4% of attendees were aged 80+

The sessions were informal and open to all, to encourage groups from any background to attend.

What were the key themes that people raised?

- Recognise population needs and prioritise equitable access for every child
- Focus on antenatal/postnatal care for mothers, including mental health/nutrition
- Provide assessments / interventions early on
- Make children's mental health and CAMHS services easier to navigate
- Partner with schools and voluntary organisations to join up care
- Empower people with learning disabilities
- Parents are a really important partner in children's care
- The transition from children's to adult care can be difficult
- Listen to individuals and their needs
- Join up care across hospital, GPs, community services, voluntary sector
- Public health interventions are key – including nutrition, sleep, social activity
- It can be difficult to navigate complex health environment in an emergency
- Single point of access is more important than one centre of excellence
- Provide more methods of communication (for young, old, those with specific needs)
- Think beyond discharge – consider self-management, and how to keep people well in their home
- Provide more 'Liaison' roles
- Improve the join up of care and digital systems

What difference has this feedback made?

Feedback from the two face-to-face sessions, along with feedback from other planned engagement sessions (public and staff) will inform the final clinical priorities and strategy, due to be published in March.

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

As the two face-to-face engagement sessions were held during working hours, a virtual public engagement (evening) session is planned for February, which it is hoped will reach a wider audience.

Local community groups will also be supported to facilitate their own engagement sessions and to share their findings, to increase engagement levels and to help ensure Kingston Hospital and HRCH's work is informed by the voices of patients and the public.



Kingston: SEND futures plan engagement

Engagement Lead: Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond
October to December 2023

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

During the summer and early autumn 2023 Achieving for Children led engagement to gather feedback from children & young people and parents and carers about the quality of local services for children and young people with special educational needs and disabilities (SEND) in Kingston.

This feedback covers health, education and social care services, as well as what it is like to be a part of the local community.

What activities did you do?

Targeted engagement work with children and young people (CYP) including:

- surveys,
- visits to holiday clubs for CYP with SEND
- Focus groups and workshops with CYP in schools, at short breaks and in college/ alternative provision.

Targeted engagement work conducted with parents and carers:

- Surveys
- Focus groups co-run with Kingston Parent Carer Forum
- School transition events for parents and carers
- Workshops with parents in partnership with the voluntary sector e.g. Small Steps
- SEND Parent Carer Consortium and Futures Workstream meetings
- SEND Parent Champions Events
- Voluntary sector Health Transition events

Who did you speak to and why?

- Children and young people with SEND
- Parents and carers of children and young people with SEND
- Practitioners working with children and young people with SEND

What were the key themes that people raised?

What's working well?

- Involving YP, parents and carers in the planning of their support/care.
- Voluntary agencies & short breaks provision.
- Good practice amongst school staff so CYP get the right help at the right time

What's a worry?

- Waiting times for therapy
- Transition between services and education stages
- Pathways into adulthood
- Lack of support for YP with SEND without an EHCP.
- Insufficient access to community facilities
- Insufficient access to peer support for parents & carers.

What could be done differently?

- Investing in services to deliver more quickly & efficiently, with support available for families while on waiting lists.
- Improving the transition process so that it begins as early as possible.
- Improving the provision available at SEN Support.
- Working with providers to increase leisure facilities available for families.

What difference has this feedback made?

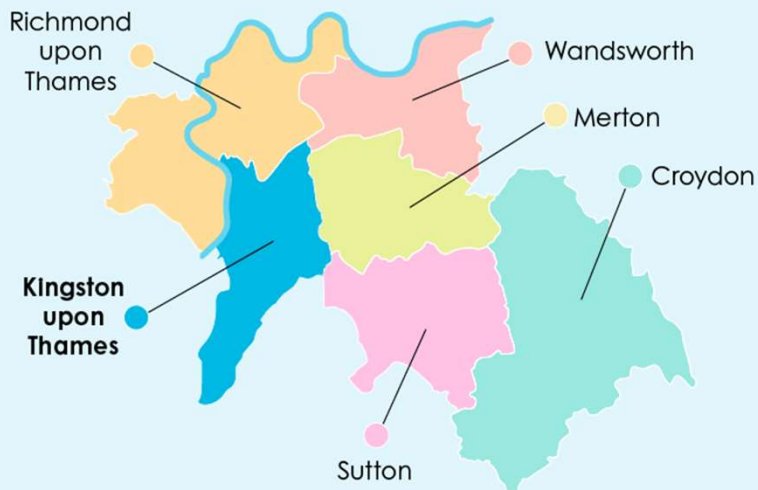
The insight collated from CYP with SEND, parents and carers and practitioners has informed Kingston's draft SEND Futures Plan 24/25 – 27/28. This is the strategic plan to improve services for children and young people with disabilities, with the financial resources available.

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

There is a commitment from everyone with a stake in SEND services feels able to be part of an honest, constructive ongoing conversation to improve the quality and delivery of services. There is an ongoing process of engagement with CYP, parents and carers using a range of methods from immediate feedback following contact with services; the Kingston parent forum, through surveys or via CYP activities and discussions.



Health and wellbeing day in Kingston



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Kingston Council
Spear
Voices of Hope, Samaritans, Kingston Mind

Find out more

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

How we're making a difference

Kingston hosted a Health and Wellbeing Day for those experiencing homelessness or seeking asylum in South West London on 12 December 2023.

The event saw partners come together in Kingston URC Church to offer attendees access to a range of local health services as well as a hot lunch. Covid and flu vaccinations and health screening were available, and people could see a GP.

Basic health checks were carried out with people given advice if they had high blood pressure or BMI and the risk factors for other conditions were explained. Several attendees had a haircut and many took the opportunity to chat about their mental as well as their physical health.

Attendees also took the time to share their experiences of primary care and local hospital services, with one explaining that he is well supported for his Diabetes and is able to be seen when he needs to be and has been supported in understanding his condition.



“Events like this one are vital for me as I get to know what services are out there and which are available to help. I'm lucky and have had good experiences when I have need to go to Kingston Hospital too.”

Attendee



Merton engagement and assurance report

Quarter 3: October –
December 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, Merton link workers pilot campaign – working with Wide Way medical centre to promote online self-referral route, Support SWL wide campaigns – Mental H crisis line, vaccination

Infrastructure and relationships



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

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- **Supporting our teams** to work with people and communities in the design and delivery of local services.

Health inequalities and community outreach



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- **Community led approaches** – by having a more regular presence in our communities e.g. led by our community connectors/champions.

Examples of current activity: Community voice forums and Actively Merton – Community Grants Programme building the capacity of the local community and voluntary sector.

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.

Examples of current activity: Supporting PCNs to engage with local communities e.g. New Malden & Worcester Park PCN with carers event

Prevention and early intervention



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, childhood immunisation, Cost of living information and sign posting

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
- **ICS Strategy and Joint Forward Plan** 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. Focus on engagement understanding the experiences of LGBTQIA+ communities accessing health services, urgent and care and primary care.
- **Working with system partners and local residents**

Examples of current activity:

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

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

Merton: Inner Strength Network



**Engagement Lead:
November 2023**

**Nadra Gadeed, Engagement and Equalities Lead
Imogen Spencer, Engagement Manager**

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?

Encouraging and supporting Merton residents to take part in local activities is a key element of the borough's shared health and care plans.

A local organisation, Inner Strength Network (ISN) works to coach and supports women and girls to overcome difficult moments in their lives. Their primary aim is to reduce isolation from women who have been affected by trauma.

ISN delivered engagement activities (physical and social events) with and for women who had experienced trauma. These experiences mean that women and their children were isolated and this prevented them from attending physical and social activities in the community. ISN provided sessions to address health inequalities and the cost-of-living challenges faced by local people.

Themes and insight raised during the activities delivered by Inner Strength Network included:

The insights gathered through the Actively Merton grants programme will influence future work in Merton as we work toward becoming London's Borough of Sport.

London borough of Merton Borough of Sport programme will utilise the insight received from community to develop their borough of sport programme and increased and enhance current health and wellbeing opportunities for local people

Both physical and social activities are integral components of a healthy lifestyle. We know barriers to physical and social activity contribute to health inequalities, and only by understanding what they are can we seek to make a change.

Activities carried out to engage people and gather insights with grants funding received included Movement therapy – an experienced trainer works with families, in physical theatre, dance body work & somatic training. The aim of this activity is to raise confidence and increase social and physical activity. This will also bring mind and body alignment, and a trauma informed approach towards tension alleviation.

ISN works with the vulnerable families within Merton and listening to the voices of those in need. The organisation provides women with support and builds trust.

- Women are isolated and find it difficult to come out of their homes due their experiences.
- The activities that ISN delivered enabled women to engage with others and the activities were the focus for feeling connected.
- Attending the activities meant that the women were signposted to other local activities to further help their wellbeing.
- Reported low self-esteem – and by doing the activities they felt greater feelings of resilience.
- Misogynistic behaviours were raised as an underlying issues which prevented women from participating in physical and social activities.
- No access to free childcare or minimal access to women only classes meant that women were less inclined to participate.
- Concerns of body shaming & non inclusive classes, made women feel uncomfortable.

The women at the sessions felt empowered and supported by learning about the mind/ body connection and how emotions would naturally have an impact on physical health. The women learnt about the impact of the emotional toll and trauma and were able to express themselves in creative ways as part of their healing.

The women who participated felt part of a supportive community which reduced their isolation and enhanced feelings of wellbeing. Women also felt empowered in the knowledge that their feelings were a normal reaction towards trauma and many others have also felt isolated and stigmatised due to these experiences.

ISN will be connected into the Merton Health Care community voice network to link it with other community organisations supporting women and families through trauma. It will also provide a platform for them to share their innovative work.

We launched a grants funding programme for local community and voluntary organisations to bid for small pots of funding to gather insights on what stops people from being physically and socially active (the barriers) and what would encourage them to get more involved in local activities (the facilitators).

Other activities included, art and writing sessions with women at the refuge once a week for 3 weeks. This session was delivered by a volunteer with lived experience who has developed her artistic skill to give back to the community with excellent results.

Merton: Children and Young people insight scoping exercise



**Engagement Lead:
October 2023**

**Nadra Gadeed, Engagement and Equalities Lead
Imogen Spencer, Engagement Manager**

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

The Merton and Wandsworth NHS engagement team are working to set up and deliver a series of small grant funding for insights. The insight will help inform thinking and development in areas relating to Children and Young people, Community services transformation and Mental health for the grants programme.

The team undertook a scoping exercise to map the engagement that was already taking place in Merton with Children and Young people. This meant that the team would be able to draw on current evidence and insight and identify gaps in knowledge. The insight with the Local Authority and partners to also support the development of current knowledge base of the needs of CYP and their families.

What activities did you do?

The Engagement team went to the Merton Health and Care Together Committee to share their plan for engagement a community led topic approach for insight collation.

The committee approved the approach and requested a scoping exercise outlining the following:

- What engagement is already happening in Merton with the local authority and partners
- Are there any gaps in insight that we need to plug
- Can we join up what we know and what we seek to find out and share the committee in the round .

Who did you speak to and why?

We engaged the Merton Committee and London Borough of Merton public health and Children and Young People team Young inspectors and provided the rationale for this approach. The following actions outlined were:

- A forward plan for gathering insights – identifying key topics/themes for Merton which will help inform local services, initiatives and transformation work
- Inviting all partners and the community to share what's important to them and any insights or lived experiences
- Partnering with community and voluntary sector organisations (making funding available) - to gather detailed insights on each topic/theme, based on key questions to influence transformation work.
- Include a discussion on the topic/theme in our community voice forums - with open invitations to the community (hosted by our community and voluntary sector partner)
- VCSE groups that worked with Women and their families -with a focus on health inequalities.

What were the key themes that people raised?

Themes and insight raised during the horizon scanning, actively Merton insight report and engagement scoping exercise included

- The impact of food and fuel poverty on children, young people and their families meant that they needed to seek out warm spaces and food banks to survive.
- The additional; emotional toll on children , and young people and their families was challenging when food and warmth was hard to come by.
- CYP are taking on more caring responsibilities to support their families during the cost of living crisis.
- Increased number of children not at school.
- Increased social and emotional needs which are not being met by the school as resource and provision is stretched.
- The threshold for ECHP plan is high so many children and young people are missing out on much needed support at school.

What difference has this feedback made?

The feedback from the local authority and our partners about children and young people has enabled the team to develop a grant specification, which does not duplicate the current insight work that is taking place in Merton such as the mental health and wellbeing programme.

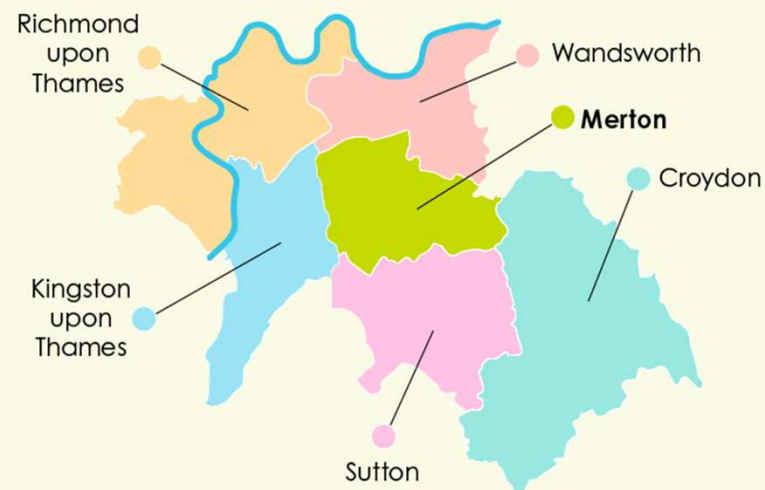
The grants programme will also seek to build on the ambition of 'being heathy' and seek to draw on the Merton Council joint strategic needs assessment data.

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

NHS SW London will provide funding by way of small grants to work with the local VCSE who are directly supporting the Children , young people and their families to understand gain a better understanding of the barriers and enables to their health and wellbeing.

The programme will facilitate setting up new opportunities for engagement and activities to provide a safe space for children , young people and their families to share what are the current challenges impacting their health and wellbeing and what would support them to address these challenges and help them to harness a heathier and improved quality of life.

Polish Family Association Bike Shed project



Proud to be working together to create healthier communities

Partners involved

Polish Family Association
NHS South West London
Merton Council

Find out more

Learn more about our work and get involved
at www.swlondon.nhs.uk

Merton Bike Shed project offers “a sense of freedom and independence” to refugees

Refugees living in Merton are being offered free, refurbished bikes giving them a vital means of transport while improving their health and wellbeing.

Along with local charity Commonsense Trust, Merton’s Polish Family Association has been supporting refugees from Ukraine since their arrival in the UK with a dedicated hub.

Through the Bike Shed project, Polish Family collects and recycles unwanted bikes then meticulously restore them to their former glory. Not only does the scheme provide a free way to get around, the bikes also promote an active lifestyle for physical and mental wellbeing.

Slawek Szczepanski, CEO at the Polish Family Association said: “Cycling is more than just a mode of transport; it’s a transformative experience that nurtures both body and mind. Regular cycling strengthens muscles and improves overall fitness. Through our Bike Shed scheme, individuals are incorporating physical activity into their daily lives, promoting a healthier lifestyle for themselves and their families.”

NHS South West London supports Polish Family Association with grant funding under its inequalities programme.



“Having my own transport to get me out and about has totally changed my life. I am now more independent and can drop into support centres and attend health appointments when I need to.”

A local resident who came to Merton from Ukraine last year



Richmond engagement assurance report

Quarter 3: October –
December 2023



Richmond

South West London

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

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.

Examples of current activity: Community Champions/Core Connectors, Community led health & wellbeing project (LTCs), Community Voice Groups:



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.

Examples of current activity: Health in your hands project



Prevention and early intervention

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, childhood immunisation, **Cost of living** information and sign posting, **Thriving Transformation Programme 2023 – 2028**



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
- **ICS Strategy and Joint Forward Plan** – collating feedback from Kingston & Richmond residents to influence the development and delivery of the ICS Strategy and priorities.
- **Working with system partners and local residents**

Examples of current activity:

- 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.



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: Pharmacy Closures in Hampton

Engagement Lead: Caroline O'Neill Lead Engagement Manager, Kingston & Richmond
October – December 2023

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>In November 2023, Boots Pharmacy in Tangle Park and in Priory Road closed, leaving only one remaining pharmacy in Hampton.</p> <p>Several residents contacted Healthwatch Richmond (HWR) about the impact and inconvenience this was having for them. As a result, HWR undertook engagement to gather further insights from local residents to share with Boots as the provider, Richmond Council and NHS SWL ICB (Kingston & Richmond).</p>	<p>Online survey</p> <p>Extensive promotion including geolocated advertising and partner promotions</p> <p>3x site visits to Station Approach and Bear Road Pharmacies</p> <p>Stakeholder engagement including Pharmacy Needs Assessment Group, Councillors and Boots.</p>	<p>Residents and pharmacy users (680 completed survey responses).</p> <p>Pharmacy staff to understand pressures and plans for improvement.</p> <p>Healthwatch England to influence the wider issue of underfunding in pharmacy.</p>	<p>Respondents expressed concerns about staffing levels and their working conditions and considerable empathy for them. We are concerned about the impact of this on staffing over time and the risks that this presents to the remaining pharmacy.</p> <p>Extensive waiting times and frequent reports of people waiting outside (c36.5% wait for over 30mins) increasingly significant as we head towards winter.</p> <p>Loss of reliable access to prescription medication with people reporting extensive waits for prescriptions to be fulfilled, missing items and general stock issues. People reported rationing their medication and missing doses as a result.</p> <p>Lack of access to normal pharmacy services and advice.</p> <p>Loss of access to over the counter (OTC) medication, first aid and self-care supplies (inc.baby and continence care)</p>	<p>HWR have asked Boots to set out a formal action plan to address:</p> <ol style="list-style-type: none"> 1. Increase the number of pharmacists and service staff in the Station Approach Pharmacy 2. Provide the required over the counter medication, pharmacy first medications and essential supplies 3. Improve promotion of the text message notification service 4. Improve waiting areas to maximise seating and standing space 5. Increase staffing at Bear Road 6. Provide temporary support to Bear road to enable them to reduce backlogs 7. Take steps to improve the safety of Bear Road which is targeted by criminality. <p>Findings are being fed back to the Health Select Committee by Healthwatch England</p>	<p>Formal recommendations made to Boots. Statutory deadline for response was 23rd January.</p> <p>Healthwatch England briefed and will include findings in their report to the Health Select Committee in January.</p> <p>Some improvements have been made and HWR will return to check that these continue to be made.</p> <p>Influence the needs assessment and engage in local discussions and influencing around options for sufficient provision.</p>



Richmond: Full of life fair 2023

Engagement Lead: Caroline O'Neill, Lead Engagement Manager, Kingston and Richmond
October – December 2023

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

Richmond Council's Full of Life Fair took place in October at the RFU Twickenham Stadium. The Fair was themed around physical activity, and supporting older residents and carers with the local services and information they need to live active, healthy, more socially connected lifestyles, as well as more independently in their own homes. The main Fair was supplemented by a month-long programme of Full of Life Fund events running during October and November 2023..

We took the opportunity to work with the Council's community champions to gather insight about health and wellbeing and local services from attendees.

What activities did you do?

Approximately 730 people attended the Fair this year, which is around 200 more than in 2022.

- 64 stallholders representing local charities, businesses, community groups, community, health and social care services. Including flu and covid vax clinic and pharmacy and social prescribing.
- 23 timed and all-day activities that attendees could get involved in – exercise and activity taster sessions.
- A free cafe run by volunteers and a pre-booked catered lunch
- 41 volunteers from across a range of organisations.

All activities featured at the fair can be viewed at [-Full of Life Fair 2023 - Event brochure \(richmond.gov.uk\)](#)

Who did you speak to and why?

Community champions on the day surveyed approximately 10% of attendees to gain insight about the event.

We included a question in this survey about people's experience of local health and care services to test what feedback we would get this way.

Forty-three people responded to this question sharing what services they had used in the last six months which as expected were mostly GP practices, pharmacies and then local hospitals. Of these 20 provided more information about their experience

What were the key themes that people raised?

Twelve were positive about their recent experiences' however only two explained why – positive about medical services and being able to get a next day appointment.

Eight had a more negative experience citing poor communication and administration processes; waiting times to see preferred GP or not being able to get an appointment; not liking online systems to get an appointment, prefer face to face, online can feel impersonal. One person felt that GPs were "in hiding" as more services were now nurse led.

Overwhelming feedback is that this type of in-person showcase event makes a huge difference to people understanding what's available to them when trying to find out online can be difficult. It really helps those who are more socially isolated, looking to meet and connect with others at a similar stage of life.

What difference has this feedback made?

Such events help to empower and equip older residents with the information and support they need to live more active, healthier lives. To become more socially connected as well as staying independent in their own homes. This can prevent ill health and reduce their need to access local health and care services. Of those surveyed about the event 95% felt more informed about what is available to them in their local area and 79% felt they were more likely to take part in activities organised by local groups:

The feedback about local health services will be reported alongside other community outreach insight through K&R's quality delivery group and the primary care team.

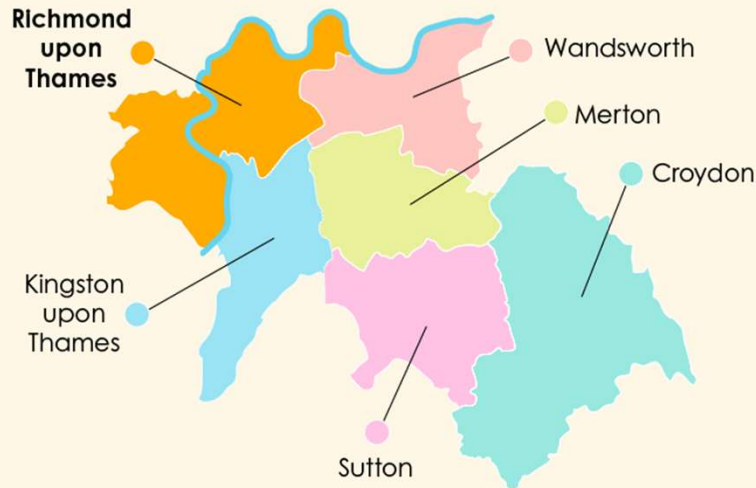
Feedback about the Fair itself will be used to improve the awareness of the event and what people value most at the event for 2024.

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

We will continue to work with community champions and connectors in Richmond both boroughs to connect with people and communities who do not traditionally access services or engage with us to ensure their experiences and feedback about local services are heard and can inform our plans. The Full of Life Fair and related programme of events is due to take place again in 2024.



Multicultural Richmond



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Multicultural Richmond
Richmond Council

Find out more

Learn more about our work and get involved at www.swlondon.nhs.uk

How we're making a difference

In 2023, Multicultural Richmond celebrated its thirtieth year with a range of events continuing their promise to promote an inclusive multicultural community in the borough. The charity is a key community partner to the NHS in Richmond, supporting our outreach into local communities experiencing health inequalities or those who don't routinely engage with health services.

In December over 40 people attended an event hosted through Richmond Council's Full of Life Fund. The event promoted wellbeing and people tried out activities including Zumba, Qi Gong, meditation and chair yoga. Over lunch members and potential members chatted and shared their views on local services with us.

Multicultural Richmond holds a range of regular activities and community outreach looking to improve the health and wellbeing of local people.

At this event, one member shared her positive experiences of primary care, adding that she can always get an appointment at her GP practice if she needs one, and that her experiences have been good and the system they have in place easy to navigate.



I have been coming to Multicultural Richmond for years and it is the staff who make it so special. Having the opportunity to socialise during the activities on a Monday and Thursday is so important for my confidence."

Multicultural Richmond member



Sutton engagement and assurance report

Quarter 3: September –
December



Sutton



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:

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.

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.

Examples of current activity: Health and Wellbeing Navigators, Community Development workers adopting ABCD approaches.

Supporting primary care and PCNs



Being receptive to local needs

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.



Prevention and early intervention

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, childhood immunisation, Cost of living information and sign posting



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
- **ICS Strategy and Joint Forward Plan** 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. Forward planning engagement and focus groups on older people and health inclusion groups.
- **Working with system partners and local residents**

Examples of current activity:

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



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: Bridging gaps in mental health services for Muslim groups in Sutton – Shanklin Estate

Engagement Lead: Clare Thomas, Sutton – Senior Engagement and Communications Manager
Sept – Dec

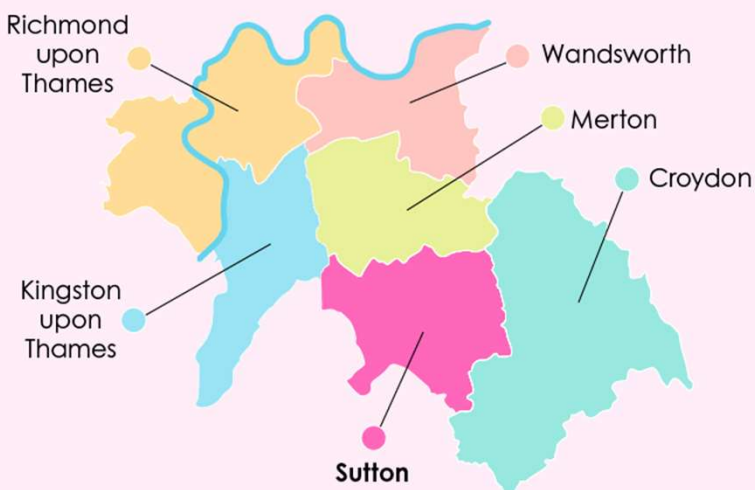
Why did you seek the views of local people and or communities?	What activities did you do?	Who did you speak to and why?	What were the key themes that people raised?	What difference has this feedback made?	Are you planning any further engagement work on this programme or a related programme?
<p>At an Eid event at the Shanklin Estate in May, it was highlighted that Muslim groups in Sutton sometimes face issues accessing Mental Health services.</p> <p>Barriers such as stigma, language, discrimination, cultural background, and gender were recognised as challenges in engaging with mental health services.</p> <p>An idea was shared, that a Muslim women’s group should get together, to run a cake sale at the Sutton Mental Health Foundation (SMHF) to normalise a mental health setting, making services more approachable whilst giving people the opportunity to talk about how they are feeling and any issues they have faced when accessing the service.</p>	<p>The cake sale event, was attended by over 50 Muslim women and successfully raised £440.00 for Macmillan cancer.</p> <p>Participants included representatives from the Refugee and Migrant Network, Cranston, Sutton Local Authority, Hestia and Sutton Mental Health Foundation staff.</p> <p>The informal setting helped to create a platform for open conversations about mental health, resilience, family issues and accessing mental health services.</p>	<p>The engagement aimed to bridge gaps in mental health service access and awareness by addressing specific barriers, fostering community engagement, and building positive relationships to create lasting improvements in mental health outcomes for the Muslim community in Sutton.</p> <p>We spoke to those who attended the cake sale and asked “What does Mental Health mean to you” – one person said “A lot! It controls your whole body and how you behave to yourself and others”. The event helped to build on the relationships with Sutton Mental Health Foundation and the Muslim community, helping to talk through accessing mental health services collectively.</p>	<p>Feedback from the women included:</p> <ul style="list-style-type: none"> • Normalisation of Mental Health Services: Attendees appreciated the initiative to host a Macmillan cake sale at SMHF. The event aimed to establish mental health services as warm and friendly rather than intimidating or daunting. • Confidentiality and Comfort: Participants were reassured by the existence of private rooms at SMHF, which they found important for confidential discussions. This contributed to changing the perception of mental health services as potentially intimidating. • Increased Awareness - with some participants expressing that they had never thought they would see a mental health service centre and were pleased to find it to be a warm and welcoming place. • Building Trust: event facilitated engagement and conversation not only among community members but also involved representatives from various organisations, strengthening partnerships and relationships for future working. 	<p>The positive outcome of this event has strengthened partnerships between Sutton Mental Health Foundation and various other voluntary organisations.</p> <p>The event helped with increased awareness of mental health services to help address need within the Muslim community in Sutton.</p> <p>The event helped to recruit a young person volunteer who has set up an Instagram account “mentalhealthgupshup” – for the Muslim community in Sutton.</p> <p>The event provided a platform for open conversations, allowing participants to talk about their own mental health, in a non-judgemental environment.</p> <p>The events demonstrates the importance of trust, local knowledge and a sensitive approach to address health inequalities.</p>	<p>Following on from this event, a women’s yoga group has been set up at the Sutton Mental Health Foundation site.</p> <p>Future opportunities to work together are being explored to help continue the positive impact on mental health services within the community.</p>

Sutton: Women's Health and Wellbeing Event – Central Sutton

Engagement Lead: Clare Thomas, Sutton – Senior Engagement and Communications Manager
Sept – Dec

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>Sutton Women's Centre and the Central Sutton Integrated Neighbourhood team (INT) ran a joint event in November on Women's Health and Wellbeing. This event brought together Social Prescribing Link workers, Mental Health Practitioners from Sutton Primary Care Networks (SPCNs) and Health Navigators from Volunteer Centre Sutton.</p> <p>The team hired out the Sutton Community Dance space in the St Nicholas Centre.</p>	<p>There were opportunities for women to attend several different workshops including Chi Flow, Pilates, Yoga, Strength conditioning as well as different treatments such as a hand massage.</p> <p>Health Navigators had their own dedicated area and were running wellbeing checks with women as they went from different sessions. The wellbeing check included BMI and blood pressure.</p> <p>Dr Naomi Bennett ran several workshops including:</p> <ul style="list-style-type: none"> • Contraception and Sexual Health with speakers from Rosehill Sexual Health – Dr Banke Davies and Elizabeth Sherlock (specialist nurse) • Menopause, with Dr Naomi Bennett • Preparing for pregnancy with SWL Obstetric (Miss Antoinette Johnson) and Maternal Medicine (Dr Lila Mayahi) 	<p>The team had an area outside the room where workshops were being held and spoke to attendees who wanted to ask questions or find out more about support in any of the areas being covered.</p> <p>They also had a survey for attendees to fill in to help gain knowledge around how easily accessible information was for the attendees and whether they felt that they had support in their community.</p>	<p>Feedback from the women included:</p> <ul style="list-style-type: none"> • Attending the menopause workshop significantly improved their understanding of menopause-related issues. • Awareness of menopause and the symptoms is low in the community and more needs to be done to support women. • Attendees felt that they did not have enough support about menopause services. 	<p>Menopause was the best attended session of the day across all activities/talks.</p> <p>Colleagues from SPCNs also spoke to attendees individually about the support we can offer through their Practice.</p> <p>Attendees felt the event helped them feel more confident and increased their self esteem.</p> <p>The Central Sutton INT will continue to build on this event and work with partners across Sutton to support women across the borough.</p> <p>From this event we are linking up with the Transform partners – Limes College and Homestart, and also the LGBTQ forum to raise awareness of sexual health (in more vulnerable groups) and planning a healthy pregnancy.</p> <p>This event further supports partnership working and building up trust with organisations.</p>	<p>Future opportunities to work together are being explored to help continue the positive impact from this session, building on existing relationships and working with partners to support women across the borough.</p> <p>The team will be joining Sutton Women's Centre at their Winter Wellbeing Event in January 2024.</p>

Empowering Communities on the Roundshaw Estate



How we're making a difference

Roundshaw is a close-knit community that sometimes feels cut off from elsewhere in the London borough of Sutton. As part of Sutton's Integrated Neighbourhood Teams (INT), people from Roundshaw now sit alongside GPs, Councillors and Voluntary Sector chairs on the groups which plan for future needs. The Wallington Community Wellbeing Team brought together also 40 NHS and wellbeing organisations, offering everything from diabetes checks, vaccinations to advice on weight loss, fitness and befriending. Residents helped shape what they wanted from the day, including financial support, help with mental health and how to eat healthy on a budget.

Health and voluntary sector professionals also made the connections that help them to signpost people to the best care. And it was a chance for residents to find out more about the range of new health and care jobs, with a view to joining the workforce themselves, bringing their unique local knowledge.

The Wallington Wellbeing Community Charity will be launching their 'Healthy You' initiative in January along with Wallington Integrated Neighbourhood Team.

Proud to be working together to create healthier communities

Partners involved

- Wallington Wellbeing Community Charity
- Sutton PCN Health and Wellbeing Team - including Social Prescribers/ Health and Wellbeing coaches
- Sutton Health Navigators

Find out more

Learn more about our work and get involved at www.swlondon.nhs.uk

“I don't get to see my doctor much so having the NHS here was a bonus. I was given time to chat over things with various professionals and it was so relaxed and convenient being on my doorstep.” Resident from Roundshaw

“We haven't just gone into Roundshaw and had a nice day. We have said we will be back – we will carry on working with you and you will carry on joining our meetings. People need to know that this is a true partnership, that we're here for the long term not flitting in and out.” Christine Lindsay – Wallington Community Wellbeing





Wandsworth engagement and assurance report

Quarter 3: October –
December 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

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, NHS App.

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.

Examples of current activity: Community voice forums, Winter Engagement Fund,

Supporting primary care and PCNs



Being receptive to local needs

Battersea PCN - Community Health and Wellbeing Workers: Brazil Model.

Social prescribing network Children and young people Enable.

Prevention and early intervention



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, childhood immunisation, **Cost of living** information and sign posting

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
- **ICS Strategy and Joint Forward Plan** 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. Focus on engagement understanding the experiences of LGBTQIA+ communities accessing health services, urgent and care and primary care.
- **Working with system partners and local residents**

Examples of current activity:

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

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 – primary care service, Supporting Trinity medical engagement.

Wandsworth: Thinking partners community voice forum - community grants showcase

Engagement Lead:
October 2023

Nadra Gadeed, Engagement and Equalities Lead

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

The Wandsworth community grantees were funded for nine months to deliver localised community projects to:

- Work with disadvantaged communities, and those most at risk of poor health.
- Ensure those most often unheard are enabled to strengthen their voice about their healthcare needs to shape NHS services in Wandsworth and improve access to appropriate and local healthcare.
- Help groups to tackle health inequalities by supporting people to live healthier, happy lives.
- Support closer working relationships between small, developing, voluntary and community organisations and NHS South West London.
- Through the scheme, voluntary and community organisations will learn about the local NHS and develop an understanding of how their own organisation contributes.

What activities did you do?

SEN Parenting , A2nd Voice, Furzedown Project and Share community presented to Thinking partners community voice forum. They provided an overview of the project, including the project aims, objectives and impacts.

The organisations shared how the project has promoted better access to healthcare for their local community.

They highlighted opportunities for joint working and partnership with other VCSE organisations in Wandsworth

They showcased how they shared good practice with their communities and partners.

Each project identified how they were capturing user feedback and utilising for developing their service and how this was supporting them to bring in further funding for the organisation.

Who did you speak to and why?

The Thinking Partners forum hosted the Wandsworth community grants showcase event. To provide an opportunity for the forum to hear about the projects and to also share the opportunities and challenges when applying for funding.

The forum members recognised that due to the lack of funding available in the system currently, their sustainability and future growth could be limited. If they were not able to demonstrate partnership working, utilising evidence and insights, as well bringing user experience and community needs to the forefront. This was then an opportunities for the forum to learn about what worked well and to also use the insight to inform future funding bids.

What were the key themes that people raised?

- Organisations who work across SW London welcomed the targeted support and funding for Wandsworth specific activities. This enabled organisations such as A2nd Voice and SEN parenting to target support available to families and young adults with Special educational Needs and Autism.
- The impact of the cost of living on families already struggling was significant and the community grant programme enabled organisations to provide food and warm spaces in addition to therapeutic and social package of support.
- The organisation confirmed that communities experienced poorer outcomes due overcrowding housing, food and fuel poverty. In addition, there were limited opportunities to lift themselves out of disadvantage. People wanted to take an active role in creating a better live for themselves

What difference has this feedback made?

The funded organisations noted the difference including:

- Deeper more targeted reach into Wandsworth with new people engaging with the organisations.
- Isolated families with children who have SEND are networking and connect with one another outside of the funded activities.
- During the funded period of the project additional localised safe spaces were available for families and older people to come together, to socialise, eat and connect.
- The stigma associated with food and fuel poverty meant that local people, felt unable to access food banks without feelings of stigma. Having an activity connected to the availability of food and warmth made the session was more appealing and increased engagement.
- People developed strong relationships with the organisation who were delivering activities and noted that had statutory services been delivering the events they may have been less willing to go and engage.

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

There have been discussions with members as to how to bring projects to life and share good practice. Suggestions have included testimonial from service user and participants.

Enabled Thinking partners members to connect outside of the bimonthly forum and learn about projects and share opportunities to work in partnership.

The NHS engagement team are exploring appropriate ways in which the team can facilitate the connection outside of the forum around GDPR.

Wandsworth: Community health champions – hosted by Wandsworth Care Alliance

**Engagement Lead:
November 2023**

**Nadra Gadeed, Engagement and Equalities Lead
Imogen Spencer, Engagement Manager**

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

Wandsworth Care Alliance (WCA) Voluntary Sector Coordination Service are running a grants programme, offering grants up to £8,000 for community groups to recruit Community Health Champions.

The grants enabled community organisations to build capacity and host core connectors who would be responsible for a network of Community Champions, asset mapping and developing and delivering activities. These grants enable voluntary and community groups to run activities which support a healthy lifestyle and address some of the barriers that people experiencing health inequalities associated with chronic obstructive pulmonary disease (COPD) and cardiovascular (CVD). The funding can build on activities groups already do which are relevant to the programme's themes or can be used to start something new.

What activities did you do?

Elays network, Mother and child welfare association, Free2be WOW mums utilised the the funding to build on the existing healthy lifestyle programmes to raise awareness of long-term conditions such as COPD, Heart disease and associated commodities such as obesity and diabetes.

Specific activities included:

- Healthy eating workshops
- Plant based food
- Eating the rainbow
- Changing fast food donations for participants to healthy meals and snacks

Drop-in and community conversations where health champions provided opportunities for conversation about health and wellbeing as peers in their local communities.

Who did you speak to and why?

The grants funded the following:

- Elays Network, a Somali community organisation, helping to create active citizens. Through education training and community capacity building.
- Free2be supports LGBTQIA+ young people and their families in Wandsworth .
- WoW mums, a group of mothers from Wandsworth working to engage children and their families to be active citizens and building a sense of community .
- Mother and Child Welfare association supporting Somali and other BME communities providing Court support, Prisoner focus groups and support on release.
- Women's support service.
- The Furzedown Project is an activity centre and social hub for people aged 50 and over from Furzedown, in the London Borough of Wandsworth. Our mission is to increase people's sense of wellbeing and reduce social isolation.

What were the key themes that people raised?

Identified themes and insights including:

The Champions learnt about topics they weren't completely familiar on and become confident in signposting and sharing information with others to also inform them

Local communities noted how helpful it was to speak to someone who was local to their area and had the time to listen when they had experiences traumatic health events and interventions.

The grants programme has increase reach into the community to share health messaging to communities that may not otherwise have received it.

WCA have been able to promote and talk more about the 'Community Champions'/'Core Connector'/'Core20+5' programmes, increasing knowledge and understanding of the models, which will contribute to the programme's sustainability.

What difference has this feedback made?

Increased levels satisfaction and enjoyment reported by participants led to improved physical fitness and wellbeing, as well as enhanced confidence and self-esteem, boosted mental wellness, personal development and nurtured a sense of community.

Increased mental wellbeing and physical activity of participants, as well as an increase in people using the correct or better local services due to signposting by the Community Champions.

Disseminating health information which built trust and facilitated more contact between residents and wellbeing providers.

Initially participants were not interested in healthy eating/activities, but ended up being emersed in the subject, asking for different activities/foods and getting involved in giving and getting advice with others. The organisation is considering extending the project to other age groups that they work with.

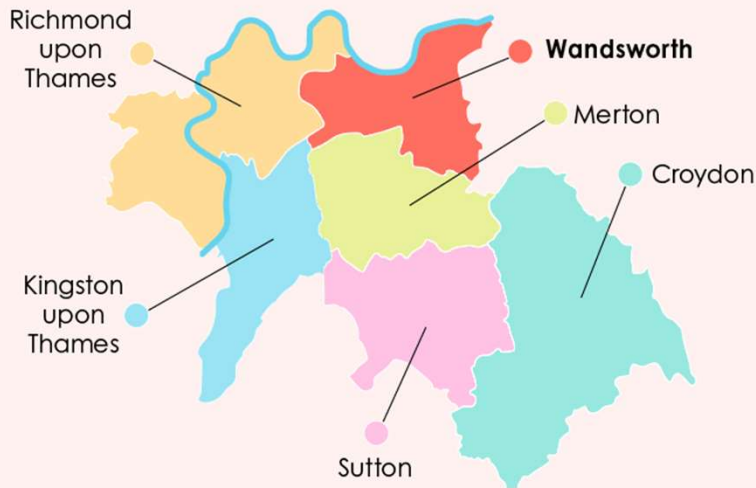
Are you planning any further engagement work on this programme or a related programme?

Due to the success of the smaller community champions grants two organisations have been awarded increased funding to continue and scale up their community champions programmes.

Elays Network and the Furzedown Project will each host a Core Connector who will be responsible for recruiting and training a network of Community Champions, mapping the available community assets and developing a programme of activities.

Feedback about the champions programmes has informed the Primary Care Integration Transformation Steering Group and the benefits of the how the community champions model for integrated service models.

South west London's first NHS youth social prescribing clinic brings life-changing results



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Battersea Primary Care Network
Enable not for profit
Wandsworth voluntary and community sector

Find out more

Learn more about our work and get involved at www.swlondon.nhs.uk

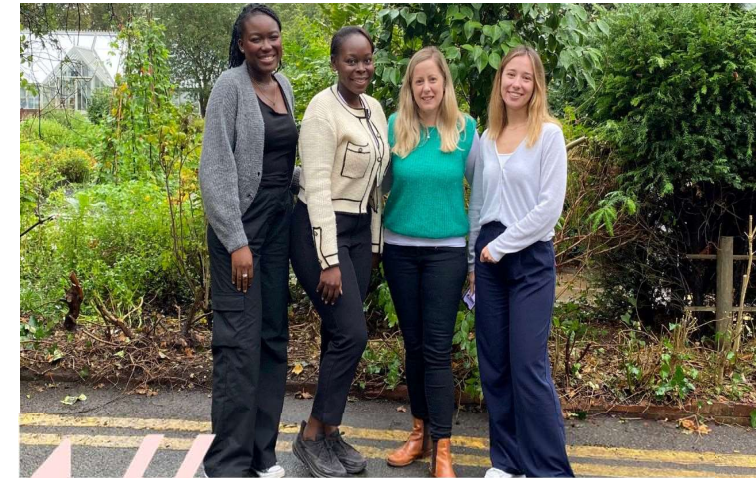
How we're making a difference

Pilot social prescribing project, the Battersea youth clinic, empowers young people aged 15 to 25 get the support they need from the NHS and community organisations.

GP Dr Amy Vowler developed the service after witnessing the mental pressures experienced by young people since the pandemic. She said: "Through this new approach we have supported young people who have not contacted their GP for help before. We offer a choice of consultation methods, whether they prefer phone, video or face-to-face appointments."

A team of link workers all aged under 30 step in to help young people struggling with issues such as loneliness, school and social media pressures, bullying and family difficulties. They work to build their confidence through counselling or community support, including sports and youth clubs, mentoring, and careers advice.

An independent person-centred evaluation of the service launched in 2021 was carried out by Meaningful Measures. They reported most people had an excellent experience of the service which reached a high proportion of minority ethnic communities and welcomed the warm and friendly approach.



"The approach has seen improvements to the health and wellbeing of the majority of those who took part and enabled us to reach some young people who wouldn't normally access health services."

Dr Mohan Sekeram, Clinical Lead