



**Mayor of the Royal Borough of Kensington and Chelsea, Will Pascall, opening our Annual Meeting**



## Autumn Newsletter 2019

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### Welcome to Healthwatch Central West London's Autumn Newsletter.



## Celebrating our 2018/19 work

Members, volunteers, councillors, and friends from local organisations joined our 15th July celebration at Kensington Town Hall. It was wonderful to share our work from the last year with you all.

This year, we added a twist, by including mindful activities: the attendees all took part in a group Tai Chi session, while UCL's Virtual Reality stall invited guests into different soothing environments.

Guests enjoyed presentations on our key projects from the three boroughs, delivered by our Volunteer Coordinator Alikei, Hammersmith and Fulham Engagement Lead Eva, Programme Manager Carena, and Young Healthwatch member Civan. You can read about these projects throughout this issue.

## You told us the health issues that matter to North West London.

When we, with other Healthwatch organisations in **Brent, Ealing, Harrow, Hillingdon** and **Hounslow**, invited local people to respond to the NHS Long Term Plan, we were able to predict some of the key issues you raised: as the NHS Long Term Plan report shows, continuity of care, communication between professionals and patients, and coordination between different services, must all be priorities for the NHS over the next decade.

These were all considered major issues by attendees at the 18 events we held throughout the eight boroughs, and your experiences will contribute to future planning.

You also highlighted some overlooked issues. We heard accounts of transport problems, with poor timing, long journeys, strict eligibility criteria and parking restrictions letting patients, staff and families down.

**Your concerns are part of a national trend: at Healthwatch England's annual conference, NHS head Simon Stevens announced the launch of a transport review in response to local Healthwatch recommendations.**

We also discussed how you felt about mental health services, services for people with learning disabilities, and those for children and young people, through our special focus discussion groups. These provided valued insight into what is and is not working in the eight boroughs.

If you haven't already, please do read our "[Response to the NHS Long Term Plan Report: Healthwatch in North West London](#)", with special focus reports included, on [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)



**NHS head Simon Stevens announced a transport review, following local Healthwatch recommendations.**

# Our Work

## Hammersmith and Fulham

### Where to get help in Hammersmith and Fulham: informative materials

Hammersmith and Fulham CCG has published an informative leaflet, on where to access local medical help and advice, as part of a co-produced communications campaign with the Healthwatch Hammersmith and Fulham Local Committee. It includes information about the resulting changes from its consultation, which Healthwatch Central West London assisted with earlier this year.

### Consultation:

Hammersmith and Fulham CCG completed a formal consultation, on reducing the number of the three existing GP Hubs and on closing the Urgent Care Centre at Hammersmith Hospital overnight (closed from midnight-8am), in Spring 2019.

### What we did:

Healthwatch carried out an Enter and View visit at Hammersmith Hospital's Urgent Care Centre. We assessed the service's quality and accessibility, and spoke with service users about their experiences.

The Local Committee worked to make the consultation and post-consultation materials accessible and easy for the public to understand.

### Results:

- No changes will be made this year to the GP Hubs in Hammersmith and Fulham offering evening and weekend appointments.

- Hammersmith Urgent Treatment Centre will close overnight.
- 2,669 people responded to the consultation.
- H&F Engagement Lead Eva developed this case study into a **workshop on influencing consultation materials** for the **Healthwatch England Annual Conference**.

You can read the service signposting leaflet on the H&F CCG website. You can raise concerns or questions at: [info@healthwatchcentralwestlondon.org](mailto:info@healthwatchcentralwestlondon.org) or **020 8968 7049**

### Response to Digital First Primary Care Policy

Healthwatch Hammersmith and Fulham, and our Local Committee, produced a response to the [Digital First Primary Care Policy](#), as part of a consultation on patient registration, funding and contracting rules by NHS England.

### Key points of the response included:

- NHS England must assure patients who cannot or do not wish to use digital services that they will still have access to in-person general practice services.
- We support the proposal for "out-of-area registration", which awards a new local contract to the provider in the "other area" when a certain number of patients has been reached, with the condition that potential risks for patients be identified and mitigated.
- We acknowledge the financial uncertainty created by expanding Babylon GP at Hand for Hammersmith and Fulham's healthcare.
- Digital providers must provide evidence that they have engaged locally before making any changes, i.e. with seldom heard groups and people who do not use the internet.

NHS England and NHS Improvement published their response to the consultation in September, after receiving 230 responses. We will report how far our Local Committee's comments have been considered.

You can read our [Response to Digital-First Primary Care Policy consultation](#) at [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)



# Westminster

## Relaunching Young Healthwatch

Healthwatch Westminster has published its latest project report, which details the challenges and successes from our first year of working with Young Healthwatch.

We have also been holding induction and training sessions for new members, covering diversity and equality, presentation skills and talking about health and social care, along with other useful skills for volunteering with Young Healthwatch. The training sessions conclude with group discussions about the health issues that matter to young people, and how they want to work with Healthwatch to improve healthcare in their communities.

Healthwatch Westminster recently worked with Central London CCG to test responses to the new Health Help Now app, inviting Young Healthwatch to share their experiences with the online tool, alongside older Local Committee members.

You can read more about our work with Young Healthwatch in the Young Healthwatch Westminster Project Report, which is available on our website now.

If you or someone you know (age 14-24) is interested in Young Healthwatch, please contact Alex or Elizabeth on [info@healthwatchcentralwestlondon.org](mailto:info@healthwatchcentralwestlondon.org)

## Kensington and Chelsea

### Earl's Court Engagement

Earls Court Health & Wellbeing Centre's contract is due to expire on 31st March 2020, and West London CCG is considering its next steps.

The CCG ran engagement, where local people could contribute their experiences to the decision making process, from 9th September-4th October.

Healthwatch Kensington and Chelsea's volunteers conducted observations at Earl's Court. We appreciate the supportive response we received, and we will share our findings in the near future.

### Mental Health Day Opportunities

Mental health day opportunities in K&C are changing. People using the current services told us that they would like to be involved in how these services are improved and delivered in the future. We worked with commissioners to look at how they could engage with both current service users and residents who may need to use these services more widely. After listening to us,

commissioners secured an extension of the current contracts so that they had time to increase participation among people with lived experience of enduring mental health conditions.

We worked with commissioners, the Bi Borough Head of Personalisation, and service user representatives to design two workshops for service users and other residents who may want to use mental health services. We helped to deliver workshops on what good mental health services look like and how people would like such services to be delivered in the future.

We will follow up with commissioners on how they are using the information they gathered through the workshops. We will support commissioners to include service users in the procurement process.

## Bi-borough and Hammersmith and Fulham

### Discussing Primary Care experiences in partnership with the BME Health Forum

We have been gathering local experiences and views of primary care services, in partnership with the BME Health Forum. We have visited:

- + **Migrants Organise** (Kensington & Chelsea)
- + **The Pepper Pot Centre** (Kensington & Chelsea)
- + **Marylebone Bangladesh Society** (Westminster)
- + **Middle Eastern Women's Society (MEWSO)** (Westminster)
- + **People Arise Now (PAN)** (Hammersmith & Fulham)
- + **Iranian Association** (Hammersmith and Fulham)

We asked participants what worked and what could be improved in local primary care. We discussed how we can support our own wellbeing, and how local groups or services could help us attain a desirable standard of health. The lively, informative discussions offered diverse experiences and ideas. Limited appointment availability remains an issue, although access to interpreters and extended appointments are noted positives. Groups noted the importance of nutrition and exercise to sustaining healthy habits.

We appreciate the time and effort each of these groups gave us, and look forward to sharing our full summary of the discussion groups with you all.

## A&E Experiences at St Mary's

Healthwatch Central West London joined NHS England and Healthwatch England in a national project, which looked at A&E wait times. Engagement Lead Sumita, Westminster and Kensington & Chelsea Local Committee volunteers, and Dignity Champions, all smashed the required interview numbers at St Mary's.

The information is now being added to a national report. We will share our local results following agreement with Healthwatch England.



## Healthwatch Conference 2019

We were pleased to accept Healthwatch England's invitation to host another session at its national conference this year. Eva's workshop explained how to effectively work with CCGs, sharing her experiences from the latest consultation, and leading a thought provoking group activity that invited attendees to consider who wields the most influence in local issues, as well as how we could effectively work with seldom heard groups. We received wonderful feedback from attendees, and look forward to Healthwatch 2020!



Healthwatch England's 2019 conference included a session led by our H&F Engagement Lead Eva

## Patient Participation Groups

**Our PPG leads have been sharing information about Primary Care Networks, and how they will affect how we access our local primary care services in Central and West London.**

### ***What is a primary care network?***

A Primary Care Network (PCN) is a group of GP

practices with a total patient population of 30,000-80,000. Typically, there are 5-10 GP practices in a local community. PCNs enable practices to share resources and expertise, and to work in partnership with other health and care providers, such as hospitals, mental health and community trusts, community pharmacies and voluntary organisations.

### ***What does this mean for patients?***

Partnership working can help to develop a more personalised form of patient care: clinicians are able to refer patients to appropriate non-clinical services in the community, including voluntary organisations.

### ***What will change for me?***

You may not notice much change at first, but you may see a wider range of services becoming available at your practice or at other PCN practices.

### ***What will remain the same?***

You will still be registered with your GP practice and will be looked after by your practice GPs.

### ***What services will PCN offer?***

- + Access to extended hours appointments
- + Clinical pharmacist - advice on medication
- + Specialist services - specialist diabetes nurses, ECG, phlebotomy, spirometry, physiotherapy, mental health services, and more
- + Social prescribing - personalised patient care focused on prevention

### ***How can you help to develop your PCN?***

For patients, PCNs can be a great opportunity to improve quality and access to health services for their local community.

If you would like to influence how services are being developed and delivered at the GP practice or PCN level, you can contact your practice to ask how you can get involved.

For more information on **Primary Care Networks**, you can visit our website, or email our PPG lead Odeta at:

**odeta.pakalnyte@**

**healthwatchcentralwestlondon.org.**

# Our Volunteers and Training

## Enter and View

The Dignity Champions have now completed two **Enter and View** visits to Garside Nursing Home, with the report set to be published over the coming weeks.

Our team was impressed with the quality of the home and by its hard working staff. We received wonderful feedback from seven residents, four relatives, and four members of staff, and no concerns were raised.



## Training

In addition to conducting Enter and View visits, Volunteer Coordinator Aiki has been providing training for volunteers, members, and local organisations.

Her sessions focus on how we can cope with challenging mental health issues to ensure the dignity and safety of others. We have received wonderful feedback, and are using these comments to develop future sessions, which you can look forward to in the coming months.

Summer sessions included:

+ **Screening of the social psychology documentary *Right Between your Ears*** for volunteers on 12th July, followed by a discussion.

+ **Reflective Practice Training** on 27th July. The attendees requested a video session with real reflective practice examples in the future.

+ **Dangerous and Difficult Behaviour training** (24 August), for six participants, after which attendees requested recordings of the training so others could watch the sessions.

**“The session opened my mind to think broadly about why people behave and believe in certain ways.”**

+ **Second Dangerous and Difficult Behaviour training** (4th September), for 10 employees at the Clement James Centre. The inclusion of case scenarios in the end of the session was especially popular, with requests for more in the future.

+ **Stress Management Training** (21st September) was delivered to 10 Healthwatch volunteers and members.

**“It was helpful to know about symptoms of mental health conditions and conflict diffusion techniques.”**



## Office Volunteers

Our wonderful office volunteers have been working hard on a number of projects for us this summer. Big thanks to **Shukri**, who completed an audit of local GP websites, which will assist ongoing reporting.

Our office volunteer **Teri** has been a huge help to our Communications team, coming to colleges and youth organisations as part of local outreach in Westminster ahead of the Young Healthwatch relaunch event. We would also like to thank **Abia**, who compiled a database of local organisations for us as her summer work experience.



# In other news

## News and information from across North West London and beyond.

### Palliative Care Workshops

Following publication of the palliative care review, Central London Clinical Commissioning Group (CLCCG) have run three workshops on how palliative care services are moving forward. We encouraged our local members to take part and share their views and experiences.

In parallel, CLCCG opened applications for a Patient and Public Palliative Care Working Group. Christine Vigars, our Chair, will be attending from Healthwatch. If you have comments or experiences you would like to share with Healthwatch to take to the Working Group please contact Odeta or another member of the Healthwatch CWL team at [info@healthwatchcentralwestlondon.org](mailto:info@healthwatchcentralwestlondon.org).

If you haven't contributed to the proposals, please do attend the **RBKC Adult Social Care and Health Select Committee on Wednesday 20th November** at the **Kensington Town Hall from 5pm-7pm**. The focus is End of Life Provision for Kensington and Chelsea, and Palliative Care in North West London. Read more: [www.centrallondonccg.nhs.uk/your-services/palliative-care/palliative-care-services-moving-forward](http://www.centrallondonccg.nhs.uk/your-services/palliative-care/palliative-care-services-moving-forward)

### The Pembridge inpatient unit

The Pembridge Inpatient service continues to remain suspended for admissions until further notice. A decision has not been made at this point on the future of the Inpatient unit. It will however be considered as part of the future service model.

### Askew Library Health and Wellbeing Fair

Healthwatch Hammersmith and Fulham returns for another **Health and Wellbeing Fair at Askew Library** on **Saturday 23rd November**.

November is Men's Health Month, and the event will have a number of activities to support men's health and wellbeing. The event will start at 11am and finish at 3pm, so come along to see us and other local health and wellbeing organisations.

### Free NHS course: Patient Leadership Skills in West London

If you are living, working or studying in Kensington and Chelsea or Hammersmith and Fulham, join the free Patient Leadership Skills one-day course, delivered by Hammersmith and Fulham CCG.

***Please note that spaces for this event are limited, so you will need to call or email to book a place.***

**When:** 10am-4pm, on Monday 18 November

**Where:** Newbiggin Room, St Paul's Centre, Queen Caroline Street, Hammersmith W6 9PJ

#### You will:

- + learn about Patient Participation Groups
- + discuss primary care and digital access
- + share ideas with other residents and GPs
- + hear from experts

You can learn how your local NHS works and how you can make a difference to your health services, and can develop skills in chairing and managing meeting, influencing & negotiation, self-reflection.

**Please email [hafccg.engagement@nhs.net](mailto:hafccg.engagement@nhs.net) or call 0203 350 4134 for more information.**



### Moorfields Eye Hospital NHS Foundation Trust

has shared the results from its consultation on the proposal to build a new centre.

According to the summary, **“there was overall agreement and support with the proposal to build a new centre at the St Pancras site, with some stating that Moorfields should ‘get on and build it’. The highest levels of agreement came from current and former service users and staff”**

The results were collected from 1,511 surveys and 99 discussion groups and meetings, in addition to themes from 212 other emails, letters, telephone logs, social media and formal responses.

To read the full summary, you can visit [oriel-london.org.uk/consultation-documents/](http://oriel-london.org.uk/consultation-documents/).

## Mental Health Awareness

This Mental Health Awareness Week (Monday 6th-Friday 11th October), we shared our **NHS Long Term Plan engagement report**, which included a Mental Health focus section.

Here are some of the key concerns you raised, and your ideas for how local mental health support could be improved.

In your local **GP Services**, you told us you wanted to see good levels of support and engagement; people being listened to, respected and involved; specialists that are knowledgeable and empowered/equipped to help; timely access to services and support while waiting; optimum use of digital technology.

For **Community Mental Health Services**, you wanted to see: holistic treatment and care, with 'real choice'; more available sessions; timely access to services and services that are responsive.

In **hospitals**, you prioritised dignity and respect, in an environment conducive to recovery (with privacy and quiet space). You again mentioned timely access, and added that patients should be given the option of same or mixed-sex wards.

For **SPA (Single Point of Access)** dignity and respect was again a major theme, as was quality information and advice, good telephone access, responsive services and understanding staff.

You wanted to see adequately staffed **Recovery Teams** with good telephone access, and good liaison and communication between services.

## Prevention and Early Intervention

Discussions emphasised the importance of education for new mums, children and young people, and school staff. You said that GPs should have a 'broader understanding' of mental health issues. The wider community also needs educating, so that people with mental health issues do not feel any different and can seek support (break down the taboo factor about mental health).

It was felt that good levels of specialist support are vital, including for continued access. Lack of community based projects, poor levels of information and signposting and use of 'jargon' were also cited as challenges.

## Ongoing Care and Support

The ability to build relationships is considered important - a named, consistent contact (such as a care navigator) would be useful for both patients and families and volunteers could be trained to befriend and offer peer support. Carers also need greater levels of support - suggestions include drop-in centres and peer support groups.

Subsidised travel, greater choice of treatment and therapies and practical support - such as assistance in applying for benefits or completing forms - were also suggested. Medication 'should not always be the go to approach'. Young people used the word 'frustrating' as they felt that help 'simply isn't there' for them.

## Communication and Engagement

Finally, we asked you how engaged you would like to be, and whether you would like to be involved in designing new services. We asked which aspects of communication and engagement could be improved.

It was felt that public meetings should be well communicated. Consideration should be given to having meetings at different times in the day, including evenings, so that people can attend.

Patients also need encouragement and support to get involved in engagement - Healthwatch could be useful, particularly in raising awareness, harnessing skills and building networks. Outcomes of meetings should be widely communicated and actions reported back - to keep people engaged.

If you would like to read more of our Mental Health Special Focus report, you can do so on our website when you search for **NHS Long Term Plan**.

If you feel that you have ideas and concerns about mental health services that haven't been shared here, you can contact the Healthwatch Central West London team at **020 89687049** or at **info@healthwatchcentralwestlondon.org**

**If you would like information about how to access local mental health and wellbeing support services, or would like to know where you can find them, our team is always happy to signpost you. You can reach us at the number and email above, or visit our website for more information.**

# Contact us

## Get in touch

What would you like to read about in our Winter Newsletter?

Let us know by email, phone or post.

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