

Healthwatch Newham Advisory Board Minutes
Monday 20th February 2022 3.00 – 5.00pm

Present

Councillor Ann Easter (Co-Chair)
Julie Pal (Co-Chair) – CommUNITY Barnet
Veronica Awuzudike – Healthwatch Newham
Farheen Ambia – Healthwatch Newham
Nicole Bello – Healthwatch Newham
Jo Frazer-Wize – Director of Delivery, Integrated Care Board
Angela Skrabania – Enabled Living
Steve Bynon – Bonny Downs Community Association
Alison Greene – Patient Experience & Engagement Matron
Joy Caron-Carter – Royal Docks Learning and Activities Centre (RDLAC)
Vida Purushotham – Moorfields Eye Hospital
Zain Mohammed – Moorfields Eye Hospital
Eunhee Choi – Womens' Health & Family Service (now Sister-Circle)
Livia Santos – Womens' Health & Family Service (now Sister-Circle)
Paul Leslie – Rights and Equalities in Newham (REIN)

Apologies

Zhenreena Muxhinga – Carers Mental Health Group
Claire Helman – Aston-Mansfield
Fiona Scaife - Mind in Tower Hamlets and Newham
Rukshana Ahmed – Enabled Living
Taskin Saleem – SubCo Trust
Herve Bessieres – 150Club
Sandra Amoah – Co-Production

1. Welcome and Introductions

Cllr Easter welcomed all to the meeting and noted apologies.

2. Minutes and matters arising from the last meeting

The minutes were agreed as a true record.

3. Introduction to Rights & Equalities in Newham (REIN) – Paul Leslie

REIN was first established as a charity in 1975 with the aim to: Eliminate racial discrimination and promote equality of opportunity, justice, and good relations between persons of different racial groups. Their objectives, to work with partners and stakeholders to eliminate discrimination and promote equalities are enshrined in the creation of our organisation and are at the heart of the ethos of our work with communities across Newham.

- Paul Leslie introduced himself as Chief Executive for REIN and gave a presentation on his findings of the insights collected from the experience of young Black men in Newham.
- Carried out engagement in barber shops, local hubs, community groups.
- Explored 8 key areas such as access to mental health services, racism, police profiling, health racism, education etc.

- Interesting he discovered that reluctance isn't the problem, as the young men want to access to the services. The problem lies in trust.
- Young Black men feel unsafe talking about mental health, usually quieter and less engaged in speaking about their problems.
- When they get older there is difficulty in accessing the services.
- Future areas of work, intersectionality. Explore young Black women experiences, their access to mental health. Keep in mind of the different cultures and ages within the black community.
- Paul addresses there needs to be more representation in teams, black men in leadership. Not only in school but in the NHS, local government. To show there is something to inspire to.
- Confidential helpline, record their experiences.
- Better support to work, work experience opportunities – non-sport related.
- Police needs to have better understanding with the Black community.
- Paul talks about the B-well events, to discuss vaccine hesitancy among the Black African Caribbean (BAC) population. Promote the support available and myth busting misinformation.
- Julie Pal refers to last AB session, LBN panel.
- Paul responds that community health is stark in BAC community. They do as much as they can, get involved in groups, forums and wellbeing boards. Difficulties of grassroots organisation trying to balance and challenge racial inequalities. Funding is an issue, there is not enough resources to effectively turn around the curve in the borough
- Address core barriers, as there is a lack of trust between BAC community and the NHS. Black people are not listened to. They're not part of the agenda [in meetings or programmes to improve services].
- Better community investment, more grassroots communication, social prescribing, partnerships.
- Joy Caron-Carter mentions that young people were averse to the vaccine in North Woolwich. She also noted that it was mainly Bangladeshi community from the group due to language barriers and access issues.

ACTION: Circulate presentation to board members.

ACTION: Healthwatch Newham to represent a stall at REIN events in the future.

4. Integrated Care Service update – Jo Frazer-Wise

Jo Frazer-Wise is an experienced system leader and manages the delivering of NHS care in Newham. She is also a representative of the North East London Integrated Care Board. It brings together NHS organisations, local authorities and community organisations to work in partnership with our local people to support them to live healthier and happier lives.

- Jo Frazer-Wise introduced herself and gave an update of the NHS North East London Integrated Care Board's plans on improving Newham health services.
- Mobilised co-production with community groups, faith sectors, and VCS.
- Invited two representatives of the deaf community to share their experiences and feedback in patient engagement committee. Newham Healthcare Partnership is still new.
- Larger restructures internally.
- Julie was pleased to hear the ICB involving residents more in their engagement, as well as capturing feedback from deaf residents. She also commented that despite public participation, it seems like nothings has changed when collecting feedback from residents.

- Jo responded that it's still a working process and they're prioritising "delivering now, not year later".
- Jo talks about resident engagement, VCS, coproduction being done at grassroot level.
- Julie: "How we [at HWN] can help you make a difference in services? Help you with the engagement"
- Steve: "How do volunteering organisations, a number of diverse communities. How can we be part of that involvement"
- Jo responded to the questions. Helping the system, linking more on partnership, and being accountable There are avenues to do it.
- Joy: "We want to know that collaborating doesn't involve duplication of work." She suggest youth partnerships and older 50s group.
- Cllr Ann comments is that it's mostly link to strategy, the difficulties in strategizing how thee [partnerships could work.
- Veronica and Paul comments on the insights that is collected. Mentions vaccine hesitancy, black communities being isolated from the conversations, funding being a problem.
- Paul: "Young black men they do not see health as their own [refers to systematic racism]. Another discussion is what is health in a non-racialised view."
- Angela comments on residents engagement: "Commissioners see the data but not hearing the people. It does make a difference listening to people, it allows a collective revaluation. Together to make changes."

ACTION: Paul Leslie invited to partnership board.

5. Introduction to Moorfields Eye Hospital and Stratford's new hub – Vida Purushotham and Zain Mohammed

Moorfields Eye Hospital has recently been successful in securing additional funding from NHS England to provide additional eye care at a new site on Stratford High Street, close to Stratford's shops, services and excellent transport links. This new hub brings together in one place a range of eye services for the local community including glaucoma, medical retina and cataracts, for diagnostic, consultant led outpatient appointment and surgical treatments.

Moorfields at Stratford welcomes the public to give feedback on improving accessibility and patient experience of the new site. The hub is expected to fully open in summer 2023.

- Vida and Zain introduced themselves and Vida delivered a presentation about Moorfields Eye Hospital and their plan on improving accessibility for service-users who will be using the new Stratford hub. They are also requesting feedback on how they could improve public engagement and what ways they can improve accessibility, especially those who are partially sighted, have sensory needs or disabilities.
- Gave a history on Moorfields Eye Hospital, why are services are being transferred to the new site (bigger building, increasing capacity, better transport networks).
- The new Stratford Hub is situated at 15 -19 Broadway, London E15 4BQ.
- They go through service-user feedback on previous engagement, 581 responses in total collected.
- Other engagement includes walkabouts, working in partnership with TFL and their comms team to help with signage, access points.
- Possibility of green line like in Old Street, patients valued that.
- Thinking of the cycle lanes and crossing improvements, introduce beeping sounds, Make it sensory friendly.

- During the walkabout, a service-user pointed to TfL the green man wasn't working at the escalators. On spot decisions and open engagement has tangible benefits.
- Thinking of introducing audio loop, neon lighting at the entrance of the centre.
- Angela comments on potential partnership with Moorfields as Enabled Living works with service-users who have sensory needs. Gave examples of London Vision and King's Cross.
- She raised that one of the main concerns is route planning. Rehabilitation/support workers are thin on the ground, they need to know appointments and what routes to take.
- Zain responds that Moorfields continuing to work with organisations to help with this. They are working on navigating, route plans.
- Mention COMMS to help with interactive "how to get there" video, showing the routes to take. First person perspective.
- Vida mentions the disease profile is changing. There's an aging population, more people with long-term conditions. Diabetes – glaucoma, cataracts. Medical retina. COVID has caused a backlog. Moorfields is trying to increase the capacity.
- There's also limitations with how roads are too far for service-users, the transport they should take, and language barriers.
- Angela mentions the need of preventative measures.
- Vida talks about potential discharge engagement and having an optometrist liaise with community organisations. Doing talks, as they did it before in previous sites.
- Discussion of education, awareness and distributing leaflets.
- Julie ask Jo if there is a Ophthalmology panel in the ICB meetings. Jo confirms there isn't one.
- There is a discussion that there should be one, because as dentistry it will be on high demand. Associating with growing population, aging demographics.

ACTION: Moorfields touch base with Enabled Living – partnership.

ACTION: Moorfields touch base with RDLAC – partnership.

ACTION: Farheen to promote Moorfields engagement on COMMS channels.

6. Health and Wellbeing Board and Maternity Choice Survey – Julie Pal

- Julie talked about the Well Being quarterly report. Maternity work entering next stage.
- A lot of strategy in ICS data.
- Borough is developed domestic abuse strategy (refers to increase during lockdown).
- Newham adult safeguarding was discussed, mentions previous HWN work on focus groups with mothers and adult children that has disabilities and learning difficulties.
- Highlights the transition period is the time it's most difficult.
- Mentions cost-of-living workshops.

ACTION: Pick up engagement for safeguarding adult board and community subgroup.

7. Lunch & Learn Mental Health in Newham – Farheen Ambia

Committed to fostering health awareness in our community, Healthwatch Newham is excited to host a series of lunch & learn webinars covering various health-related topics. 'Mental Health in Newham' is the very first.

- Farheen talks about how the lunch and learn went. Discussed the sections, guest speakers and how interactive the webinar is. The turnout was great, received good feedback.

- Plan to do more lunch and learn in the future.

8. London Ambulance Survey – Nicole Bello and Veronica Awuzudike

In partnership with local Healthwatches in North East London and the London Ambulance Service, a survey was circulated to the public in that region to collect peoples experiences and opinions on using ambulance services in the past 2 years.

- This is part of the 5-year strategy. Survey participants 18 – 80+
- 70% of the total responses (in Newham) had good experience with ambulance staff.
- Newham had the highest response rate, team went all out. Went to streets, food banks, shops hospital.
- General recommendations: waiting times, pain management.
- Confirms that report cannot be released due to it being an internalised partnership.

9. NHS Complaints and Advocacy updates – Veronica Awuzudike (behalf of Mind THN)

The NHS Complaints Advocacy Service (NHS-CAS) aims to provide support to Newham residents who want to raise concerns or make a formal complaint about their experience with their NHS provider; including GP practices, hospitals, clinics, shelter accommodations and social care homes. In particular, the service aims to provide support to those who may not have the skills, knowledge or ability to make a complaint.

- In Q3 services worked incredibly well [commented stats]. Quick on the ball, able to process the cases.
- Cllr Ann asked about the Trend. Veronica answered it's the same, roughly.
- Zain asked what are the themes, the types of complaints.
- Veronica: "mainly GP services, hospitals. Pretty much anything [NHS related care]. Sometimes death of residents, issues getting assessments, physical assault from security. Misdiagnosis, delay. Lack of interpreter."
- "Case can be passed to Ombudsman [parliamentary legal service], but the waiting list can be long. Due to COVID, there is a backlog."
- Cllr Ann: "There is no resolution between government and NHS, industrial strikes are still happening. Residents complaining not being able to book appointments."

10. Board members projects and introductions – Steve Bynon, Angela Skrabania, WHFS: Eunhee Choi and Livia Santos

General update from board, and introduction of attendees.

- Steve Bynon gave an update on about Bonny Downs. Vaccine bus visited their centre. Working with Newham public health team, giving advice, blood health checks.
- Angela gave an update on Enabled Living, Celebrating International Wheelchair, a maintenance and how to workshop at Chargeable Lane.
- Eunhee Choi and Livia Santos introduced themselves, working for WHFS (now known as Sister-Circle). Talks about rebranding the organisation in March.

ACTION: Farheen to promote EL workshop on COMMS channels.

ACTION: Farheen to promote WHFS rebranding on COMMS channels.

Next meeting date: 17 April 2023