

**Healthwatch Newham Advisory Board Minutes
Monday 12th December 2022 3.00 – 5.00pm (Zoom)**

Present

Councillor Ann Easter (Co-Chair)
Julie Pal (Co-Chair) – CommUNITY Barnet
Veronica Awuzudike – Healthwatch Newham
Farheen Ambia – Healthwatch Newham
Fatima Sonko – Healthwatch Newham
Nicole Bello – Healthwatch Newham
Greta Marcinkute – Healthwatch Newham
Sadia Kamaly – Healthwatch Newham
Yasmina Begum – Healthwatch Newham
Jo Fraizer-Wize – Director of Delivery, Integrated Care Board
Paula Beare – Director of Patient Services, Newham Health Collaborative
Stephanie Smith – COMMS officer, Newham Health Collaborative
Adam Britain – Motor Neuron Disease Association
Angus Davies – Co-Production
Sandra Amoah – Mental Health Peer Support Group, Co-Production
Taskin Saleem – SubCo Trust
Steve Bynon – Bonny Downs Community Association
Simina Neagu – ROMA Support Group
David Idiabana –
Claire Helman – Aston Mansfield
Herve Bessires – Westham United 150Club

Apologies

Zhenreena Muxhinga – Carers Mental Health Group
Alison Greene – NHS Newham Hospital and Patient Engagement
Claire Helman – Aston-Mansfield
Fiona Scaife - Mind in Tower Hamlets and Newham
Rukshana Ahmed – Enabled Living
Angela Skrabania – Enabled Living
Sandra Hiller – Enabled Living
Stephanie McKinley – LondonPlus Social Prescribing

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 and Integrated Care Service update – Jo Fraizer-Wise

Jo Fraizer-Wize 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 Fraizer-Wise introduced herself as the new Director of Delivery of the Newham, NHS North East London. Replacing John Rooke in the board member position.

- “Not easy to do big pieces of work limited resources. Key things we started to look at, population health challenges in Newham what it means for us to our residents. We are very keen to bring together, to design key priorities as a system. In partnership with NHS bodies and VCS.”
- “LBN perspective, neighbourhood ways. The 15-minute neighbourhood project. What it means for the whole system of health and social care, we can pilot the neighbourhood approach starting dockside. We are in the early stages.”
- “In our recent partnership board. We invited a local deaf resident to share experiences of accessing services, not an overall positive account but valuable feedback nonetheless. NHS working with production to improve services and delivery for that community.”
- “We have our partnership board monthly basis. Make sure that we have VCS and faith representation. Proposal will come out in new year, to try recruit representatives. Array backgrounds.”
- “Pushing our STREP A vaccination campaign, circulating information. Set up additional clinics as high number of admissions into primary and urgent care.”
- “Assure that Newham is focusing on providing the support available.”
- AB members asked questions about the 15 minute neighbourhoods.
- JO: “Dockside neighbourhood initiative is in early stages. Abdi will need to give an introduction and explain the model. It’s not about buildings, it’s bringing communities together within their local geographies. Group of services come together.”
- Paula: “For Scarlet Fever/ STREP A admissions. NHC set up emergency service 12pm to 10pm. For parents that call 111 of suspected scarlet fever or STREP A. For face to face appointments, they can be booked to Vicarage Lane Health centre and have in-person examinations or antibiotic prescription. To reduce hospital overwhelming and to take load off. Now is day appointments, have to book via 111 not GP.”
- Cllr Ann: “Health champion system going on. Ann Bowers organises that. If any information pops up that is useful, we can circulate and cascade.”

ACTION: Jo will invite Abdi to talk about 15 minute neighbourhood in future AB meeting.

4. Introduction to Newham Enhanced Access Service – Paula Beare and Stephanie Smith

Newham Health Collaborative (NHC) is a GP federation, representing all 46 GP practices within the Newham borough boundaries - a population of over 400,000 registered patients. They provide services to registered member practices and the Primary Care Networks within which they operate, as well as their key commissioners: Newham Clinical Commissioning Group and the London Borough of Newham.

The Enhanced Access Service is a new initiative that allows patients to have GP appointments outside of ‘normal’ working hours. A service-user can see a registered healthcare professional such as a doctor, nurse or pharmacist depending on the nature of their issue, with appointments available via phone, video and face-to-face

- Paula and Stephanie introduced themselves and delivered a presentation about Newham Health Collaborative and the Enhanced Access Service.
- The mission of the NHC is to improve health and wellbeing of diverse community and support GP practices.

- They provide these key services: Enhanced Access, Urgent Treatment, Vaccination and Home Monitoring service. Support for harder to reach patient such as housebound patients through our roving team.
- Health Improvement and Recovery, addressing health inequalities in Newham. Ensure high quality clinical leadership. Financial and HR support to our primary care networks.
- Enhanced Access Service is open when the GP is not available and opens evenings and weekends.
- There are 9 Primary Care Networks in Newham, NHC provide 6 out of that 9. NHC deliver the service from 10 hubs sites. Focus on patients being able to book appointments outside of hours, child immunisation and general health.
- NHC is pushing the Winter Wellness campaign through text messages and signposting.
- This involves informing residents on how they can get the vaccine, how to keep healthy etc.
- NHC plans to collaborate with Social Prescribers. Health and Wellbeing Coaches.
- NHC wants to gain input on how to improve digital communications to promote winter wellness.
- Julie: "Elaborate the services as I'm in disbelief this has exist, as many residents and people we engage with have argued about difficulty in accessing their GPs...we need to find a way to cascade this information residents, so residents will not feel vulnerable."
- Paula answers Julie queries and discuss the limitations: "GP works a contract under NHS. The biggest limitation is that patients desire to speak with doctors at their registered GP. There will be appointments available, but with GPs of their choice there may be a longer wait."
- Paula mentioned there is a high demand, "If telephone operates triage service and they require face to face appointments but with specific doctor. The wait time longer. It may not take longer than 2 weeks. Work force shortage, not just in Newham and NEL NHS in primary care. Sufficient clinicians for an ever-growing population."
- "GP does work independently in the contract they work to. If clinician work in practice. We deliver 200 000 appointments. The capacity is still there. They can book in our booking line, which launched in October (2022)."
- "Education is a focus; staff is trained and aware of the options available for patients. Call centre is set up. Single point of access number 0203 839 7513. GP are available for them."
- "There are certain anointments we cannot offer such patients living with continuity conditions. We advise they see their own clinicians as they are best able to advise them."
- David: "Surprised it can happen. Personally, I haven't got a better result from seeing a GP I don't usually see. We need to create more awareness, so more people can use it [NEA]. Distribute leaflets, suggest QR code on leaflets to direct to website. How do you reach hard to reach patients?"
- Paula: "Housebound patients are difficult, but we do have a roving team can help get to them. This team was set up to help reach those patients and reduce the inequalities. Working early this year, focus was vaccination programme. Vaccine bus, also offering NHS health checks (diabetes, blood pressure). They have supported polio rollout and booster programme, visited homes to give these jabs."
- Stephanie requesting feedback: "We welcome your expertise on what we can do next."
- Cllr Ann suggest NHC team to get in contact with Ann Bowers (Newham Public Health).
- Taskin: "I was unaware. When you ring 111, sometimes GP service in hospital."
- Stephanie: "NHC runs that service through direction extension. 111 can divert service to access line, NEA. Doesn't necessarily mean urgent need or AE, we have the telephone clinicians available. Patients with urgent need can use UTC service."
- Semina asked questions if resources (leaflets) are translated? To which Stephanie responds that they do and plan to expand more.

ACTION: NHC to collaborate with more services in Newham and take on board how to improve communications.

5. Introduction to Motor Neuron Disease Association (MNDA) – Adam Brittain

The Motor Neurone Disease Association is the only national charity in England, Wales and Northern Ireland focussed on beating MND. They improve care and support for people with MND, their families and carers. Fund and promote research that leads to new understanding and treatments and brings us closer to a cure for MND. Campaign and raise awareness so the needs of people with MND and everyone who cares for them are recognised and addressed by wider society.

Motor Neuron Disease (MND) is an uncommon condition that affects the brain and nerves. It causes weakness that gets worse over time.

- Admin Brittain introduced himself as an engagement officer for MNDA and was interested in expanding the organisation's network in Newham, East London in general due to diversity and underrepresentation of people living with MNDA backgrounds of ethnic minority/global majority.
- Adam: "We want to understand the make up our communities. Develop community engagement programme, using funding. 6 months come up with community engagement plan, work streams we like to done. Deliver to work groups across the country.
- Highlight 4 areas – London, East London. Inner boroughs, Newham, Tower Hamlets and Hackney. MDNA does work outside of the capital in regions like Cardiff, West Midlands and countries like Scotland and Northern Ireland.
- We hope to work collaboratively, improve the access to services, to make sure its relevant.
- Our goals are to support access and offer funding support. The MND host biggest research conferences
- Adam explains what MND is and how it affects people living with it.
- "MND is a progressive neurological disease that affects the brain, spinal cord, and muscles. The most common MND is Amyotrophic Lateral Sclerosis (ALS). It stops directing the muscles, muscle start to die, people mobility gets affected. It's an unpredictable disease, we don't know how it starts or where. People may lose speech or strength of limbs. 95% cases we are unsure what causes the disease.
- There are 5% genetics markers of MND.
- Diagnosis can be late in life, when life expectancy drop and the disease is most severe. It's unpredictable and the disease develop rapidly. Prevalence of MND is 700 000 people in UK."
- Present day, we are getting more exposure of MND. We are discovering athletes are developing MND and speaking more about it. Doing marathons to raise awareness. But there's still a lot we need to do and improve."
- Talks of community engagement and grassroot efforts with local people.
- Need more work on representing the community and reflecting their needs. Colleague support group afternoons. East London group there are not many MNDA volunteer.
- Cllr Ann: "Let's talk about factors affecting the disease such as age, gender etc"
- Adam: "Age can be a factor but there are now more younger people affected by MND. Nothing to do with gender and ethnicity to influence the disease as we know of yet."
- Julie: "Don't really understand the disease itself. In public image of the diseases we usually see White Men, not to diminish their experiences. Newham is a diverse borough; how can we understand the risk factors."
- Adam: "Not enough data yet, we are trying to vocalise that anyone can be affected MND. We support many people of all backgrounds, we want to share those experiences and actively working with those communities and reach them.
- ...Nationally the data we have, MND sufferers are White males, or rugby players but, the disease can affect anyone."

- “We are aware that there are people living with MND in Newham, we are trying to achieve, community engagement first. Develop relationship. Maybe other neurological diseases, see support available, find suspected MND diagnosis.”
- Taskin: “Data is valuable, especially Newham. There are many undiagnosed Newham residents. What support is available for family and carers”
- Adam: “One of our priorities was to start work in 2019, unfortunately COVID hit so we had to change how we approached things. New challenges did push the work further on, it just go around now. Big targets, our data collection...”
- MNDA is registered charity, we work with healthcare providers across the country. Create community profiles for each local area in country. Large data sets. Tool kits. We are trying to support our efforts.”
- AB members suggested to reach out to organisations such as Active Newham to recruit potential volunteers.

ACTION: MNDA to recruit volunteers and support workers.

6. Health and Wellbeing Board – Julie Pal

- Julie explained that the NEL NHS Maternity & Neonatal partnership were pleased with the Maternity Experience & Equity survey findings and has requested Healthwatch to do another stream of engagement, focusing on service-users choice on maternity facilities.
- Individuals’ choices to use particular services, and how it may reflect on enhancing the patient experience.
- Healthwatch shown light from the previous work stream on services last few years, concerns about inequalities and high still birth rate among ethnic minorities.
- New interest to examine the current prenatal service and after birth.
- Online short survey coming soon (December 2022). We aim to carry out Face to face interviews in February 2023. We want to interview women and pregnant people in wards, scan department, neonatal clinics.
- We are using tag line #NELMaternityChoiceWeek.”

7. Community Listening Ears (CLE) – Farheen Ambia

The Community Listening Ears project is a grassroot community engagement project initially proposed by our volunteers to further Healthwatch's engagement with Newham residents. Our volunteers have recommended we take a deep dive into residents' experience of mental health whilst living in Newham. Through previous work where we looked into residents' engagement with mental health support groups, we know service users have mentioned communication and inflexibility as key issues.

- Farheen gave an introduction of the CLE, discussed how it was launched in November. Volunteers and work placement students carried mini-interviews, actively go out and engage with local residents.

ACTION: Define statutory age of CLE.

8. Learning Disability and Autism Engagement Work – Veronica Awuzudike and Fatima Sonko

In partnership with the ELFT, NHS North East London -Newham branch. They want to set up a new service for young people who has Autism or Learning Disabilities, or suspected to have, or an ongoing

diagnosis of it. Healthwatch is planning to set up 2 hours focus groups, collecting experiences of parents who have children under age 25 living with A&LD, and in particular we hope to capture views from marginalised and minority backgrounds.

- Veronica explained Healthwatch upcoming project with Matthew Richardson, CCG.
- Special Educational Needs Disability work.
- Gather lived experiences and those who relate to those experiences of people under 25 years old.
- Data will be sent to experts of statutory services, these are early insights.
- Areas of support that can be given, the right care for parents, intersectional modes of care, working with service users, parents, or themselves with A & LD.
- This engagement will help the CAMS Team understand their mental health and complex behavioural needs. The new service may provide early access forms, potentially provide care packages to families, external VCS could get involved, offer additional training, support parents in the process too. This happens case by case basis, can be spread throughout the borough.
- Focus groups and surveys led by Fatima. Aim to conduct a focus group before Christmas. We predict 4 months of capturing data and analysing it.
- Sandra asked: "Can grandparents get involved if parents are not in work?"
- Veronica: "It can be okay; we must check with commissioner. If you are heavily involved, we will take you on [part of the project]"
- Cllr Ann: "Hyper children with special needs in Canning Town. Children only their couple of years, absolutely don't get money until you get assessment. Unfortunately, funding is slashed as children move on to reception. Lack of funding is a real issue."
- Julie "You raised an important point. When we approached by commissioner, spoke to experts, possible identify young children at 18 months and encourage to get diagnosis early. Support plan needs to be put together, to guarantee longer-term life outcomes. There is a real bottle neck in the systems - from recognising point A to B diagnosis is difficult. We want to unblock that."
- "...One piece of our Adult Safeguarding work, mothers of adult children with A&LDD, the transition period is the difficult step. Children care to Adult care is where it's all falling apart. Failing in the system. We got a big piece of work we really need to do."
- Cllr Ann: "Parents/carers know about these issues. Sooner it was recognised and diagnosed, the better children's' future can be."

ACTION: Sandra to share availabilities and reach out to Fatima Sonko to take part in SEND study.

9. Work Placement Stories at Healthwatch Newham – Greta Marcinkute

Greta is a public health student at Greenwich University. She did her 40 hours work placement at Healthwatch Newham in winter 2022/2023.

- Greta introduced herself and explained the goals of her work placement module, the purpose and what she seeks to attain out of employment-based learning.
- She describes her experience in conducting the Community Listening Ears project. Her topic was Mental Health and Long-term conditions.
- Enthusiastic to know she undertook qualitative research first-hand, she also described the challenges of conducting the research (engaging in public areas). But overall, the engagement was good.
- She said the work placement has helped improve her communication, learned about other communities and residents' situations.
- ...Learned how to approach people, how Healthwatch Newham as an organisation listens to people's voices and obtains meaningful data.

- David asked HWN: “Are there special areas student placement. Do they get placement, training. Enquiries to do training.”
- Veronica: “Work placement is structured under that light. We had some face-to-face training, as well as shadowing. We provided training sessions online and briefing. We hope to expand training to local communities.
- We have a break before to take on students. Around February we can accept a new batch. Work placement students carry out amazing engagement. As there is a chunk of time we can allocate, staff go on to do things. Students can use Healthwatch as a stepping stone for experience to go onto a career in public health.”

Next meeting date: 20 February 2023