**Healthwatch Newham Advisory Board Minutes**

**Monday 17th April 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

Estelle Chambourd-Smith – Healthwatch Newham

Jo Frazer-Wize – Director of Delivery, Integrated Care Board

Paul Brown – Newham Health Collaborative

Teddy Cannon – Royal Docks Learning and Activities Centre (RDLAC)

Leyla McNielly – Westham Foundation 150Club

**Apologies**

Nicole Bello – Healthwatch Newham

Claire Helman – Aston-Mansfield

Fiona Scaife - Mind in Tower Hamlets and Newham

Ann Sandiford – Newham Hospital Patient Engagement

Rukshana Ahmed – Enabled Living

Taskin Saleem – SubCo Trust

Helena Wright – Healthwatch Kingston

# 1. Welcome and Introductions

Cllr Ann 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. Integrated Care Service update – Jo Frazer-Wise

*Jo Frazer-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 (NEL ICB). 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-Wize provided an update on the ICB's plans to improve their partnership with faith groups and VCS co-production delivery.
* The ICB is currently in the process of restructuring in response to cuts, with ICBs in England set to experience a 20% cut in 2023 and a 10% cut in 2024.
* The issue of a lack of resources and staff shortage was discussed and remains a challenge.
* The ICB is working in collaboration with the 50 Steps + Neighbourhood Programme and is looking to roll out their work in the Docklands area.
* Securing ongoing funding has become a priority.
* The ICB took feedback from the deaf community and is changing its services to be more inclusive. They are taking into account the community's feedback regarding difficulties in booking GPs or healthcare professionals who are not actively engaged with them.
* The ICB understands that deaf people of the global majority (predominantly South Asian backgrounds) don't necessarily speak sign language in English but in their own language of their home country.
* There are three working groups:
  + Using a Joy platform to encourage partnership
  + Hiring interpreters and training staff for deaf awareness
  + Improving the feedback and learning system
* Cllr Ann mentioned that Redbridge has a deaf awareness course and hopes to carry that model over.
* Cllr Ann also mentioned that 47% of residents do not have IT access.

**ACTION:** Jo to invite the public health team to the next meeting to talk about the Joy platform.

# 4. Newham Health Collaborative new Business Plan and Strategy – Paul Brown

*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.*

* Paul Brown introduced himself as Director of Strategy and operations of NHC, and gave a presentation on the organisation’s new business plan.
* The NHC delivers a number of services, including a roaming team, NHS 111 switchboard to TC alternatives, enhanced access out of hours GP appointments, intermediate care, and immunisation programs.
* The presentation covered the NHC's vision and values, partnership with more organizations, CQCs, mock inspections, and efforts to empower GP and PCN voices.
* The NHC aims to streamline primary care efficiently and connect with other organizations while being mindful not to replicate work.
* Quality improvement, culture, diversity, staff survey, complaints process, and feedback system were discussed.
* COBRA meetings and monthly GP meetings were mentioned.
* Workforce pressures and the challenge of accessing appointments were highlighted.
* Limitations included unused spaces, estates, and contracts, as people work from home these days, but face-to-face appointments still require practitioners in buildings. The suggestion was made to lease the building on weekends and after hours.
* A recruitment fair was announced for Friday, April 29th, at UEL Square.
* Jo described the NHC as a successful collaboration that has brought partners together and helped streamline processes.
* Julie asked how Healthwatch Newham (HWN) could support the NHC. Paul suggested that HWN could provide feedback to the PCN to identify areas to strengthen or work on, particularly with regards to improving patient access.
* Paul explained why the NHC registered as a Community Interest Company (CIC) and how a surplus of 10% is distributed to the community, which helps to ensure transparency.
* Teddy asked about mental health services, and Paul acknowledged that it has been difficult, with long waiting lists and an urgent crisis line.
* Teddy mentioned the transition to digital as an area to consider, and suggested that the VCS could provide IT training. He also mentioned that RDLAC provides free IT classes.

**ACTION:** Healthwatch Newham to be invited to the GP federation meetings.

# 5. Introduction to Royal Docks Learning & Activities Centre – Teddy Cannon

*Royal Docks Learning & Activity Centre (formerly the St John’s Community Centre) was established in 1968.* *RDLAC is a well-established, multi-purpose, voluntary sector organisation, which has been firmly rooted in the local community for over 50 years. Their Centre is home to many intercultural and intergenerational groups, promoting diversity by bringing together people from different ethnic and cultural backgrounds. RDLAC also supports the local community in making the Royal Docks a stronger, healthier and happier place to live for all, with a focus on the environment and improving biodiversity.*

* Teddy Cannon introduced himself as deputy director of RDLAC and gave a presentation on the organisation and their services.
* RDLAC services include children’s activities, youth projects, mental health talks, line dancing, bingo, summer school activities, gardening club, new mum yoga, food bank, surplus scheme, warm haven, career adjustment hub, educational courses, heritage club, and so much more.
* RDLAC aim to prevent isolation, help bring generations together, improve the wellbeing of the community.
* The organisation also funds other community groups such as the Muslim Women Creative Club, to run their schemes in the centre.
* People who enrolled to the course are diverse, come from different ages, ethnicities etc.
* RDLAC also runs a volunteering programme and employment hub, apprenticeships, skill training.
* Teddy talks about the events RDLAC ran in the past few months such as the Valentines Day tea, and planning to organise some more.
* RDLAC hopes to expand their network. Teddy asked the AB’s advice on how RDLAC can form potential partnerships and reach out to organisations to avoid duplication of services.
* Veronica in response, suggested the Joy platform.
* Cllr Ann and Estelle talks about importance of mental health, Teddy has responded that the organisation is introducing a men’s talk group. To tackle the mental health stigma of men being silent.
* Julie asked Teddy how do RDLAC monitor the diversity of the people partaking activities.
* Teddy answered there is a monitoring form, log it into the database.
* Concluded about other programmes RDLAC is planning to do e.g. digital inclusion, free sim card rolls out.

**ACTION**: Farheen to email Teddy the contact of the Joy Platform lead, Sophie Blow.

**ACTION**: HWN to promote RDLAC’s activities on Socials.

# 6. Healthwatch Newham: Dental Care scrutiny – Julie Pal

*Between 2017 – 2020 Healthwatch Newham (HWN) have conducted several deep dive reports into resident experiences using all 29 dentists in the borough. Residents have repeatedly reported difficulty accessing NHS dentist appointments – both emergency and general. All reports produced to date have emphasised the need to review the allocation of NHS dentist appointments in Newham to address current availability constraints.*

* Julie updated the attendees on Healthwatch's dental care scrutiny report presented to the NHS commissioners and ICB, which included a piece written by Veronica.
* Disappointing experiences from residents with regards to accessing free dental care, unavailable appointments and long waiting lists were discussed.
* Dental care was identified as a human right, and the demand for dental care was said to be high, particularly due to the increased resident population and the transient population in Newham.
* Jo discussed the limits of what they can do to improve the situation.
* Farheen shared her own experiences of booking dental appointments, and the concern for children's oral hygiene was highlighted.
* Veronica expressed concern that despite the presentation of numbers, no action seemed to be taken to address the issues.
* Teddy was surprised by the severity of the situation and suggested that RDLCAC could provide dental toiletries in foodbanks.
* Linda mentioned that locals used to receive appointment reminders via text messages, but this service is no longer available or seemed to have stopped.
* Veronica highlighted the significant labour shortage in the field.
* Farheen shared a resident's experience of a family’s death during the COVID pandemic due to lack of access to dental care.
* Teddy discussed the strong link between mental health and oral health.
* Cllr Ann shared her experience of 10 months of pain until she was treated, emphasizing the urgent need for improved dental care.
* Julie mentioned a new practice in canning town that has been overfilled, and the need to update the old formula.
* The urgent need for education programs in schools that teach children how to look after their oral hygiene was highlighted, with a suggestion to distribute mouthwashes, toothpaste in foodbanks.

**ACTION:** Teddy feedback the dental scrutiny to RDLAC, the need to expand and provide dental hygiene toiletries.

# 7. Healthwatch Newham: Priorities – Veronica Awuzudike

*Veronica discussed Healthwatch Newham's priorities for the new year and emphasised the importance of setting priorities for effective resource allocation and impact. These priorities are based on community feedback, report findings, and areas of interest. The organisation aims to make a tangible difference in the lives of local residents.*

* Veronica discussed the priorities of Healthwatch Newham for the 2023/2024 year, which included projects on Long Term Conditions based on the learnings from the Community Listening Ears (CLE) and take a deep dive into understanding cancer and racial disparities in accessing services.
* From the CLE, do more work in collecting richer insights of the Somali community, in their access to mental health services. Partnering with Healtogether.
* More "Lunch & Learn" sessions on safeguarding and cancer are proposed.
* A plan to expand engagement with deaf/hard of hearing community.
* Work with the supported living for HWN website, customer review system to implement.
* Veronica informed members that Fiona was unwell and couldn't provide a Q4 update on NHS complaints and advocacy.
* Cllr Ann requested an annual update for the next meeting

**ACTION:** Next AB meeting, Fiona to give an annual update on NHS Complaints and Advocacy.

# 8. Healthwatch Newham: Community Listening Ears – Farheen Ambia

*The Community Listening Ears (CLE) is a grassroots-led community engagement project inspired by our volunteers, to further Healthwatch's engagement with local people in Newham and delve deeper to how residents have been managing their mental health post-COVID, alongside the compounded economic effects of the cost-of-living crisis.*

* Farheen presented the findings of the Community Listening Ears (CLE), which is a pilot project aimed at gathering residents' voices about their experiences on mental health in three specific areas: Relationships, Long-term Conditions, and Cost-of-living.
* The CLE is also a pilot to test a new approach to community listening, to attain nuanced voices of Newham’s diverse communities.
* The findings will be used as a foundation for future research aimed at improving services and identifying barriers to access. The project employed qualitative methodologies such as focus groups and semi-structured interviews, with 64 residents participating in the pilot.
* Farheen quoted that the sentiment themes of Relationships: 65% of participants reported a negative impact on their mental health due to relationships in the past 3 years, while 35% reported growing closer to their loved ones.
* Long-term Conditions: 82% of participants reported the sentiment their long-term condition affected their enjoyment of activities and that in the theme of ‘peer-to-peer support’, 71% of the participants reported a positive sentiment towards talking to others with a similar long-term condition, while almost a quarter disagreed.
* In the area of cost-of-living, 89% reported losing a sense of financial security and 87% are aware of the support available but 8% confirmed to have accessed support, 34% confirmed they haven't. Some reported being turned away when they sought help.

**ACTION:** The report will be presented at the LBN Health and Wellbeing Board.

# 9. Healthwatch Newham: Enter & Views – Estelle Chambourd-Smith

*Healthwatch has the legal right to visit premises that provide publicly funded health or adult social care services to find out about people's experiences. ‘Enter and View’ is a statutory Healthwatch power that provides an opportunity for Authorised Representatives of Healthwatch Newham to review health and social care services in the borough. HWN carrying out 5 EVs for the last contracted year.*

* Estelle, the Interview & Engagement Officer for Healthwatch Newham, introduced herself as an intern and shared her experiences of leading Enter & Views with Safiya Uthman.
* Estelle confirmed that she has led three EVs so far and highlighted staff retention as an issue.
* Cllr Ann asked if they had a chance to ask relatives about their experiences.
* Estelle confirmed that they had not been able to do so as relatives were not present.
* Cllr Ann responded that it's important to capture their responses. Farheen suggested asking care homes about visiting times.

**ACTION**: EV leads to ask care homes about visiting times to capture relatives' responses.

**Next meeting date**: Monday 26 June 2023