

People and Communities Engagement Group

Engagement at Place Q1 and Q2

5th December 2024

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Overview

- These slides describe our engagement work at Place between April and September 2024 Quarters 1 and 2.
- 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.

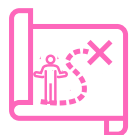
Members of the People and Communities Engagement Assurance Group are invited to:

- 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.



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.



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.

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





Croydon engagement assurance report

Quarter 1 and 2



Croydon: Neurodiversity – BME Forum



South West London

Place engagement Lead: Jo Austin, Deputy Head of Community Engagement and Communications

Delivery Partners: Croydon BME Forum

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?

The Croydon Independent Advisory Group (IAG) is a community group with Black Community members hosted by the Croydon BME Forum. It is made up of Black community members, including individuals with lived experience as carers and people with neurodevelopmental and mental health conditions.

The Black heritage community in Croydon expressed growing concerns about fragmented service provision to support people of all ages with neurodevelopmental needs and told us they would like to mobilise and build partnerships between statutory, voluntary and community organisations to explore developing recommendations and priority actions around the specific neurodevelopmental needs of Black communities in Croydon.

Funded by the Integrated Care Partnership Priorities Fund, the Croydon Independent Advisory Group worked through Croydon BME Forum to run a number of information sessions followed by a large conference. This included focus groups on:

- Awareness and Understanding of Neurodiversity within Black Communities
- Community and Family Support Mechanisms
- Understanding Neurodevelopmental Needs
- Access to Diagnosis and Support Services
- Culturally Sensitive Interventions
- Building Effective Partnerships

The online sessions were very popular, with between 60-75 people attending each session. The conference was attended by 150 members of the Black community from Croydon.

Difficulties in accessing care pathways

Lack of awareness and education in the community

Lack of cultural understanding from professionals working with families

Children falling behind in school

Some neurodiverse behaviours are attributed to poor behaviour in schools leading to inappropriate sanctions and discipline.

This feedback is being shared across South West London and beyond as we look at how we best support children and adults with neurodiverse conditions.

This is part of an ongoing piece of work as we better understand how we can support people with neurodiverse conditions.

A photograph of a male doctor with glasses and a stethoscope around his neck, smiling and looking at a young boy. The boy is also smiling and holding a small, fluffy chick. The doctor is wearing a white lab coat, and the boy is wearing a checkered shirt.

Kingston engagement assurance report

Quarter 1 and 2

A decorative graphic in the bottom right corner consisting of several overlapping, rounded rectangular shapes in shades of blue, teal, and green, along with small circles.

Kingston: Families' experiences of children's therapy



South West London

Place Engagement Lead: Caroline O'Neill, Senior Community Engagement Manager

Delivery Partner: Gavin Spiller, Head of Primary and Community Care Development and Delivery (K&R)

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

One of the priorities for both Kingston and Richmond Places is to review and improve therapy services for children (0-18 years). To do this we need to hear from families who access existing services to understand what is working well about current services and where they think services could be improved.

What activities did you do?

The K&R team worked with both Councils and the service providers to offer five engagement sessions across both boroughs:

- One in-person workshop in each borough
- Three online workshops, two during the day and following feedback a twilight session so working families could participate
- Individual conversations for those who could not make the sessions but wanted to be involved.
- Discussion at the Kingston parent carer forum away day.

Who did you speak to and why?

The sessions were promoted through several channels including:

- directly to the families of young people currently on the therapy caseloads
- families registered with the Disability Register in the local area,
- on the SEND Local Offer website.

We wanted to speak to families from these cohorts as they will have lived experience of accessing and using the services under review..

What were the key themes that people raised?

Families understood the financial challenges facing the ICB and local authorities. The key themes were:

- the information available to families, about any gaps in service and what mitigations are being made;
- the welcome impact of groups, especially in the early years to support families in understanding how to working with their children,
- how communication could be improved between therapist and families for young people who receive their therapy in school.

The sessions also allowed clinical colleagues to discuss with families the evidence base & best practice for how therapy should be delivered.

What difference has this feedback made?

This engagement is part of the K&R Places priority programme to transform therapy services, and the feedback will be used to shape the local team's thinking future delivery models and where families identify getting the most benefit.

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

Yes, we plan to run follow up workshops in spring 2025, when we have some clear options for improving the current services that we can shape further and co-design with the families using the current services.

Richmond engagement assurance report

Quarter 1 and 2



Richmond: Core 20 connectors update

Place Engagement Lead: Caroline O'Neill, Senior Community Engagement Manager

Delivery Partner: Gary Williams, Community & Volunteer Manager, RUILS Independent Living

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/impact has the project made?

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

RUILS Independent Living run the Core20 PLUS programme in Richmond, in the most deprived parts of the borough –Ham & Petersham, Heathfield & Barnes North and Hampton North. Supporting residents living with or having undiagnosed hypertension, diabetes, mental health - depression, impacted by the cost-of-living crisis and the isolated and lonely.

The level of health and wellbeing social referrals to the core connectors project cannot be reasonably met in the targeted localities due to the lower level of volunteer engagement in these areas.

Therefore during 2024-25 the core connector's focus has shifted from health outreach events and health checks to focus on a volunteer recruitment drive, engaging local organisations and residents in Ham and Hampton North about local health and wellbeing needs and facilitating client matches.

Conducting health and activities resident surveys in Ham and Hampton North – at health events including All Saints Church Hampton and Ham Children's Centre, Whitton Community Centre Health Fair and Ham & Petersham SOS summer party.

Developed social media volunteer recruitment campaign ready to launch end of 2024 for befriending, telephone befriending, activity group volunteers and community connectors.

Made connections with volunteer coordinators forum and St Mary's University student placement team re volunteer recruitment and student placements.

Continued to work alongside Health in your Hands project and social prescribing teams to generate volunteer interest and promote befriending, walking and other activities to residents.

Facilitated client and volunteer matches.

Community organisations and residents in the target areas to:

- obtain feedback through surveys of local health and wellbeing needs,.
- Recruit volunteers
- Facilitate client and match with client referrals.

The main barriers highlighted to taking part in an activity were transport time commitments and anxiety.

Those who engaged at the Whitton Health Fair were receptive to the idea of setting up new community activities.

Those who took part in the survey at All Saints in Hampton said they had too many commitments/preferred to be alone in older age.

Recruited 3 new volunteers in Hampton and 1 in Ham. Matched 5 clients with volunteers across both areas. The average waiting time for clients in these areas is 9 months.

- Client with LTCs, sensory impairment and isolated now has a volunteer for home befriending visits and support for local trips.
- Individual with poor mental health and anxiety now has volunteer telephone befriender.
- Individual recovering from a stroke, scared of falling and wanting to build confidence with short walks has volunteer visiting and for going for local walks.
- Individual with cancer and epilepsy, lonely and isolated now has volunteer telephone befriender. Ambition to become move to in-person befriending.
- Individual with sickle cell anaemia requiring regular blood transfusions also herniated discs which affect mobility has joined a creative writing group.

Continue to engage with local communities in our target areas to recruit volunteers to meet the level of referrals for befriending, walks and group activities.

Merton engagement and assurance report

Quarter 1 and 2



Merton: Evaluation of the Merton Community Physiotherapy Service



South West London

Place Engagement Lead: Clare Thomas, Senior Community Engagement Manager
July – November 2024

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

We wanted to understand people's experiences of the current Merton Community Physiotherapy services to inform our future thinking. We wanted to understand what works well, areas for improvement and opportunities to enhance patient centred care. To do this, we needed to speak to local people who use the services and GPs who refer into the service to understand service delivery challenges.

What activities did you do?

We hosted feedback sessions at the Merton Health & Care Community Voice Forum and with Merton Practice Leads forum.

We conducted patient surveys, gathering satisfaction data.

We undertook a mapping exercise of existing feedback across other regions, including Kingston and Wandsworth to explore alternative service models.

Who did you speak to and why?

GPs: To understand professional feedback on service usability and integration.

Patients: To capture firsthand experiences, especially focusing on accessibility, self-referral, and service satisfaction.

Just under half of respondents identified as from the global majority community, which helped us to understand our diverse community needs.

What were the key themes that people raised?

Positive Aspects:
Easy self-referral process.
Responsive communication from the MSK service.
Concerns and Challenges:
Confusion: "There's this good MSK service, but we don't understand what it is – we need the Dr to explain it."
Access Barriers: "What about people who don't have the internet?"
Referral Process: "I had to answer loads of questions when I got referred – some weren't relevant to me."
Waiting Times: "I got an appointment for my back after 6 weeks and then I saw a trainee – they didn't contact me again after."
Communication: "Where do you have to go for appointments?"
Face-to-Face Assessments: "Patients are very dissatisfied as they feel they are not assessed face-to-face and are sent exercises, which they feel are difficult to follow. As a result, the patient gives up on physio and deteriorates with their symptoms."

What difference has this feedback made?

Feedback will help to address the key issues like waiting times, accessibility and personalised care.

The insights and input will be integral to the larger procurement effort and will help shape the future of the Merton community MSK service.

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

There is a plan to have ongoing engagement with patients in the future.

The feedback and updates will be shared at a Merton Health and Care Community Voice Forum and insights fed into ongoing improvements to the service.



Wandsworth engagement and assurance report

Quarter 1 and 2

Place Engagement Lead: Hannah Keates, Senior Community Engagement Manager July – November 2024

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

We ran a grants programme for voluntary and community organisations to lead activities they believed would be most successful in engaging with children, young people up to the age of 25 and their families.

We worked with Wandsworth Care Alliance (WCA) to oversee distribution of grants of up to £2,000.

We wanted to hear from children, young people and their families who are disproportionately impacted by health inequalities and the wider determinants of health and the impact on our physical and mental wellbeing – employment, housing, education and social connections.

What activities did you do?

Groups carried out a range of activities to engage with young people including:

- Youth centre, one to one sessions with individuals
- Family fun day
- Group discussions with CYP and parents/carers
- Gardening sessions
- Sing along and puppet show party
- After school club
- Intergenerational session between older people's social club and local primary school

Who did you speak to and why?

In total we engaged with over 420 children, young people and their families across Merton and Wandsworth through this grant programme. In Wandsworth:

- Wandsworth Carers Centre – parents/carers of young people with a learning disability or additional needs
- Begin2sports – sports opportunities for children, young people and neuro-diverse communities
- Living Truth CIC
- Community Action for refugees and asylum seekers
- Estate Art – local communities in Roehampton
- A2nd Voice CIC – parents and carers
- The Furzedown project – adults over 50 and local year 6 school pupils
- The Elays project – young people at risk of school exclusion, not in employment, education or training

What were the key themes that people raised?

Being well and healthy includes physical and mental wellbeing. Sport and physical activities are tools for staying well and keeping their minds healthy. Many see the local environment as being positive for their health when they can be in nature, green spaces, trees and away from pollution.

Barriers include cost, weather, stress, feeling lonely.

Social connections and relationships are a key factor in supporting young people to stay well. Having community spaces, youth centres and community organisations. Having a positive experience at school/college.

For mental health advice, many would ask youth workers, school or parents. For physical health advice most people would ask their GP. There is a need for more translations. Many also seek advice online, Whatsapp and their church.

Experiences of mental health services is varied. Many felt more listened to by friends and family than professionals. Transition from child to adult mental health services need better and more consistent ongoing support. There should be better communication between school, council and GP. Some feel cast aside by the system once they reach 18.

What difference has this feedback made?

Working through our VCSE organisations in partnership on a grants programme makes a more impactful difference to inform the way services are run for young people across the borough and help to tailor interventions to address health needs and help reduce health inequalities.

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

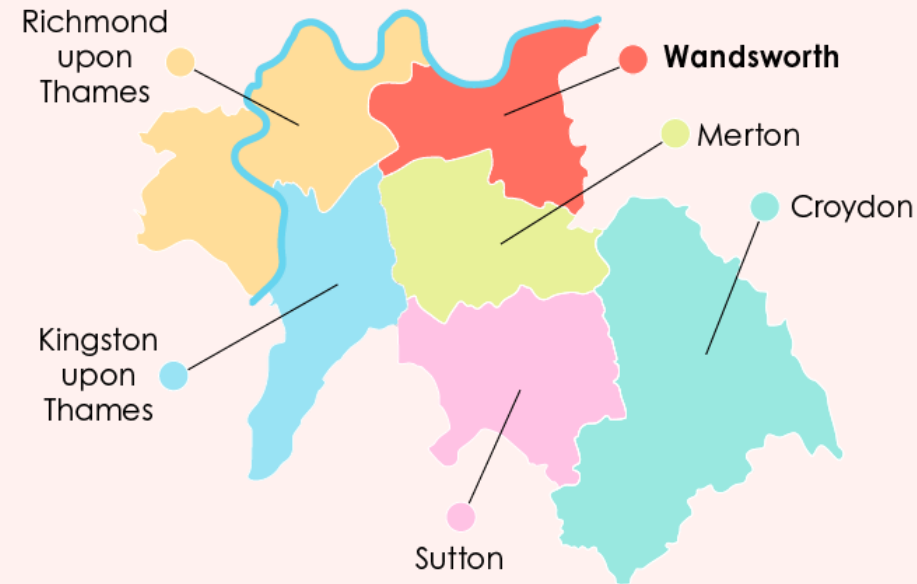
We will use the insight and community stories gathered by this grant programme to inform future plans for developing health and care services ensuring views and experiences of our local communities inform decision making and service development.

The insights from these activities will be shared with Wandsworth Thinking Partners and Wandsworth Place Committee for consideration of how they might best implement recommendations.

Engaging with children and young people



South West London



Proud to be working together to create healthier communities

Partners involved

NHS South West London ICB
Wandsworth Care Alliance
Wandsworth Carers Centre

Find out more

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

How we're making a difference

Wandsworth Carers Centre ran a session for parents/carers and children with learning disabilities and additional needs as part of the Children & Young people's engagement programme.

The Carers Centre hosted a group discussion with a graphic facilitator who documented the discussion in real time. Meaningful discussions took place; children shared what makes them feel healthy and happy, including playing sport and having friends. Safe green spaces are important for families to keep happy and healthy.

They shared views on mental health services and where families go to for health information and advice. There was helpful feedback on experiences including A&E for neurodiverse children and families.

We will use the insight and community stories to inform future plans for developing health and care service.



"The session was great, I felt listened to. I enjoyed meeting up with others in similar situations and speaking about our experiences. The activities kept my children entertained and the healthy lunch was very welcome during half term"

Parent, carer



Sutton engagement and assurance report

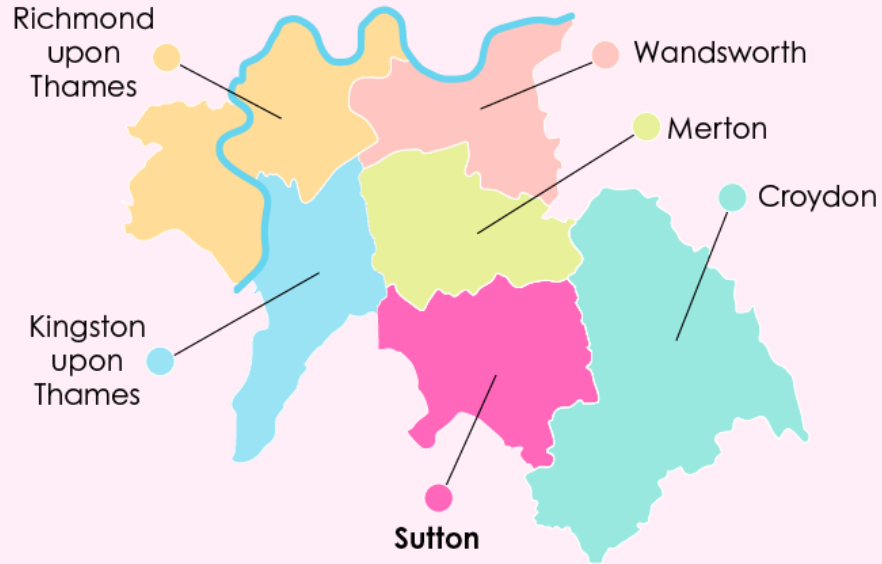
Quarter 1 and 2



Supporting the Benhill community



South West London



Proud to be working together to create healthier communities

Partners involved:

Community Action Sutton
South West London ICB

Find out more

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

How we're making a difference

Community Action Sutton brought families and residents of the Benhill Estate together for a vibrant Benhill Community Fun Day.

Supported by the South West London childhood immunisations grant funding, the event was packed with fun activities, from games to soft play, creating a lively space for families to connect. It sparked meaningful conversations about vaccinations with the South West London immunisations team, giving parents a chance to share their views, ask questions and find out information about childhood vaccinations.

This event was part of the South West London childhood immunisations fund, where small grants of up to £500 were awarded to community organisations. The programme empowered organisations to host events with their communities and spread awareness about childhood vaccinations and health and care services.



"Our first Benhill Community Fun Day in 2023 brought people together and gave residents a great day of fun, food and information. We're delighted to have this small grant towards this year's event, which will have a greater health focus."
Razia Sattar, Community Action Sutton's Head of Partnerships.