

Dear Friends,

Spring seems to have come really fast and I hope you enjoyed the Easter break in the sunshine! Whilst sunshine is really good for our health we must not forget to protect ourselves against skin cancer, even in the early months of the year.

Patients' views

Healthwatch Brent is collating a 'Story Bank' of patient experience of health and social care services.

These will be used by commissioners as a source of information when re-designing services. This is part of our joint work with NHS Brent CCG and the council.

We know that people relate their stories every day in Brent - but we don't hear most of them. So, we appeal to you to put us in contact with the people you know.

The experiences can be positive, negative or a mixture of both.

We do need to hear what makes a service 'good' - however that learning comes about - with a bad experience we can ask people what they needed and what would have been a good service response.

Some people may already have written their story, or may be able to write it and send it to us. If they need some help then Brian, our researcher, will help with that.

We will agree with each individual whether they want their name to be known or their story to be told anonymously - but we do need to talk directly to them.

Please contact Ian Niven at Healthwatch Brent if you have any questions: ian.niven@healthwatchbrent.co.uk

There is an opportunity for all of us to make a bit of a difference here - so please do what you can.

Healthwatch Brent Advisory Board

The Advisory Board has met bi-monthly and has become effective in offering advice on our work plan and gaining further insight into our work. The range of perspectives this brings from our community is very important, as does that of our other partners, Elders Voice, Brent Mencap, Jewish Care, Ashford Place, Brent Carers Centre and CVS Brent.

Healthwatch Brent priority service areas - update

Mental Health – The voice of Looked After Children was changed to the voice of local residents – compiling a story bank of patient experience to be used by commissioners (see article above).

FGM – We have struggled to make any progress on this with no progress with calls to Somali groups. The Help Somali Foundation said that its community members did not express FGM as a problem area, but they did say that mental health was an issue – depression and anxiety. We encouraged them to provide more information and made them aware of our Community Chest to explore this issue in more detail.

Phlebotomy – further delays by London Northwest Hospitals Trust (LNWHT) were resolved by asking the Head of Nursing to resolve the delay. We drafted an interim report. Patient experience interviews have been taking place this month and will be followed up by telephone interviews. The LNWHT Patient Experience Committee are very keen to see the results of this survey.

Communication around GP access and alternatives to A&E – Joint work between Brent CCG, Brent Public Health and Healthwatch Brent, an article explaining the range services available to residents was published in Brent Magazine and the Kilburn Times. This includes GP Hub appointments, pharmacies, Urgent Care Centres, and 111. Over the months ahead we plan to provide further information on each service.

Community Chest grants

We have received a range of applications. The following have been approved: story bank of patient experiences, mental health needs assessment on young Irish travellers, self-directed support for mental health service users, dementia empowerment project co-designing services, contribution towards social groups in Wembley, contribution towards a one day health event on breast cancer awareness, contribution towards equipment for new weekly women only community gym.

If you have a project you would like help with or think that Brent would benefit from the information gathered please do get in touch to discuss any possibilities as soon as possible.

There are still some funds available ranging from £100 to £3000 to organisations to support Healthwatch Brent's work to allow our diverse communities to have their say on health and social care issues. We prioritise seldom heard voices.

Larger grants will provide clear evidence to support good practice or the needs of a service group. For example - surveys, reports and/or case studies based on patient and service users' views that demonstrate a need and/or good practice.

Small grants will raise awareness of the role of Healthwatch Brent. For example - Sponsorship of your local event – we pay for the food – you help raise awareness of Healthwatch Brent.

Successful applications will collect the views of less often heard groups on health and social care services as a way of getting views heard by decision makers.

Contact Ian Niven: ian.niven@healthwatchbrent.co.uk

You can telephone the office on: 020 8912 5831

Healthwatch Brent information and signposting line: 020 3598 6414

Our Information and Signposting service - **020 3598 6414**

info@healthwatchbrent.co.uk – you are welcome to leave a message and a member of the team will get back to you as soon as possible.

We are looking for people who can spread the word or distribute a flyer about this service to lots of different places such as their local supermarket, their GP or pharmacy, community services and many more. Do let us know if you can help.

Volunteers

We really appreciate all the help that our volunteers provide through their efforts.

Our volunteers get the opportunity to join events and committees, take part in outreach visits or help in the office.

We are always keen to visit groups who find it harder to be heard, harder to get to meetings and events, who maybe don't use email or the internet. If you know of any such groups please hand their contacts on to us.

If you'd like to volunteer or just want to find out a bit more before you make a decision please contact: elaine.fletcher@healthwatchbrent.co.uk or telephone 020 8912 5831.

You can also log onto our website www.healthwatchbrent.co.uk to find out more information.

Healthwatch Brent Enter and View

Our Enter and View volunteers completed 3 visits to Care Homes in 2016: Kenbrook Care Home, Franklyn Lodge and Middlesex Manor. We will be presenting our collated evidence from all reports to Brent Council in May 2016.

Healthwatch Brent - meetings attended

Self-Care Steering Group (SCSG)

The Brent Self-Care pilot is ready for roll out with the steering group meeting on 23 March.

Healthwatch Brent has a new volunteer representative on this new steering group – so we will be able to provide regular updates.

Please be aware similar opportunities exist for Healthwatch Brent volunteers.

If you wonder how it came about here is what the CCG writes: ‘The Self-Care Steering Group (SCSG) represents an evolution of the Brent Whole Systems Integrated Care (WSIC) Lay Partners Forum that formed in early 2015 and continued to meet and support development of the Whole Systems model of care to February 2016.

Lay Partners played a major role in the ‘design phase’ for WSIC. One Lay Partner, the Brent Healthwatch Chair and the CVS Brent Chief Executive were members of the WSIC Steering Group alongside commissioners and providers and five new Lay Partners attended design workshops with staff from across health and social care held in December 2014 and January 2015.

The Lay Partner Forum formed from this and developed a total membership of around 15 WSIC Lay Partners drawn from the local communities within Brent. This group was chaired by a member of the North West London Lay Partners Advisory Group (LPAG).

It worked in particular on defining a number of self-care approaches to be developed and delivered by Primary Care and its partners in 2016/17 as part of a model of care planning and case management for adults with long term conditions.’

Patient Experience Committee (PEC)

Another of Healthwatch Brent volunteers, Colin Hurst, attends this committee. He writes:

‘We had a very productive meeting this afternoon at Northwick Park, where we completed the Trust Development Authority Assessment (TDA)... . On the sections the team that I was in, we rated the Trust harshly and honestly.’ This information will feed into a Trust strategy for carers. For more information about PEC see Healthwatch Brent March newsletter.

Other meetings

Ian Niven, Head of Healthwatch Brent attended a number of strategic and liaison meetings as well as working groups this month such as Brent CCG Governing Board, Health and Wellbeing Board, Sustainability and Transformation Plan (STP) priorities development, and met with Brent Parent Carer Forum, CCG Quality Improvement Manager.

Ian particularly values being able to speak to some groups face to face, for example during outreach visits. In March he visited members of the Royal Association for Deaf People, and the Ade Adepitan Short Break Centre in Brent that caters for local children and young people with profound and multiple learning difficulties, complex health needs, physical disabilities and autistic spectrum disorders.

Sustainability and Transformation Plan (STP)

The government, through NHS England, has asked for a plan from each region of the NHS. This is part of the government's 5 Year Forward View for the NHS <https://www.england.nhs.uk/ourwork/futurenhs/nhs-five-year-forward-view-web-version/5yfv-exec-sum/>

The plan has 3 main aims –

- Better Health and Wellbeing
- Improved care and quality for patients
- A financially sustainable system

For us in Brent that means there will be a NW London plan. Brent Health and Wellbeing Board discussed the priorities for Brent as part of this plan – you can read more about it here

<http://democracy.brent.gov.uk/ieListDocuments.aspx?MIId=2745&x=1&>

There are a number of questions that need to be answered as part of this plan. For example, 'How will you improve mental health services, in line with the forthcoming mental health taskforce report, to ensure measureable progress towards parity of esteem for mental health?' There is a need to prioritise the questions – not everything can be tackled at once. A number of factors will be taken into account including information from the refreshed Joint Strategic Needs Assessment (included in the link above) and the areas that present most financial pressure.

What do the words in the title mean?

Sustainability – As we hear all the time there is not enough money in the health and social care system to keep providing services the way they are at the moment. We need a health and social care system that can keep providing care in the future.

Transformation - Things need to be done differently and more effectively to keep pace with patient demand and the limited money available. For example, the Self-Care programme we talked reported above is a way of empowering patients to be better able to manage their long term health conditions on a day to day basis, with professional support provided only where and when it is most needed.

Plan - this will be written down, but it will be on-going work over the years ahead and it will develop through action. Healthwatch Brent will be an active partner in this, making sure that opportunities are made for engagement, and making sure that the community is kept up to date.

At the Health and Wellbeing Board we heard of the possibility of us in Brent extending the work of existing plans – like the NHS Brent CCG Commissioning Intentions, and the Whole Systems Integrated Care (see below). We also heard that the government will give additional money to some regions based on their STP. This is likely to be those who plan to be truly transformational.

No one was given much time for this – there needs to be an initial plan by 15th April. This means there has been no chance to engage residents at this initial stage. However, the final plan is due by June, so there will be opportunities for input from the community – we have reminded our statutory partners of this, and they are committed to this. NHS England have stated – “STPs will need to be developed with, and based on the needs of, local patients and communities and command the support of clinicians, staff and wider partners. We therefore anticipate robust plans for genuine engagement as part of the decision making process”. We have asked Healthwatch England to feedback to NHS England that they have not made this possible at this initial stage.

NHS Brent CCG's Whole Systems Integrated Care (WSIC)

Healthwatch Brent asked Brent CCG to explain what WSIC is about as many people are not quite sure. Rachael de Souza, Consultation and Engagement Communications Manager, NHS Brent CCG, writes:

'Whole Systems Integrated Care (WSIC) is a programme to develop integrated care for adults with long term conditions. NHS Brent CCG's Governing Body approved funding for a WSIC service in 2016/17 at the Governing Body meeting of 2 March 2016. In Brent, GP practices will offer care planning, case management and self-care support to adults with long term conditions. They will work with colleagues from health, social care and the voluntary sector.

Sheik Auladin, Deputy Chief Operating Officer at NHS Brent CCG said: "Brent's GP practices will offer care planning to most vulnerable patients. The WSIC programme will help GPs (working with other health professionals), to deliver joined-up care to better support a patient's needs. Patients may progress to receiving more intensive support for complex conditions or benefit from proactive support to better manage their condition."

In 2016/17 the service will include support for self-care and self-management. Patients will set their goals with professionals, voluntary and community sector leads. This year GP networks will work together to deliver consistent, equitable and high quality WSIC services to patients and carers in Brent.

Approximately 6,000 patients are expected to work with their GPs to develop individual care plans. Of this group, approximately 700-800 will go on to be supported by case management. Patients will review care plans with professionals where patient experience and outcomes will be captured.

Patients from Brent have been very involved in developing this model of integrated care. There was particular patient interest in self-care work, where a Self-Care Steering Group of WSIC Lay Partners, commissioners and providers from Brent (including Brent third-sector organisations), will oversee the launch, delivery and review of new care navigators, a patient activation measure (helping professionals to tailor self-care support to needs) and staff training.

Commissioners and providers will communicate progress made to patients.'

See also information about the self-care steering group above.

A few residents also asked why the WISC programme is being led by a PA Consultants – Brent NHS CCG enquiries responded –

“NHS Brent CCG uses consultants or interim staff from time to time in specific circumstances or for particular projects. This can include situations where a consultant can lend expert support and additional capacity on new projects, acting as NHS Brent CCG’s ‘organisational development’ partner.

Consultant contracts are awarded in compliance with NHS procurement processes at market value rates. Tender proposals are advertised and value-for-money decisions made by an NHS Brent CCG panel that includes GP leaders; advance checks on panellists include assessment of potential conflicts of interest in the selection process).

Consultants in post are managed by NHS Brent CCG staff. This means their work is assessed by Senior Management team on a regular basis and they are supported by the Executive team.”

CQC reports

Preston Lodge

CQC inspected Preston Lodge on 13 January 2016. The inspection was unannounced. Preston Lodge is a home for up to 6 people with dementia. At the time of the inspection 5 people lived there.

The overall rating by the inspectors was ‘requires improvement’ as 4 out of 5 areas required improvement. The rating for the area of ‘caring’ was good.

Click here to read the full report: <http://www.cqc.org.uk/location/1-132372922/reports>

BMI Clementine Churchill Hospital

The Chief Inspector of Hospitals has rated BMI Clementine Churchill Hospital as ‘Requires Improvement’ following an inspection by the Care Quality Commission (CQC) in July and August 2015.

The BMI Clementine Churchill Hospital, owned and managed by BMI Healthcare Limited, is an acute independent hospital that provides outpatient, day care and inpatient services including physiotherapy, medical imaging, surgical procedures and rapid access to assessment and investigation.

Inspectors rated the BMI Clementine Churchill Hospital as Requires Improvement for providing safe and effective services, and Good for providing caring, responsive and well-led services.

Full reports from the inspection have been published on the CQC website: <http://www.cqc.org.uk/location/1-128758653>

Inspectors observed that infection prevention and control was poor within the intensive care unit and across medical care. There was poor compliance with standards for cleanliness, hand hygiene and the use of personal protective equipment, although this improved during the inspection.

Medicines were generally well managed, however audits did not include medicine stock checks, and there were some concerns regarding the clarity of medicine records. There were also some concerns with equipment checks, particularly within the intensive care unit, and the outpatient and surgical wards.

Although staff were able to demonstrate that robust investigations of incidents took place, there was not always full evidence to support this. However, the hospital performed well in relation to preventing patients coming to harm with a low rate of falls and pressure ulcers in particular.

The quality of medical records varied across the hospital, with poor completion of records identified within the medical and surgical wards and satisfactory maintenance of records within the emergency care centre, and intensive care unit.

The hospital responded to patient needs within appropriate timeframes, including referrals to treatment and waiting times within the emergency care centre.

Many patients told inspectors that they had positive experiences at the hospital, that staff were caring and maintained their privacy and dignity and that they were involved in decisions about their care.

General information

Cord blood banking: a guide for parents

The Human Tissue Authority has published a cord blood banking guide for expectant parents considering cord blood donation and banking. The aim of the guide is to make informed choices about cord blood. It offers information about donating cord blood to a public bank and banking cord blood privately.

Click here for more information: <https://www.hta.gov.uk/cord-blood-banking-guide-parents>

Events

Healthwatch Brent would like feedback from you if you go to any of these events. If you do attend as a representative of Healthwatch Brent please adhere to our code of conduct.

Healthwatch Brent Event – hold the date

We will hosting an event on Wednesday 18th May, 5:30 to 7:00pm

At 7 Rutherford Way, Wembley, HA9 0BP (CVS training room)

We and our partners will present –

- What we have done over the last 9 months, and
- Our plans for the year ahead. Our plans will be informed by the refreshed Joint Strategic Needs Assessment - this tells about the people of Brent and its communities, its major health needs, and the health and social care inequalities.

We will send out a full agenda before the meeting.

Dementia Café – Cricklewood

The dementia café is run by the charity Ashford Place and if you are affected by memory loss, dementia or forgetfulness you are free to drop-in. The café is open every Tuesday.

When: Tuesdays, 2 pm to 4 pm

Where: Ashford Place, 60 Ashford Road, Cricklewood NW2 6TU

For more information contact: danny.maher@ashfordplace.org.uk
or telephone: 07595 631 167

Alzheimer's Society Dementia Cafe - Kingsbury

The dementia café is a friendly meeting place for anyone affected by memory loss, dementia or forgetfulness and their carers. The café is run by the Alzheimer's Society every Wednesday and you are free to drop-in.

When: Wednesdays, 2 pm – 4 pm

Where: Kingsbury Resource Centre, 364b Stag Lane, NW9 9AG

For more information email: adrian.pennington@alzheimers.org.uk
or telephone: 07740 433472/ 01923

Philomena Mitchell from the Alzheimer's Society also holds a regular advice surgery for people living in Brent if you or your carer would like more information and guidance contact: Brent@alzheimers.org.uk or telephone 01923 824 329.

Monthly Cancer Support Group (MCSG)

When 9 April, 10.30 am – 12.30 pm

Where Soho Outreach Centre (SOC), 166A Shaftsbury Avenue
London WC2H 8JB

Programme: Health Talk, Chinese cancer patients sharing, exercise, shared lunch

April speaker: Clinical Commissioning Group – Dr Etheldreda Kong

MCSG is open to individuals touched by cancers. It aims to give support and strength to patients, survivors, family, friends and carers so they can move forward together.

Contact person: Pang Sham 07938969187

Facebook: Chinese Association for Cancer Care

Website: www.cacaca.org.uk

Brent Deaf Club

Brent Deaf Club welcomes all BSL users and their family and friends in Brent and the surrounding areas. April topic: Deaf Unity

When: Wednesday 27 April, 7.00 pm – 10.00 pm

Where: The New Millennium Day Centre
1 Robson Avenue, Willesden, NW10 3SG

Tickets: £2.50 on the door /under 16s free; yearly membership available.
For more information contact: (SMS) 07983 591 079
or email: brentdeafclub@hotmail.co.uk

Brent Health Partners Forum

When: Wednesday 27 April, 6 pm – 8 pm
Registration opens and refreshments from 5.15 pm

Where: Sattavis Patidar Centre, Forty Avenue, Wembley Park
HA9 9PE

For more information click here: <http://brentccg.nhs.uk/en/news/355-brent-health-partners-forum-wednesday-27-april-2016>

Film screening: Behind the Locked Door – Mental Health in the Black Community

When: 29 April, 6 pm

Where: Millbank Tower, 21-24 Millbank, London SW1P 4QP

Brent MIND set out to produce a film on the issue of mental health in the black community, to try to do something that addresses these alarming statistics.

Behind The Locked Door explores the experiences of secured mental health wards through the eyes of black people who have been sectioned, listens to the experiences of mental health professionals and looks at alternative services which provide a new approach to mental health support.

Click here to book a seat: <https://www.eventbrite.co.uk/e/behind-the-locked-door-mental-health-in-the-black-community-tickets-23790359606>

Educational and Health Care Plan training

Brent Parent Carer Forum (Brent PCF) is holding an Educational and Health Care Plan (EHC) training session for parents of children and young people with special educational needs and disabilities (SEND).

When: Thursday 12 May, 10 am – 2.30 pm

Where: Learning Zone, Wembley Stadium, HA9 0WS

This training is free of charge and includes lunch.

This training is recommended if your child is going to have an EHC Plan or already has one which can be improved at the yearly review.

Please register your name via email, text or phone as places are limited. Email: brentpcf@gmail.com or telephone: 07956 499 300

Click here to find out more about Brent PCF: brentpcf.org

Thank you for your continued interest and support.

Please keep in touch.

The Healthwatch Brent team