

North Kensington Health & Wellbeing Network

18 March 2021, via Zoom

Actions and Key Points

[Meeting Agenda](#)

- Camila Marin-Restrepo, Project Officer for North Kensington Self-Care Programme (KCSC) – Introductions, Ground Rules and Agenda
- Mike Oliver, Chartered Psychologist and member of Health Literacy UK
- Valerie Phillips, ESOL for Health teacher in RBKC
- Kalwant Sahota Self Care and Social Prescribing Manager, NHS West London Clinical Commissioning Group (WLCCG)
- Julia Hamilton, North Kensington Social Prescribing Link Worker

Speaker: Mike Oliver (MO) - Health Literacy

[Presentation](#)

- A body of health practitioners in the UK, working with voluntary organisation aiming to establish best practice and change the way they work.
- Online conference will be held on 23 April 2021, information can be found on the [Health Literacy website](#).
- Health literacy is a combination of:
 - Understanding information
 - Ability to act on information once understood

‘Personal characteristics and social resources needed for individuals and communities to access, understand, appraise and use information and services to make decisions about health.’

- Language surrounding health can be a barrier to some people. Examples, lack of understanding of terms used such as Asymptomatic.
- Important because people with low health literacy find it hard to:
 - Discuss health information/concerns with health care providers
 - Engage in self-care and disease management
 - Successfully manage long term conditions
 - Navigate the health care system
 - Act on medical, health or safety information
- How do health care providers support people to make decisions and act on information?
 - Good communication (verbal and written)
 - Helping people get around premises
 - Staff and volunteer training
 - Offering help to everyone as a matter of routine.
- Skilled for Health:

- Combined approaches of health improvement and adult learning
- Incorporates language, literacy and numeracy into health improvement training
- Materials are freely available to anyone. [Click here for more information.](#)

Speaker: Valerie Phillips (VP), ESOL for Health teacher in RBKC – ESOL for Health

The ESOL for Health course was developed by Kate Gielgud and Sue Cornish under the banner of health literacy alongside teaching English as a foreign language.

VP shared learnings from her time teaching these courses.

- Worked in tandem with various charities including Open Age, helping to ensure clients were on the course and helping improve reach to get clients onto the course.
- Once in place, they were well received, with a range of people from diverse backgrounds attending, for social, educational, health reasons among others.
- People want to learn English and are very interested in Health. There are many challenges to navigating the health system even for those with good grasp of English.
- Many people feel challenged by other forms of teaching, with ESOL for Health being a more productive method.
- Goals of the sessions were to reduce pressure on the NHS, help people in the local area to be healthier and engage them in activities that would promote a healthier life.
- Areas covered included which numbers to use and when to use them to access health services, calling emergency services, dealing with emergencies, antibiotic use, non-branded medication information, reading medication labels and form filling.
- This was done through a combination of teaching methods including visual material such as looking at food packaging and role play for example calling the emergency services.
- Use computers is useful to give example information, there is a tendency to focus on using app technology to improve health, but individual factors such as access to wifi/computers have to be considered.
- Mostly 'soft' changes, but base level improvements and confidence boost, some specific key benefits per person. Encourage not to be afraid to make mistakes, to learn from them.
- Will have had various experiences by end to help understand different topics first-hand.

Discussion points:

- Mike will send link to Skills for Health documentation.
- Skills for Health materials have been developed in line with different learning styles and abilities and tested with various groups and validated for different reading/learning levels etc.
- They are only available in English - Mike will check on translations.
- Materials are very useful but need to be adapted for the audience. For purposes of limited English, have to use other methods e.g. visuals to demonstrate key elements to different audiences, respective of ability
- Can talk about health literacy in a certain way as much as you like, but unless you check for understanding, or adapt to different needs, the impact won't be present.

- Level of forms tutors are expected to complete is very high. Many of the statements are very complicated or challenging to adapt to simple words or visual identifiers. Want to avoid putting too much pressure on clients.
- Language and information is often difficult for native speakers.

Breakout room session one

The following questions were discussed:

1. Do we want to roll out health literacy and/or ESOL for health activities in North Kensington?
2. If yes, what would be the best way to deliver them?

Feedback from breakout rooms

- Form Filling
 - Difficulty filling out essential forms for commissioners with clients. Examples discussed - Warwick-Edinburgh wellbeing scale and PAM.
 - Issues including people not understanding questions, not understanding why these questions are being asked, questions being irrelevant, rules indicating that you cannot explain the questions further than what is written, PAM being unsuitable for many. Also issues re cultural sensitivity.
- ESOL in community
 - Working on utilising what is already being delivered - example is Healthworks through Dalgarno.
 - Running sessions on lupus, breast cancer etc.
 - Discussions re what to call sessions - agreed that framing them in a question/"how to" format is useful, for example "How to book GP appointments"; "How to use eConsult"; "How to find your way around your local hospital".
 - Agreed that short sessions are good - "bitesize" sessions on key topics
 - Potentially added onto existing groups/sessions?
 - Good coming from community champions.
- Mental health concerns in communities.
 - Issue isn't one or the other, it is both.
 - Need to speak in clear language generally, to avoid overcomplicating and onus is on professionals as they are paid to do it in a way that clients can understand.
 - Measures used to assess wellbeing can be difficult to implement or not appropriate. SWEMWBS (short Warwick-Edinburgh Mental Wellbeing scale) problems, issues with wording, explaining it to people with language barriers can be complex.
- How to frame health literacy events, framing them practically that makes sense and is clear to people. Often people are just given information/booklets more work is needed to support people as no checks are carried out to see if it is understood.
- Using what we already have and making information more widely known to help signpost and develop things.
- Combination of both factors and not just focusing on one.
- Focus on evaluation and what has it demonstrated previously.

- Awareness of how people should access and find it, is there awareness in the borough?
- Digital should not be the focus. Digital, online, reading. No replacement for F2F contact, needs to be the default position.

Speaker: Kalwant Sahota (KS), Self Care and Social Prescribing Manager, North Kensington Recovery Team, NHS West London Clinical Commissioning Group (WLCCG) - Social Prescribing day summary

[Self-Care and Social Prescribing presentation](#)

- 18 March 2021 is National Social Prescribing day, the event was set up five years ago.
- This year there is acknowledgement of how link workers and voluntary and community sector (VCS) organisations have supported and enabled communities to cope and live through the pandemic year.
- KS highlighted the joy of connecting with nature, taking in green spaces. Encourage local communities to engage safely with green spaces and take simple spaces.
- KS discussed the myths around social prescribing:
 - Happens through GP referral different methods are being looked at.
 - This is more of a wellbeing/social prescription than medical prescription.
 - It is in addition to medication and GP appointments.
 - It is not the same as counselling although some similar elements may be used depending on the service.
 - Not necessarily about social groups, it can be about one to one services.
 - People can find their own support services. Yes, link worker is about enabling people to access services
 - There is currently not a long waiting list. Contact will be made within 7 days.
- Link workers work with anyone over 18 years old up to 65 years old. There is an integrated care model 'My Care My Way' for over 65s.
- Link workers enable a supported conversation. Individuals can self refer or look at other options for themselves.
- New ideas for social prescribing can be raised via link workers and the NKHW network.
- Reminder around Covid-19 Vaccine booking and venues.
 - Anyone over 50 and or anyone eligible for a free flu vaccine.
 - Nearest ones to North Kensington are Wembley and Hammersmith and Science Museum.
 - St Charles Centre is still being used for booked appointment the mass sites have spaces for those who do not want to wait to be called by the GP.

Speaker: Julia Hamilton (JH), NK Social Prescribing Link Worker - Social Prescribing Network conference sharing

The Social Prescribing (SP) programme has now been running for one year in North Kensington. JH, Bernie Gwen and Debbie have all been on the programme from the start.

- This anniversary coincided with the Social Prescribing Conference now in its fifth year. JH felt the conference was opportunity to reflect on achievements and share some community lead initiatives to develop offers over the coming year.
- JH would like to start working with VCS more this year once the pandemic has removed the need to be centred in the NHS.

The conference allowed local community services to connect across the country and JH shared some of the programmes from the conference:

- **Talking bench:**
<https://vimeo.com/520993836> 25m0s-26m14s
 Part of the Health Connections MENDIP programme from Somerset, where they train up members of community over one hour to be community connectors to enable signposting. They also incorporate a pay it forward scheme.
- **Hip hop heals:**
<https://event.crowdcompass.com/uniofsalford/activity/iau0TUufJu> 24m18s-27m47s
 Therapeutic Hip Hop as an art-based alternative to medication. Incorporating music genres into self-care, helping promote health and self-understanding. Reducing inequalities for disadvantaged groups.
- **The Lullaby Project**
https://youtu.be/s9VTQXEfJ_g 2minutes
 Incorporating group music sessions, it pairs pregnant women, new mothers and fathers with professional artists to write and sing personal lullabies for their babies. Supporting maternal health, aiding childhood development, and strengthening the bond between parent and child. In New York City, the project reaches parents in healthcare settings, homeless shelters, high schools, foster care, and correctional facilities. Extending across the country and around the world, the Lullaby Project enables partner organizations to support families in their own communities.

Break out session 2: Networking opportunity

- Introduce yourself and say which organisation you come from
- Give a brief summary of a project you are currently working on
- And/or a barrier you may be coming up against in your area of work

Following the session CMR asked the group to share any thought and ideas for future meetings.

Poll

1. Did you find this meeting useful? (Single Choice)

- Option 1: Yes **100%**
- Option 2: No
- Option 3: Not sure

2. How often would you like to meet? (Please write any comments in the meeting chat) (Single Choice)

- Option 1: Monthly **40%**
- Option 2: Every two months **50%**
- Option 3: Every three months **10%**
- Option 4: Not sure

3. What would you like to see more of? Please write comments in the chat. (Multiple Choice)

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| Option 1: Themed discussions | 50% |
| Option 2: Networking | 80% |
| Option 3: Local organisational updates | 80% |
| Option 4: Partnership building | 80% |
| Option 5: Service development | 60% |
| Option 6: Other (Please write in the chat) | Training opportunities |

Updates and useful links

- ❖ Turning Point: Innovation funding available for services relating to five ways of wellbeing, for innovative projects and services. Support for organisations of up to £2500 for face to face projects and £1100 for remote based projects.
Ezra Ben-Yisrael: ezra.yisrael@turning-point.co.uk 09553371987.
- ❖ Trauma Informed Yoga Training in North Kensington
Thursday 22 April and Friday 23 April 2021
[Expression of interest form](#)
- ❖ Camila Marin-Restrepo, Health and Wellbeing Project Officer working on North Kensington Self-Care.
Camila@kcsc.org.uk, t: 02081592197, (does not work on Wednesdays)
- ❖ Marariyah Irfan 2nd year medical student from Kings College London is working within Exmoor surgery on an art project, examining the effect of Covid on key workers in the North Kensington area. Please get in touch if you would like to get involved and share experiences.
'Pandemic: The Hidden Heroes' project.
<https://forms.gle/d9pSCdzoWngVPtAj7>
maariyah.irfan@kcl.ac.uk

Attendance:

Organisations
African Women's Care
BME Health Forum
ClementJames Centre
Community Massage London CIC
Community Living Well
Dalgarno Trust
Golbourne Community Champions
Home-Start Westminster, RBKC, LBHF
KCSC
King's College
Kensington & Chelsea Mind
NHS
Open Age
Turning Point
WLCCG