

North Kensington Health & Wellbeing Network

24 February 2021, via Zoom

Actions and Key Points

[Meeting Agenda](#)

- Hayley Turner – Introductions, Ground Rules, Agenda and meeting aims
- Julia Hamilton and Dr Manpreet Bains:
 - Presentation:
 - Have been running North West London (NWL) Community Pop-Ups to support vaccine rollout
 - Attitudes to vaccines vary, with some happy to get it, some seeking more information and others still with considerable concerns and anxieties around trust in vaccine programmes and health programmes.
 - Aim of project is to ensure equitable and accessible vaccine uptake in communities, by working collaboratively with population, partners and local authority
 - Data emerging from NWL Clinical Commissioning Group (NWL CCG) used to identify trends:
 - Vaccine Access: are people able to get to vaccine sites easily? Can community pop-ups help? How best to increase physical accessibility?
 - Vaccine Confidence: Engagement events used to increase confidence and provide information.
 - Younger family members being more afraid and reducing older people's confidence, anxiety about the sites, videos and misinformation shared via Facebook/WhatsApp
 - Interested in community/local organisation feedback on:
 - How to make this process more sustainable, improve the model and identify barriers?
 - How to support people to make informed decisions on vaccine and how to enable primary care to work with the community effectively?
 - How to create an effective training model to enable more community rollout?
 - Breakout Groups Notes:
 - Breakout Group 1: Dr Bains
 - Communities still sceptical of vaccination so going out into communities to engage is a positive step

- Concerns around why frontline VCS workers not offered vaccine, as this could help to dispel myths and encourage community uptake
 - MB: will take this to vaccine leads, HT has flagged this as well
 - **Actions:**
 - HT to link AG and MB to explore pop-up at Dalgarno trust
 - HT to contact Pepperpot
 - HT to link JB with Manpreet to discuss RA work
 - Breakout Group 2: Julia Hamilton
 - Lack of information is a key problem
 - Busier vaccine settings cause more anxiety/fear
 - Some groups are more isolated or groups who struggle with interacting with others as much may need more outreach/targeting, using in-built, trusted community networks
 - Fears around virus and the vaccine, including:
 - Side-effects
 - Medication interaction
 - Misinformation and lack of clarity
 - Anxiety around specific vaccine brands but not others
 - Strong need to challenge misinformation and understand where anxieties coming from
 - MB: Are in cycles of talks to develop process, happy to explore engaging with direct community networks and Residents Associations to understand what worked and what did not. Engagement talks in W11 and may run the pop-up there after. JB happy to be available to support if needed.
 - HT: When pop-ups are advertised and word gets out, how does someone book a slot?
 - MB: booking form has been created, a link will enable sign-ups to take place and say whether you're eligible. This enables access to contact info to reach out and book with that individual. Happy to trial new ideas but aware of resource limitation.
- Kalwant Sahota: Self-Care and Social Prescribing for NK – Presentation
- Targets community affected by Grenfell fire, exploring overall wellbeing for residents
 - Aware needs have changed due to Covid-19, any work going forward needs to reflect this impact.
 - Objectives:
 - Build knowledge and confidence of individuals to manage their existing health conditions
 - Provides and improves access to non-medical services for well-being
 - Self-Care: Approach to health which helps people keep themselves well and improve their knowledge to share around illness, diagnosis and recovery etc
 - Social Prescribing: Route for GPs refer people to a range of non-clinical services provided by the community.
 - Delivery to Date:
 - Training and Reflective practice for staff
 - Men's Shed

- Older Adults Art Therapy
- Menu of Services
- Social Prescribing Link Workers
- Integrated Care
- Outcome Measures
- Objectives for Today:
 - Start conversations on views and suggestions around what services should be commissioned to meet the two objectives
 - Conversation doesn't stop today, can reach out with more ideas/input
- How can we best describe what we are doing to help communities/patients better understand this work without using self-care/social prescribing terms?
- What is the current need in the community, what services should we commission to support?
- HT: New funding opportunities will be made available over the coming weeks, including a general fund open to description of specific need and solution proposals. Can also support partnership development:
 - Breakout Room 1 Key Themes:
 - Mental health and social isolation are key issues, particularly among older generation, disconnection from other people.
 - Lack of green spaces north of the borough, need opportunities for access by local communities. Supporting individuals to regain confidence to access green spaces and overcome anxiety.
 - Concerns around timing of funding, difficult to plan longer term projects or go out into the community and engage with limited budgets
 - Concerns among communities about children returning to school and bringing Covid-19 home
 - Question of long covid-19, any opportunity for low intensity exercise/activity to support those suffering from heightened fatigue (e.g. yoga, tai chi)
 - Need for clear information on vaccination and work put in to aid understanding, particularly with language barriers.
 - Breakout Room 2:
 - Not necessary to start new things, can use existing routes to different communities and support currently in place systems
 - Issues of organisations being stretched beyond capacity and working from home exacerbating this
 - Need for more paid staff and funding/regulatory bodies need to understand more the challenge the VCS is under
 - Issues of physical and mental health among VCS staff and communities
 - Communities with concerns around vaccines, going out, meeting friends.
 - Issues with social connection and casual interaction, need for more paid staff to act as listeners to support wellbeing.
 - Need for handholding and encouragement rather than just signposting to avoid inertia
 - Support lines should be available for 121 conversations and in different languages.

- Need improved connections between orgs and projects, improve cross referrals, joined up working.
- Closing Items:
 - TC: Very little information around LGBT/HIV positive communities. Not an extra Covid risk but fear is still present. Need for anything in the borough or specific groups that can support with.
- Close, thanks and Poll

Registered List:

Organisations
African Women's Care
Age UK Kensington & Chelsea
Age United Kensington and Chelsea
Al-Hasaniya MWP
Community Massage London CICI
Dalgarno Trust
Dalgarno Trust
Groundwork
Kamitan Arts
Kensington and Chelsea Over 50s Forum
LCAT
NHS
Nucleus
Open Age
The Clement James Centre
Volunteer Centre Kensington & Chelsea