



HEALTH AND WELLBEING VOLUNTARY ORGANISATIONS FORUM


Tuesday 10 July 2018, 10.00am – 12.30pm
Committee Room 1, Kensington Town Hall, Hornton Street, W8 7NX

Chair: Angela Spence, KCSC
Minutes taken by: Alice Lowry, KCSC

Item	Notes	Action
1	Welcome and introduction and apologies	
	Angela welcomed everyone to the meeting and explained that the underlying theme of the forum was communications.	
2	Minutes of meeting held on 23rd January 2018 and matters arising from the minutes	
	A matter arising from the previous meeting was discussed. Kalwant Sahota was going to find out eligibility criteria for service users accessing GP services from Alex Silverstein.	AL/KS to follow up eligibility criteria
3	Discover Programme enables patients to sign up to be part of health studies – Matt Cooper, Imperial College Health Partners	
	<p>Discover database presentation</p> <p>Matt introduced himself to the group and gave an overview of the Discover Programme – a database which enables patients to sign up to be a part of health studies. By consenting to have their details held on this register patients are agreeing to be contacted about opportunities to take part in these research programmes. This means that patient records can be integrated within different services. Matt said Imperial College Health Partners were keen to work with voluntary organisations and promote the database with local CVS's (Council for Voluntary Service). The database was launched in February and currently has 500-600 participants registered.</p> <p>The key discussion points which arose within the group included:</p> <ul style="list-style-type: none"> • What studies are being conducted and are they clearly shown on the Discover website. Matt explained that they were still in the early stages so there are no specific research pulls. • How long would studies last for and would there be payment involved. Matt said that only some of the projects would require payment and study lengths were completely dependent on the study. • Group members were keen to find out about how past studies were publicised. Matt explained that at the moment there were no past studies for Discover to use as they were are working with other charities and pulling other case studies. • How were patients recruited for studies in previous years? <p>If any organisation is interested in the Discover Database please contact Matt at matt.cooper@imperialcollegehealthpartners.com.</p>	
4	North West London Health Places of Safety Survey – Vittoria De Meo, Like Minded/MAD Alliance	

	<p>Like Minded presentation</p> <p>Vittoria gave an overview to the group of what Like Minded is. She explained that it's the strategy for establishing joined up care that leads to excellent mental health and wellbeing outcomes across North West London. This was created by WLCCG as a part of their five year strategy. She explained that Like Minded along with MAD Alliance were keen for people with mental health experiences to come forward. The particular survey they are currently promoting is about Health Based Places of Safety – these are spaces where people are detained and transported under Section 135/136 of the Mental Health Act 1983 and can be managed safely while an appropriate assessment is undertaken (by a psychiatrist and an approved mental health professional). They are keen for anyone with experience of being detained in a health based place of safety to come forward and participate in the survey.</p> <p>The key discussion points which arose within the group included:</p> <ul style="list-style-type: none"> • Whether the police were still taking detained individuals to a cell. Due to a lack of safe places available this still happens. • What are Like Minded doing about nutrition in relation to mental health. Vittoria explained that Like Minded focus more on strategies that can be applied to crisis care. • Group members were told the survey is for people in the North West of London and not beyond that. • One group member felt that timing something to consider when administering the survey. For example, somebody who has previously been detained will have a different response to somebody currently retained. • A suggestion was made to have focus groups as well as the survey to enhance responses gathered. Like Minded said that they would take the idea on board but they were also reaching out to people through leaflets and posters. <p>Please find link to the survey here. If you would like to do the survey in person please contact Samantha.holmes@rethink.org.</p>	
5	<p>GP Weekend and Evening Services Survey – Dr Ray Johannsen-Chapman, Engagement Manager for West London Clinical Commissioning Group</p>	
	<p>Ray introduced himself to the group and explained that the survey was finding out feedback from service users who have used GP evening and weekend services. He explained that this survey was important as it would help the NHS understand what people think is good about the service, what needs improving and most importantly that weekend openings are needed. Ray stressed that the service is poorly promoted at GPs and that this survey aims to find out how they can change this. The group then broke into discussion and asked Ray some questions. Key points included:</p> <ul style="list-style-type: none"> • What the weekend services entailed. Evening services are from 6-9pm and 8am-8pm on the weekends. • The benefit of these extra services and the pressure it takes off of urgent care centres and A&E. <p>Please find link to the survey here.</p>	<p>Alice to send out link to survey</p>
6	<p>How do we communicate health and wellbeing messages to our client groups</p>	
	<p>A discussion was led by Angela and Kalwant on how we communicate health and wellbeing messages to client groups. Kalwant used the example of My Care My Way the group. My Care My Way is a programme for anyone over 65 within Kensington & Chelsea who has a long term health condition. You will receive an hour appointment with the GP and they will refer you to voluntary services such as massage therapy and exercise at home. However, the service is often used by people when their condition</p>	

	<p>begins to get serious instead of getting them on the programme at an earlier date. This means building up relationships with key community figures such as Community Champions who will relay these services into the community. Hayley told the group about Community TV screens which are being spread across the borough in Community centers. They show key health messages on them. Groups then broke off into discussions to explore how their organisations could find innovative ways to communicate with client groups.</p> <p>Key suggestions and ideas on how to improve communication included:</p> <ul style="list-style-type: none"> • GPs attending events with activities e.g. blood pressure checking activities • Ensuring face to face with organisations is readily available • NHS and other statutory organisations need to work closer with grassroots groups • Services should have an advisor that can be contacted via phone for further information on services • New and innovative ways should be found to encourage people to fill out surveys • Are the ways we communicate with each other being measured or looked over at all? • If services have newsletters it would be helpful to know when to send content to them by – especially important for certain pieces of information which may have deadlines etc. • KCSC could provide training on measuring impact of communications. 	<p>KCSC to follow up</p>
<p>7</p>	<p>Volunteer Centre Kensington & Chelsea on prescription – Iuliana Dinu, Head of Wellbeing – Stepping Stones</p>	
	<p>Stepping Stones presentation</p> <p>Iuliana introduced the Stepping Stones project which she leads to the group. She explained that the project is aiming to make volunteering accessible for everyone. The project works with and supports adults who have learning disabilities, physical disabilities and people who have mental health needs. Iuliana explained that she helps support individuals by looking over their CV's and matching them up with a mentor. She explained that up to 10 weeks of support could be offered to service users. She explained that they could also provide support for volunteer organisations by offering accessible and inclusive volunteering opportunities, e.g. mental health awareness training, providing guidance regarding different needs of individuals and advertising new volunteering opportunities.</p> <p>Key points discussed after Iuliana's presentation:</p> <ul style="list-style-type: none"> • How important mental health awareness is and for people to be able to understand the different approaches and support available. One group member expressed a need for mental health awareness in safeguarding in more organisations. KCSC said that they were looking into this. • The group agreed that it would be beneficial for commissioners from Public Health to attend the next health and wellbeing forum to discuss the funding picture. 	
<p>8</p>	<p>Ride Side By Side – Marina Kroyer and David Densky, RBKC Sustainable Travel Team</p>	

	<p>Ride Side by Side presentation</p> <p>Marina introduced herself to the group and explained the premise of RBKC Sustainable Travel Team’s new project ‘Ride Side By Side’. This project is aiming to reach out to groups who don’t normally have access to cycling. It’s an alternative to using motorised transport for local trips. It was originally launched in Hackney and will now also be accessible in North Kensington every Wednesday starting from the 22nd. The bike has two seats is a four wheeled bike with two seats and is ridden by a specially trained “pilot”. Passengers have handlebar to hold onto but not steer and pedals but can choose whether to cycle all or a bit of the journey or not at all. For more information please contact Marina at Marina.Kroyer@rbkc.gov.uk.</p> <p>One member asked whether there was potential for a Ride Side By Side programme to be piloted in Westminster. It was explained that priority was given to boroughs with more need for the service. Kalwant said she would contact One Westminster about self-care.</p>  <p><i>Karimah Bint Dawoud Nutritionist from Karimah’s Cuisina</i></p>	<p>Kalwant to contact One Westminster about self-care programmes</p>
9	Attendance and feedback from other forums and AOB	
	No feedback was received from other forums. The meeting was closed.	

ATTENDANCE LIST

	Organisation
1	Action Disability Kensington & Chelsea
2	Carer's Network
3	Discover
4	Family Action
5	Family Action Kensington And Chelsea Young Carers
6	for brian

7	Healthwatch
8	Healthy Hearts
9	Karimah's Cuisina
10	Kensington & Chelsea Forum for Older Residents
11	Local Exercise Group for Stroke
13	Mad Alliance/NSUN
14	Mytime Active
15	North West London Clinical Commissioning Group
16	One Westminster
17	Open Age
18	Pamodzi
19	RBKC Arts
20	RBKC Sustainable Travel Team
21	Royal Borough of Kensington and Chelsea
22	The Reader
23	Volunteer Centre Kensington & Chelsea
24	West London Clinical Commissioning Group

The information above will appear in minutes for this meeting which will be made available to all the attendees and published on KCSC's website.