



OLDER PEOPLE'S PROVIDERS NETWORK

Tuesday 13 October 2020, 1:00pm – 2.30pm
Virtual meeting via Zoom

Chair: Reena Mukherji, Director, Octavia Foundation
Minutes taken by: Zina Serageldin, KCSC

Item	Notes	Action
1	<p>Welcome and Introductions by Chair, Reena Mukherji</p> <p><u>Agenda</u></p> <p>Reena Mukherji (RM) Director, Octavia Foundation welcomed everyone to the meeting including members of the Westminster Older People's Providers Network were joining the meeting for the first time.</p> <p>As several services operate in and funding is awarded across both boroughs, this meeting with members of the Kensington and Chelsea and Westminster Older People's Providers Forums is a test run to see if joint meetings would be effective, useful and supportive to all participants.</p> <p>An opportunity to provide feedback via an evaluation form would be given at the end of the meeting.</p>	
2	<p>Carrie Hirst (NHS West London CCG) to discuss key areas on flu season, and questions for Carrie.</p> <p><u>Presentation</u></p> <p>Carrie Hirst (CH) presented an interactive quiz to raise awareness of the 'Just the Flu' campaign. This quiz includes information about eligibility for a free flu jab, where to get the jab and covers frequently asked questions about vaccination. The NHS would like those that are most at risk to be vaccinated first due to the limited number of vaccines available. Those who are in good health tend to experience much milder symptoms.</p> <p>CH went through some of the symptoms of flu and those of Covid-19 and how to access services and contact your GP if unwell. It is important that people know that if they need to speak to their GP they can still contact them by phone or via the website.</p> <p>CH discussed how organisations can raise awareness of the flu jab campaign to get these messages out. Promotional information and translations of the flu jab campaign are available on the NHS website.</p> <p><u>Links to flu/winter key messages including the quiz & translations</u></p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> Once those most at risk have been offered the flu vaccination there is a possibility that the jab will be offered to those between 50 and 64 years of age but that has not been confirmed. If there is any further information about this it will be passed on. 	

	<ul style="list-style-type: none"> • People have expressed concerns about going into GP surgeries and pharmacies. CH will investigate the possibility of leaflets or videos explaining the process. This could include information about side effects. • Feeding back any concerns that organisations hear about would be helpful to CH. • CH provided her contact details for any other questions, carrie.hirst@nhs.net. 	
3	<p>Vanessa Chutturghoon, NHS West London CCG K&C South from MyCareMyWay to discuss what they do and how they have adapted over this year, and questions for speaker.</p>	
	<p>Vanessa Chutturghoon (VC) who is a senior health and care assistant introduced My Care My Way which helps people over 65 to access various services including healthcare and social services. Patients are tiered from low needs through to very high complex needs with possible clinical intervention required.</p> <p>Teams are based in GP surgeries and consist of health and social care assistants (not all from clinical backgrounds) and case managers. The multiskilled team is integrated with the district nursing team and works with social and mental health services and voluntary sector organisations such as Age UK.</p> <p>The team are always looking to link in with other services. If anyone has services that users can be referred to please contact Vanessa. Vanessa.chutturghoon@nhs.net.</p> <p>VC outlined the referral process. Patients in RBKC requiring support should contact their GP who will refer them to My Care My Way. Contact will be made with patients that can be assisted and a person-centred assessment carried out to create a care plan. Follow up appointment with patients are carried out every 6-12 months or as the need requires.</p> <p>VC referred to a self-care directory which although created a few years ago contains details of services available for patient referral. Among the varied services available are: befriending, financial reviews, walking support, end of life, palliative care, cancer and diabetes. Click here for directory</p> <p>During lockdown there was a quick turn around in managing the service. Consultations were completed over the phone this included welfare checks for all patients. Working with GPs the team made sure that shielded patients had access to food and medication. They worked with NHS Responders and with Age UK who set up a service to support people to accessing food and medication.</p> <p>Following a less intense period, the need is starting again. The main focus is on supporting people to access food, medication and shopping especially where no support network is available to them.</p> <p>Staff continue to work both remotely, in surgeries and complete home visits but only where necessary.</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> • There are 5 surgeries in North Westminster that are in the My Care My Way catchment area. My Care My Way works in the Queens Park 	

	<p>Paddington area of Westminster, this falls under the West London Clinical Commissioners Group (CCG) area.</p> <ul style="list-style-type: none"> • Social Prescribing is available in both boroughs. Although the My Care My Way programme does not exist in Westminster they have Care navigators who all have a medical backgrounds and deal with over 70-year olds. • In RBKC a new service for under 65-year olds, run by non-medical Social Prescribing Link workers, deals with social and mental health aspects. • Open Age are running over 120 hours of weekly remote virtual activities. Referrals to the outreach team can support people to access these services. • Share and Care Homeshare offer Homeshare services in KCSC. They also offer a free online fitness class each week. https://www.shareandcare.co.uk/seated-exercise-classes/ • Open Age offer a LinkUP Tech service. • Age UK Westminster has a new shopping service for residents aged 50+ who are not receiving similar service from another organisation. • Westway CT is running its weekly shopping service for those struggling to go out. A leisurely drive service is offered to members feeling lonely or depressed being indoors since lockdown. • My Care My Way are offering referrals to socially distanced befriending. • Abbey Centre based in Westminster have a limited face to face befriending service (walking, going for a cuppa and a chat and helping people to go to appointments). <p>VC would be grateful for any information about befriending services for ethnic minority groups and details of any interpreting services for patients.</p> <p>The chat raised a number of concerns about digital exclusion and a desire to discuss the topic further. RG suggested that Kensington and Chelsea Social Council and One Westminster would review the comments raised and may take them forward to a separate meeting.</p> <ul style="list-style-type: none"> • The question of getting older people to participate in virtual activities was raised. This includes funding options. • Assistance was requested in setting up an algorithm for a survey of members to identify different communication levels/categories amongst them. This would be used to signpost to resolve particular needs. <p>Approaches to risk, compliance and health and safety was also identified as another potential area of discussion at future network meetings.</p>	
4	<p>Lesley Derry from Public Health, Community Champions Programme Manager to discuss advice from the government on Covid-19, and questions for Lesley</p>	
	<p><u>Presentation</u></p> <p>Lesley Derry (LD) manages the Community Champions programme across both boroughs. LD provided information on local infection rates, the lockdown tiers, 'rule of 6' legislation and exceptions and NHS test and trace. Included was information on operating community and group activities and useful links to mental health and wellbeing support.</p> <p>There is concern about the NHS Covid-19 app. LD stated that the current app does not hold personal data and will not be shared with the NHS or the Government. Public Health England have free downloadable resources about the app.</p>	

	<p>Additional information from Public Health:</p> <p>Covid vs Flu vs Cold Riskiest Activities</p> <p>Key discussion points following on from the presentation included:</p> <ul style="list-style-type: none"> • For walking groups, the total number of people including the guide or co-ordinator or person leading the walk would be six. LD will check if there is an exception for staff assisting for work purposes. • Even though RBKC and Westminster have low case rates some areas within the boroughs can have higher case rates than others. • Carrie and Lesley have been running test and trace training if anyone is interested please get in touch with them. 	
5	Any other business	
	<ul style="list-style-type: none"> • Following the meeting the date of the next meeting was scheduled as Tuesday 8 December 2020. 	

ATTENDANCE LIST

	Name	Organisation
1	Amanda Clarke	Share and Care Homeshare
2	Bee Burgess	Open Age UK
3	Carrie Hirst	NHS WL CCG (West London Clinical Commissioning Group)
4	Claire Scott Booth	Sheppard Trust
5	Concia Albert	One Westminster
6	Dhanveer Dhanoa	Kensington and Chelsea Social Council (KCSC)
7	Elizabeth Rickarby	Keep Active Westminster
8	Emma Cohen	Open Age
	Francis Ngale	Carers Network
9	Grace Nuttall	Age UK Westminster
10	Justine Dornan	Royal Borough of Kensington and Chelsea (RBKC)
11	Lee Brooker	Support and Advice on Sexual Health Services (SASH)
12	Lesley Derry	Public Health, Community Champions Programme
13	Louisa Scheppes	Volunteer Centre Kensington and Chelsea (VCKC)
14	Manish Gandhi	Creighton House

15	Natalie Castro	Befriending Plus at One Westminster
16	Pasha Moinuddin	LCAT (Latimer Community Art Therapy)
17	Purvita Bhatt	Westway CT (Community Transport)
18	Reena Mukherji	The Octavia Foundation
19	Ritushree Guha	The Advocacy Project
20	Stephanie Linden	POhWER
21	Sara Murphy	Kensington and Chelsea Social Council (KCSC)
22	Sarah Sutton	Checkmate
23	Shinette Brown	Support and Advice on Sexual Health Services (SASH)
24	Tessa Jelen	Breathe Easy Westminster
25	Vanessa Chutturghoon	NHS WL CCG (West London Clinical Commissioning Group)
26	Zina Serageldin	Kensington and Chelsea Social Council (KCSC)

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.