

Virtual Health & Wellbeing Voluntary Sector Forum

18.05.2020

Forum ground rules



In order to run a forum online with a large number of people we have put together some ground rules:

- Please mute your microphone throughout the whole forum unless you have been asked to speak
- The forum will be recorded so let us know if you have any issues with this
- If you would like to ask a questions during a presentation please do this in the chat box and someone will read this out when it is appropriate
- If you want to speak, press the 'raise your hand' button and someone will let you know when you can speak

Please let us know if you do not know how to do any of the above and we will help you

Agenda



10.30 Welcome and Introduction - Angela Spence,
KCSC CEO

10.40 RBKC / Covid Hub update – Sophie Ellis, RBKC
Director of Customer Delivery

11.05 Local community needs & identified gaps in provision – Group discussion facilitated by Angela Spence

11.25 WL CCG / NHS update – Carrie Hirst, WL CCG
Engagement & Partnerships Manager

11.50 Any other business

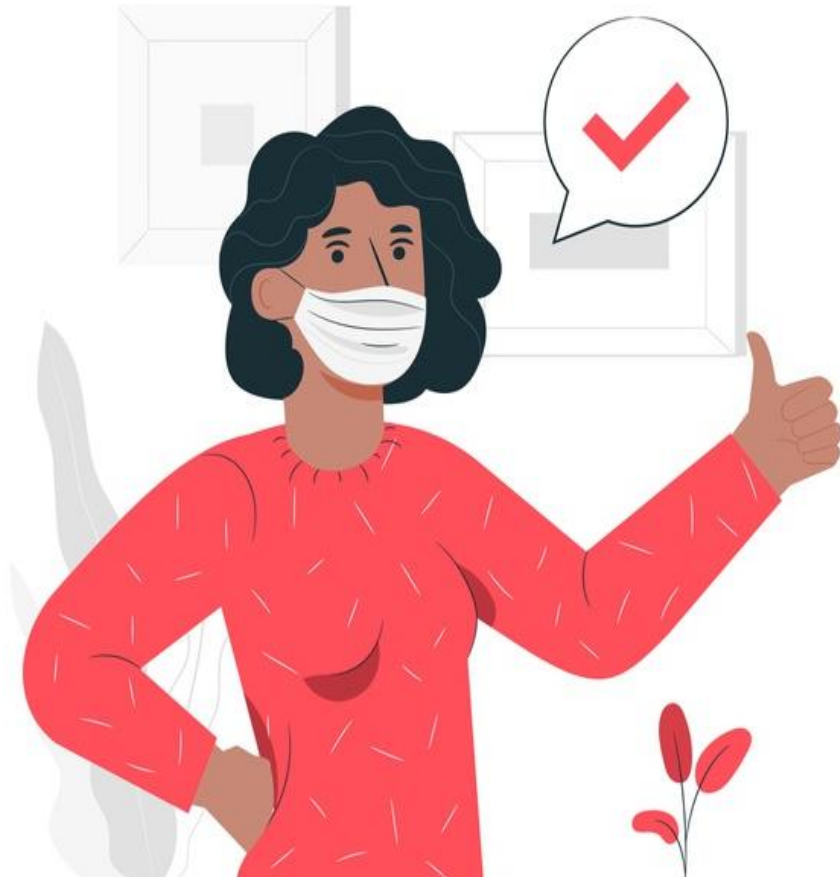
Healthwatch update

12.00 Close of meeting

Service	Target Group	Ways to Access	
Shopping Offers People that <u>can</u> afford food but cannot leave their house and have no available support networks.	Shielded	Option 1:	Option 2:
	Vulnerable	If you are a professional call 020 7243 9804 or email health@kcsc.org.uk with a referral form Or if you are a resident call the Covid Hub number on (TBC)	NHS Volunteer scheme – GoodSam Refer someone via this link, your email address will need to be approved first https://www.goodsamapp.org/NHSreferral
	'Non vulnerable' wider hub	Option 1: Contact your local Mutual Aid Group https://www.mutualaidkc.com/	
Food Offers People that <u>cannot</u> afford food and have no available support networks and are vulnerable.	Under 65	Option 1: Visit RBKC hub online: https://www.rbkc.gov.uk/coronavirus-covid-19/covid-19-hub-and-support-residents/support-food-and-other-essentials Click on 'I am under 65' Click on 'Start now' to fill in online referral form.	Option 2: Contact Covid-19 Hub on 020 7361 4326 to submit a referral over the phone. (Monday to Sunday 9am to 5pm)
	65 and over	Option 1: Contact Covid-19 Hub on 020 7361 4326 to submit a referral over the phone. (Monday to Sunday 9am to 5pm)	Option 2: Contact Age UK Kensington & Chelsea on 020 8969 9105 for more information.
Food Banks		Keep up to date on changing information via KCSC website https://www.kcsc.org.uk/news/foodbanks-still-open-kensington-and-chelsea	

RBKC Updates

- Sophie Ellis, RBKC Director of Customer Delivery



How has your organisation adapted since the Coronavirus outbreak?

Summary of needs

Notes taken from the 'Scoping the VCS' event



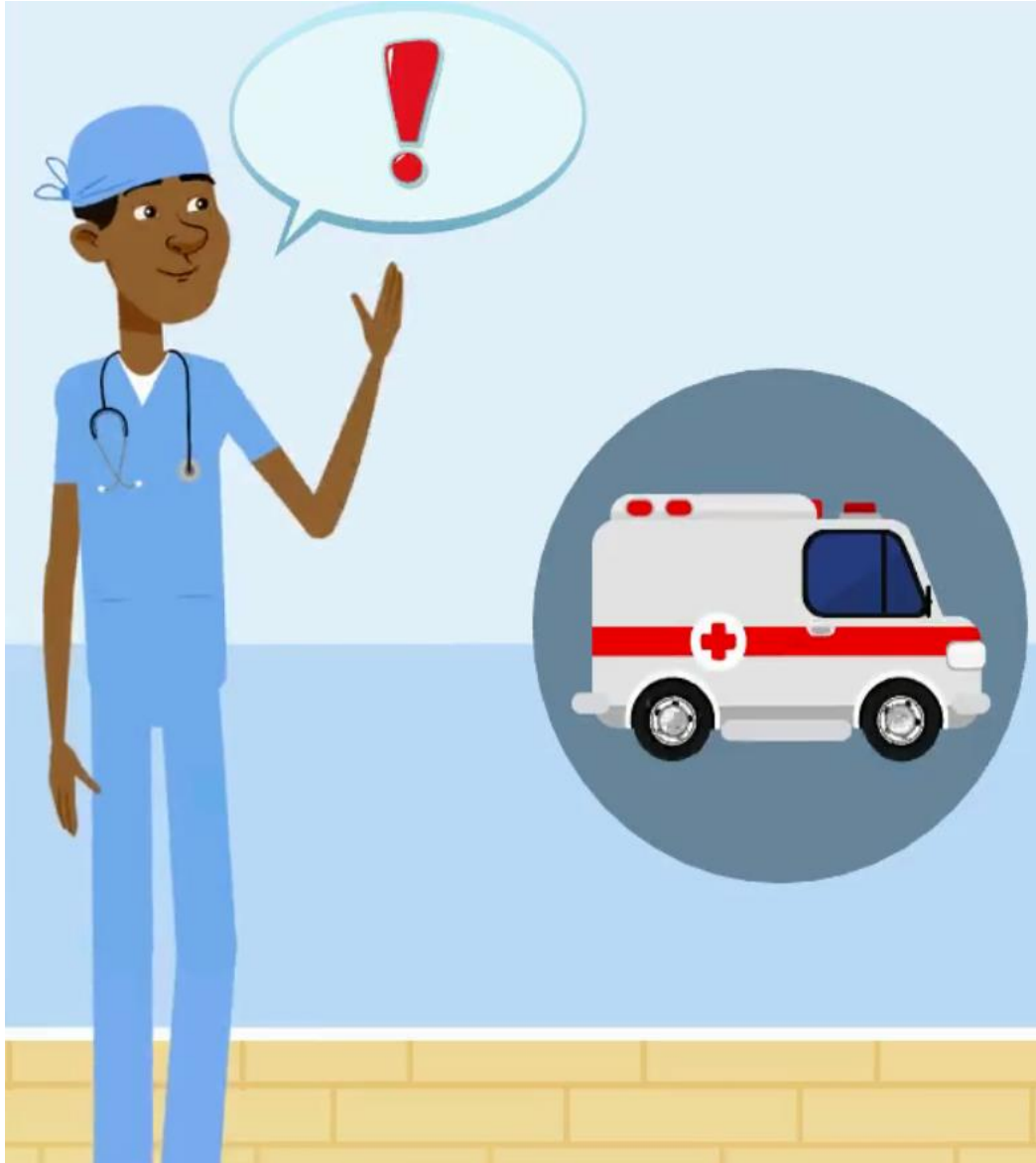
- Limited access to technology
- Fear of going out/Anxiety
- More people at food banks
- Hard to get children motivated
- People with a disability even more isolated
- Language & literacy barriers

Your questions & concerns



NHS Updates

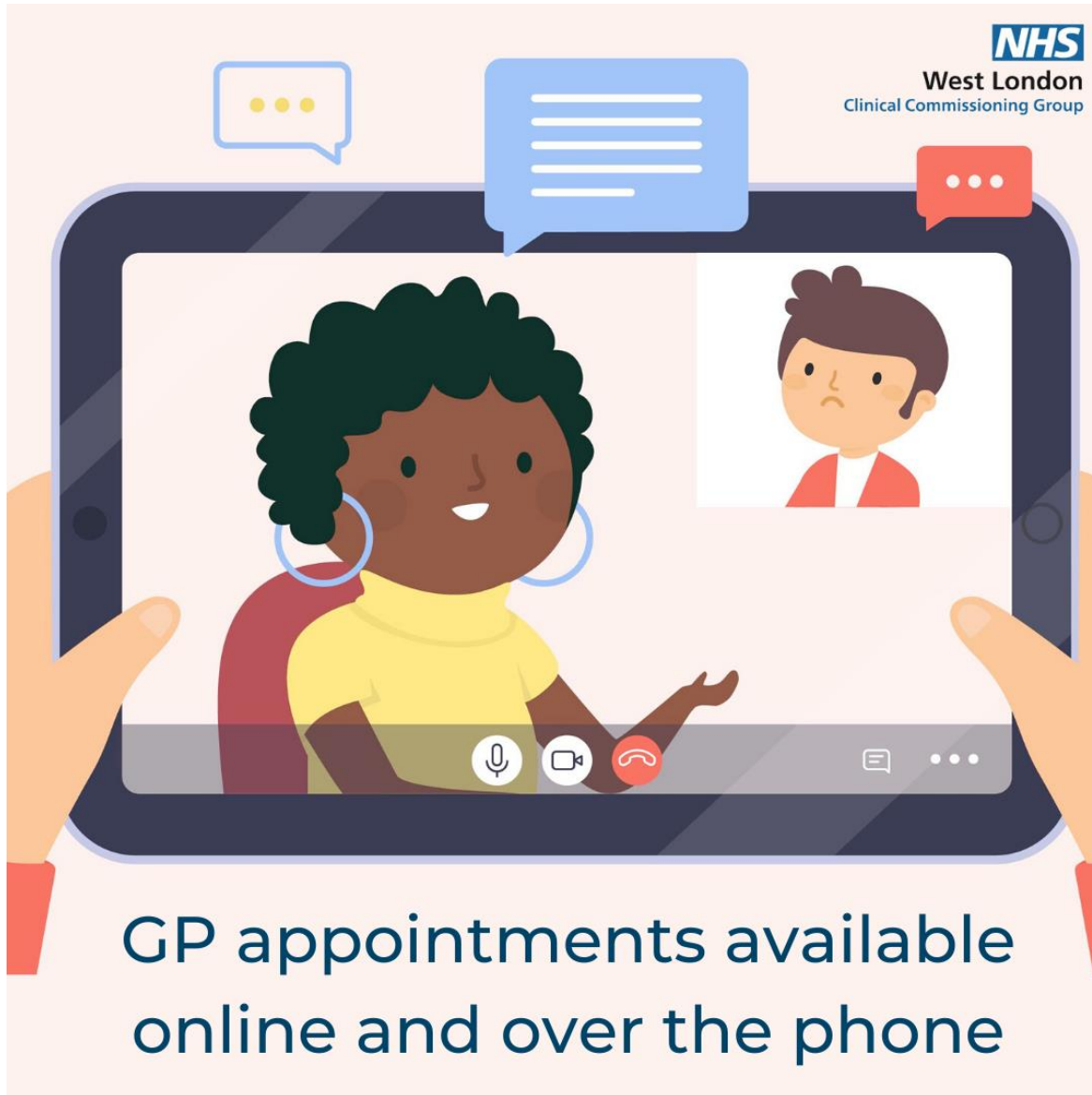
- Carrie Hirst, WL CCG Engagement & Partnerships Manager



BME Health Forum,
West London CCG &
Imperial College

Created a video
encouraging residents to
use the NHS when they
need it

Currently translated in;
Arabic, Farsi, Sylheti,
Kurdish



GPs are
open - just
working
differently

GP appointments available
online and over the phone

A collection of medical icons in red and white, including a first aid kit, a heart with an ECG line, an ambulance, a stethoscope, a bandage, a heart with a cross, a syringe, and a pill bottle, scattered around the central text.

Need medical help?

- **Call your GP or 111**
- **Visit 111.nhs.uk**
- **Call 999 if an emergency**

What to do
if you feel
unwell?

St Charles Urgent Care Centre

TEMPORARILY CLOSED

as an emergency measure during
Covid-19

For medical help:

- Visit www.111.nhs.uk
- Call your GP, or 111
- If your life is in danger, call 999

Not registered with a GP?

Visit: www.nhs.co.uk to find out how

For more information:

✉ wlccg.integratedcare@nhs.net ☎ 020 3350 4363

www.wlccg.nhs.uk

Changes to St Charles Urgent Care Centre



North West London Volunteering Programme

Across West London CCG
we're working with
Volunteer Centre
Kensington & Chelsea,
One Westminster, the
RBKC Covid Hub and
Westminster Connects



Do you know where to signpost people to if they need help?



How can we
continue to
keep in
touch?

AOB



- Any other business

Thank you!

