

Welcome

healthwatch
Wandsworth

Health inequalities

What are health inequalities?

Our presenters will be introducing the topic further. Health inequalities are known as unfair and avoidable differences in the health of people across social and population groups.

Why talk about this?

Marmot review in 2010 was clear that the NHS and local councils can help tackle them.

To follow up what local people told us in May 2018 at an event to start a conversation about what health inequalities are and discuss local experiences.

Key highlights from discussions:

- Complicated processes for accessing care and excessive form filling
 - can be a large burden on particular groups
 - or a barrier to accessing care for others
- Some people do not access health services out of fear of negative consequences such as stigma or discrimination, including stigma and cultural issues around certain health conditions such as HIV.
- Health communications need to specifically target hard-to-reach groups, taking into consideration the values and norms of different cultural groups.

Today we will:

- Hear what the NHS and council have been working on to try and address health inequalities locally.
- Look at campaign and how the approach can be effective
- We hope the event will help:
 - Explore local experiences of the topic and raise awareness
 - Discussions will provide a useful insight for all.

Today's agenda

- 11:10 **Our recent work and how what people have shared with us has helped to improve local services**
- 11:25 **How have Wandsworth Council and our NHS decision makers been trying to address health inequalities since our event in May 2018.**
Yussof Oskrochi, Public Health Registrar, Richmond and Wandsworth Councils
Josh Potter, Director of Commissioning, Merton and Wandsworth CCGs.
- 12:10 *Break*
- 12:20 **Discussion of how to approach campaigns aiming to address health inequalities, using diabetes as an example.**
Louise Duffy, Public Health Lead, Richmond and Wandsworth Councils.
- 13:15 **Getting involved with Healthwatch and closing information**
(Plus refreshments)

Our recent work related to today's topic:

What do local carers want?

What Carers Want

Report – 25 February 2019

What is it like being a carer in Wandsworth? We launched a survey to find out.

“ I feel like a computer with a virus and its completely knocked me out. I can't rest, I am not eating properly and smoking too much. I feel isolated and don't know who I am anymore

”



Key Findings:

Carers wanted improvements in the following areas:

- Early and easy access to mental health support, particularly mental health coping strategies, wellbeing resources and general support.
- Information on available support and what they are entitled to. All services and commissioners could help with this.
- More information about the health condition of the person they care for and other information.
- The carers assessment process may need to be reviewed.

Update from Wandsworth council

Official

Work in progress

- Setting out carers' offer and benefits of having an assessment
- Developing carers information pack – containing leaflets on carers assessment, carers emergency card scheme and carers allowance
- Relaunching carers offer and emergency card scheme
- Developing online self-assessment tool for carers
- Re-commissioning of Carers support services contract
- Delegation of carers assessments to carers centre
- Considering opportunities for using technology to support carers as part of LGA's Social Care Digital Innovation Programme.

Get involved?

- The aim is to launch the online assessment and leaflets sometime in October – will be published on the council website.
- The council will be looking for people to looking for test the assessment
- Contact Amy.Cragg@RichmondandWandsworth.gov.uk to register your interest

Our recent work related to today's topic:

HMP Wandsworth

Developments around Wandsworth Prison Health and Care since we visited

Report - 3 September 2019

We caught up with the Head of Offender Healthcare to hear about what has changed since we visited. Find out more about how things have changed or improved.

What we did

Last year Healthwatch Wandsworth spoke to people at Wandsworth Prison about their healthcare and we also heard from family members.



An update on developments:

- Information: Written information was updated and includes social care details. They tried to increase the number of inductions which include health information.
- Social Care: Referrals to social care has a new process and they are looking at how to promote self-referral.
- Mental Health: People can refer themselves on digital kiosks and there's been a big increase people referred. Although it influenced waiting times.
- Prisoner Involvement: A new staff member now recruits and trains prisoner representatives. All representative roles are filled.
- Care for complex cases or older prisoners: Care co-ordinator and nurse posts are being introduced.

What's new?

New reports coming soon:

- East Wandsworth Community Mental Health Team
- Tooting recovery café supporting people with mental health crisis needs.

New surveys coming soon:

- Experiences of 'intermediate care' rehabilitation services

Next event - 11th December at Tooting United Reform Church.