



South West London
Clinical Commissioning Group

Working together to address health inequalities in Wandsworth

Mike Proctor, Director of Transformation, Wandsworth and Merton
Naomi Good, Patient & Public Engagement Manager

Bringing together Croydon, Kingston, Merton, Richmond, Sutton and Wandsworth



What we will cover:

1. What are health inequalities
2. The picture in Wandsworth
3. A framework for action
4. Progress on our Equality Objectives 2017-2021
5. Our Local Health and Care Plan
6. Community-centred approaches:
 - Social Prescribing
 - Voluntary Sector Coordination Service
 - Thinking Partners
 - Wandsworth Community Grant Projects
 - Barriers to Accessing Healthcare project
7. Next Steps: We want to hear from you!



Wandsworth

What are Health Inequalities?

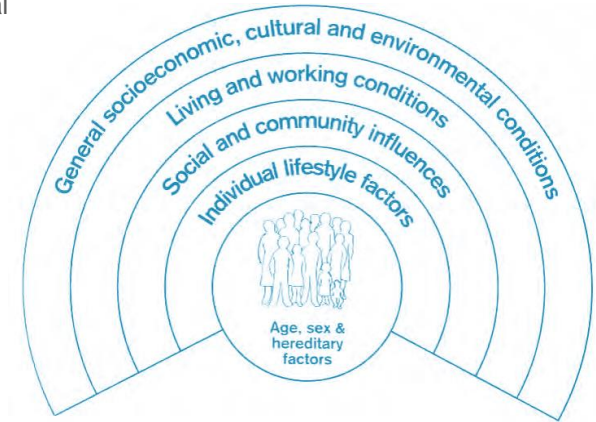
- Health is closely linked to the conditions in which people are born, grow, live, work and age and inequities in power, money and resources – these are the social determinants of health.
- Health inequalities are unfair and avoidable differences in health across the population, and between different groups within society.

This involves:

- differences in life expectancy and prevalence of health conditions,
- access to care (e.g. availability of treatments), and
- quality and experience of care (e.g. levels of patient satisfaction).

- Some of the key differences are:

- Socio-economic status and deprivation (e.g. unemployed, low income),
- People living in deprived areas (e.g. poor housing, poor education),
- Geography (e.g. urban, rural environments), and
- Protected characteristics.

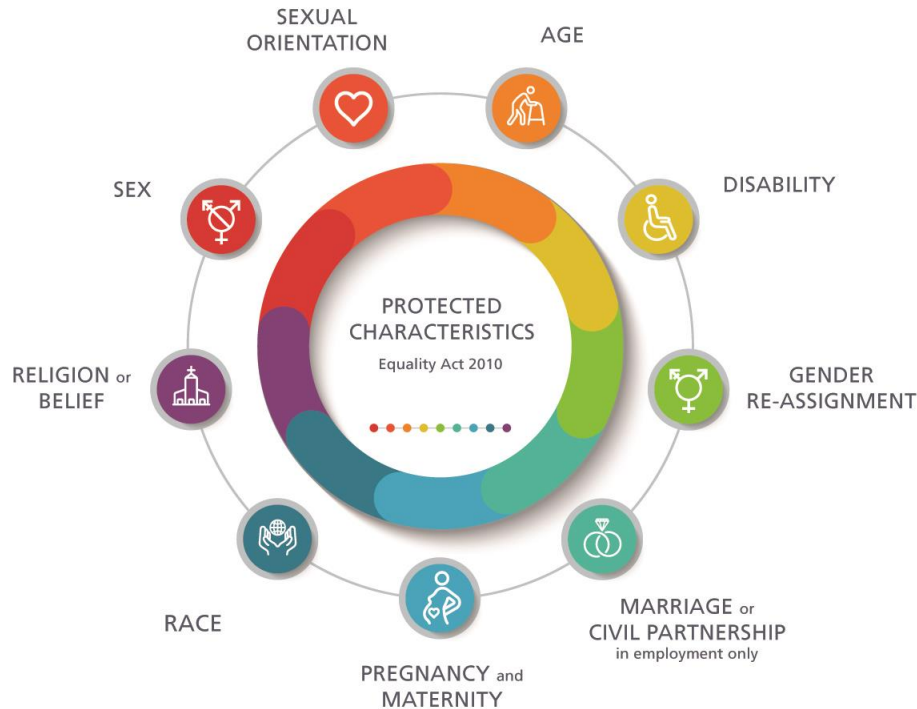


Social determinants of health



What are health inequalities?

Protected Characteristics and Inclusion Health Groups

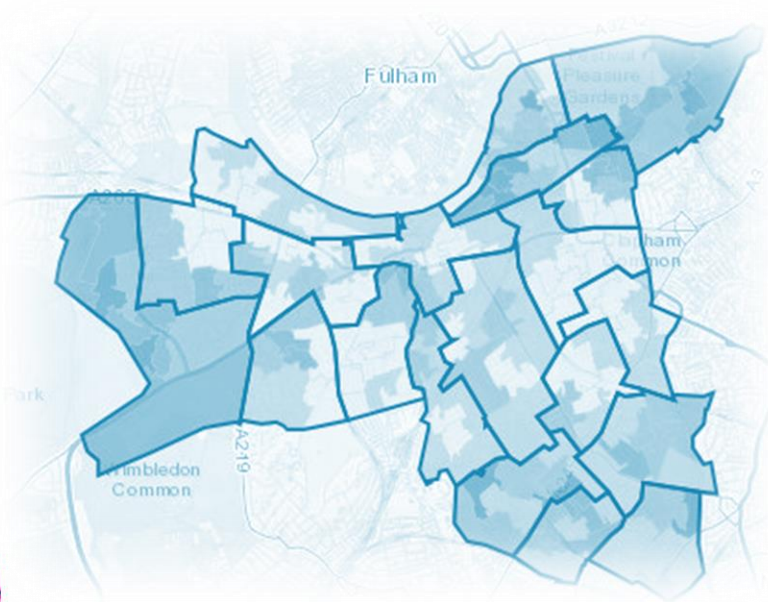


INCLUSION HEALTH GROUPS:

- HOMELESS
- REFUGEES
- ASYLUM SEEKERS
- SOCIO-ECONOMIC DEPRIVATION / POVERTY
- ARMED FORCES
- FAITH GROUPS



The Picture in Wandsworth



- The healthy life expectancy gap between the most and least deprived areas in the UK is **19 years**.
- Life expectancy is **7.4 years lower** for men and **5.5 years lower** for women in the most deprived areas of Wandsworth than in the least deprived areas.
- On average, females with learning disabilities have an **18-year shorter** life expectancy than the general population, and males have around a **14-year shorter life expectancy**.
- Unplanned hospitalisations are higher for wards in Wandsworth with the highest deprivation.



Rank	2015 ward	Population	Unplanned hospitalisations per 100,000 population**	Unplanned hospitalisations
1	Latchmere	19,013	3,196	432
2	Roehampton and Putney Heath	17,813	2,703	372
3	Graveney	17,123	3,008	372
4	Furzedown	16,025	2,778	352
5	St Mary's Park	18,353	2,388	341
6	Tooting	16,646	2,588	313
7	Bedford	17,148	2,391	296
8	Clapham Town	3,234	2,736	71

Source:

<http://www.wandsworthccg.nhs.uk/newsAndPublications/Publications/Documents/HealthProfile2015Wandsworth00BJ.pdf>

A Framework for Action



Action on health inequalities requires improving the lives of those with the worst health outcomes, fastest.

To impact the broad social and economic circumstances that together determine the quality of health of the population requires a whole system and community approach.

Whole System Community Centred - family of approaches:

- Undertaking community insight to add meaning to local data.
- Strengthening communities: (e.g. Community Grants, EIMHIP)
- Peer and volunteer roles (e.g. Diabetes Champions),
- Collaboration and partnership (e.g. coproduction)
- Increasing access to community resources (e.g. social prescribing, VSCS, community hubs).

Start Well in Wandsworth

25% of Wandsworth's population is under 18 years of age \equiv 80,0000+ young people

Around 2,800 children aged 5-16 have mental health disorders

Primary school children



1 in 3 are obese or overweight

In an average classroom of children, 3 are likely to have a mental health illness



Children aged 5



1 in 4 have decayed, filled or missing teeth

15 year olds

12%

including drugs and alcohol



partake in 3 or more risky behaviours

5%

are regular smokers



It's the 5th highest rate in London

Wandsworth CAMHS Under 5's Therapy Service

Unique to Wandsworth -targets vulnerable pre-school children at risk of poor outcomes.

78% referrals from families living in the 0-30% area of deprivation.

2019 data: 33% White British, 44% British Black and Asian and other ethnic groups, 23% White Other.

Non-stigmatising, accessible community locations.

Trailblazer: Investment in Emotional Wellbeing in Schools

£1.85m of trailblazer funding shared between Wandsworth Merton and Sutton.

Enhanced whole-school support and psychotherapeutic work with primary age children that have experienced trauma and Adverse Childhood Experiences (ACE).

Team of Children's Wellbeing Practitioners (CWPs) who are supporting children in schools in the Putney and Roehampton area.

Clinical Psychologists and emotional wellbeing practitioners with a whole school approach. Battersea: work with children and young people living in Doddington Estate.



Live Well in Wandsworth



75% of Wandsworth's population is over 18 years of age \approx 242,000+ adults

Nearly half of residents are aged between 25-44

★ We have the highest proportion of people aged 30-34 years nationally ★

Over 18 year-olds



44,000 have a common mental health disorder, such as anxiety or depression

Approx.

15,000 have diabetes



25,000 are on the verge of developing it

Approx.

19,000

are carers



Approx.

37,000

Over 18 year-olds are smokers



44%

drink more than



14

units each week

6

(+ max. recommended amount)

Over 16 year-olds

More than

1/2



are overweight or obese

Annual Health Checks

Learning Disabilities: Working in partnership with Generate, local Wandsworth advocacy group to enhance the end to end journey.

Health Pop up shop on Doddington Estate

Homeless: Work to carry out health needs assessment and support for homeless people to register with a GP practice.

Ethnicity in Mental Health Improvement Project

Development of 8 community hubs.

Community-led Clinics

Wandsworth Community Empowerment Network and South West London Health and Care Partnership co-created a pilot project of community-led clinics in places of worship and other Wandsworth settings. Six clinics launched in December 2019

Pride in Practice

To-date 15 GP surgeries in Wandsworth have completed the quality standard accreditation.



Age Well in Wandsworth

10% of Wandsworth's population is over 65 years of age = 30,000+ older people

The number of older people set to grow faster than the overall population

By 2034 there will be 42,200 people in Wandsworth aged over 65 years

Over 65 year-olds

4 in 5

people have at least one chronic illness



Over

10,000

people are living alone



Nearly

1,400

people have dementia

Approx.

800

hospital admissions each year



For every **5 years** that we age over 65 the likelihood of developing dementia doubles



Over 50s

Approx

9,000



are unpaid carers

Diabetes Care

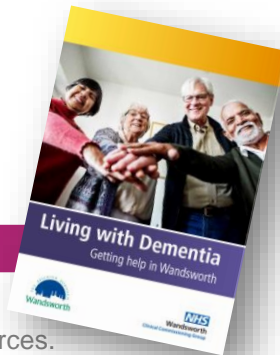
'You and Type 2' new service launched providing further education, support and resources.

Dementia

'Living with Dementia – Getting Help in Wandsworth' guide published in January 2020 for people with dementia as well as family and friends.

Pride in Care

LGBT Forum in Wandsworth was awarded a community grant to develop a Pride in Care® pilot with one of the Care Homes. The quality standard is awarded by Opening Doors London to organisations assessed as providing quality care and support to older LGBT+ people.



Progress on our Equality Objectives 2017-2021

1. Increase overall access to Wandsworth Improving Access to Psychological Therapies services to 15% of the morbid population, with 25% of the referrals from BAME communities.

BAME	<ul style="list-style-type: none">• Between 2019-2020 30.1% of referrals were for BAME communities surpassing our target.• 2.6% of people supported speak English as a 2nd Language• Ethnicity and Mental Health Improvement Project collaborative work was recently restarted by the wellbeing team following Covid-19 outbreak. The plan is to create eight sites in the borough offering wellbeing or IAPT support in the community linking in with Faith groups, Mosques etc.
Learning Disabilities	<ul style="list-style-type: none">• 14% increase in access in 2018-19 for this group• Audit into quality of care for this group is in progress.• New staff training.
Young People	<ul style="list-style-type: none">• Wellbeing team is now providing remote emotional wellbeing workshops for Roehampton students.• Focus work to provide support to young fathers who have been involved in gangs.
Employment	<ul style="list-style-type: none">• During 2019-20 15.2% increase in access for people being referred into the employment pathway.• Employment support has continued remotely through the pandemic.
LGBTQ+	<ul style="list-style-type: none">• 8.7% of people accessing IAPT were from LGBTQ+ communities.• New funding for CliniQ, a local trans group in Wandsworth, to provide trans awareness training to the Wandsworth team.



Progress on our Equality Objectives 2017-2021

2. Better outcomes for Protected Groups

Three key ways we work with providers to tackle systemic disadvantages faced by patients who share protected characteristics are:

- **Equality Delivery System (EDS2)** annual review of services with patients, staff and other stakeholders to improve performance on equality and diversity in two patient focused domains including better health outcomes and improved patient access and experience

Reviews 2019-20	Good Practice Identified	Improvement Actions
Musculoskeletal Services	<ul style="list-style-type: none">• Specific pregnancy and maternity groups and reasonable adjustments. Excellent work to raise awareness• Working with Learning Disability groups to support improved interaction and response to patient sensory and communication needs.• Good logging of all patient experience.	<ul style="list-style-type: none">• Review GP referral process to capture and respond to Protected Characteristics, access/ communication needs• Patient focus group to prioritise actions contained in the Equality Impact Assessment.• Analysis of complaints by protected characteristic.
Mental Health Crisis / Recovery Cafes	<ul style="list-style-type: none">• Coproduction is very evident throughout the design, development and delivery of the service.• Excellent evidence of shaping service around service user experience and involvement of service users in evaluation on regular basis. E.g. Access times and provision of interpretation / translation, multilingual staff.• Covid: Digital and telephone support guidelines have been created Transportation to the service has been provided	<ul style="list-style-type: none">• Capture and respond to Protected Characteristics, access/ communication needs• Strengthen links with faith leaders – pastoral network, community champions and LGBTQ+ community groups.• Review quality of experience for onward referrals.

- **Clinical Quality Reviews** – Monitoring service Equality Strategy and Action plans and trends in patient feedback data.
- **Equality Impact Assessments** – Review service changes in relation to any positive or negative impacts on those with Protected Characteristics. (In 2019-20 we quality reviewed over 30)



Progress on our Equality Objectives 2017-2021

3. Engaging Young People on mental health

CAMHS Young Commissioners

Representative number of Wandsworth young people from minority groups, including BAME young people, young people with disabilities, Looked After (LAC) young people and LGBTQ young people.

Kooth

Young people selected provider of new online confidential counselling service.

Mapping services during Covid-19

Young people from the Wandsworth Youth Council who had previously helped create our borough's map of CAMHS services, the first in South West London.

Free2B Alliance - Proud Parents

Monthly group for parents of trans and gender variant children

Monthly Parent Group

GAP Youth club

Data from 2018: 58% Wandsworth residents 29% BAME



Community-centred Approaches



Voluntary Sector Coordination Service

Working with London Borough of Wandsworth we tripled the funding for the Voluntary Sector Coordination Service in 2020, enabling deeper engagement with the local community.



Thinking Partners

This group of community leaders and key connectors assure the CCG in relation to our work under the Equality Act.

Throughout the COVID-19 outbreak constant dialogue with the community via this group was really important to maintain dialogue and generate insight in fast moving situation. One particular concern digital inclusion/exclusion.

Social Prescribing

Social prescribing encompasses various non-medical interventions including self-help groups, adult learning, gym-based activities and therapy.

Particularly useful for those with long-term conditions, which are more common for those living in deprived areas.

Gives people more control over their own health and more personalised care.

56% of people supported by the Social Prescribing team were from BAME communities.

Adapted delivery model during Covid-19:

2,000 calls were made to Vulnerable residents in a 6-week period

Food and medication deliveries - connected with Age UK Wandsworth and Wandsworth Community Hub to respond to need

Changes to the link workers learning and development and will be looking at the impact of people's wellbeing and digital inclusion.



Community-centred Approaches

NHS Wandsworth Community Grants

The following projects were awarded funding for projects to reduce social and digital exclusion during Covid-19:



Awarded in 2020

Learning Disability	The Baked Bean Company	Developing Coproduction simulation Learning Disability training and videos in partnership with NHS.
Autism, digital inclusion	SEN Parenting	Piloting an online support service during this Covid-19 pandemic for parents of children with autism and other special needs.
Mental Health, digital inclusion	Time to Shine Kids	Pilot and test an online programme of Equine Therapy to support isolated families and young people with their emotional wellbeing during the current crisis of Covid-19 and support transitioning back to school.
Fathers mental health	Home Start Wandsworth	Developing a new peer support programme specifically for fathers, to reduce isolation and build a supportive environment for enhancing male mental health and parenting confidence.
Elders, digital inclusion	Katherine Lowe Settlement	The KLS Silver Surfer Project for elders aged 55+ in Battersea to upskill with modern technology. Project will provide access to laptops and smart phones.
BAME, Autism, digital inclusion	A 2nd Voice	Developing a BAME / Autism Community Hub for Coproduction with the NHS.
Cancer, Digital inclusion	Pauls Cancer Support	Development and delivery of an online Mindfulness course via Zoom to help people living with cancer gain the tools for self-management of mental health during the COVID-19 crisis.
Women, domestic abuse, digital inclusion	Live Karma Yoga	Development of an online Yoga programme - Women's Circles, incorporating live sound healing, breathwork, conversation & meditation, creating a safe space for women experiencing or at risk of domestic violence.
SEN, inclusion, mental health, parenting	SEN Talk	Sen Talk would like to set up a carers group 'parents with paintbrushes' which explores using art as a therapeutic tool to reduce anxiety and stress from caring responsibilities of parents with children with Special Educational Needs.
Learning Disability, Autism, mental health, digital inclusion	SHARE Community	We will deliver digitally inclusive health and wellbeing sessions to people with learning disabilities, autism, physical and sensory impairments, mental health needs and complex health conditions.
LGBTQ+, mental health, Age, Digital inclusion.	Age UK Wandsworth	Pilot of a new telephone service called "Active Chats", which is telephone-based befriending programme involving gentle stretching and chair exercises led by a trained volunteer with an older beneficiary group of LGBTQ+ clients.
Socioeconomic deprivation, Digital inclusion	Urban Studio	An interactive online art course for people in socioeconomically deprived areas of the borough who are experiencing isolation.



Community-centred Approaches

Reducing Barriers to Access Project

Between January and September last year we worked with over 60 groups and organisations to capture insights into the current barriers people face in accessing healthcare in Wandsworth and importantly the solutions they felt would best address them.

Theme: identifying, recording, sharing and responding to communication needs

GP

Appointment letters are confusing - I have missed appointments and cant always travel

I cant take time off work to take my children to appointments during work hours and the environment makes it too stressful

- Appointments now available 8-8 7 days per week
- Incentivisation in 2020/21 to proactively contact patients identified as vulnerable including those with a learning disability to invite for extended consultation.

Outpatients

I am blind and I have missed my turn.

English is not my first language

- Outpatients redesign programme to Improve referral process.
- User involvement and engagement with St Georges Hospital removing the need for unnecessary trips to hospital

Emergency Care

I am hard of hearing and have missed my turn as I could not hear my name being called.

Racial prejudice - I am spoken down to as if I do not understand.

- Our electronic check and displays following building works will be able to provide visual information on who is next to be seen.
- Funding for a homelessness quality improvement project is being sought to provide additional resources within ED.
- Four working groups to raise cultural awareness and champion needs in ED dept.

The image shows a 'South West London Regional Healthcare Referral Form'. It includes sections for 'Patient Information', 'Referral Information', 'Clinical History', and 'Referral Details'. The form is designed to capture comprehensive data for patient referrals across the region.

Your voice is important to us!

To learn more and get involved:

Email:

Naomi Good,
Patient and Public Engagement Manager
naomi.good@swlondon.nhs.uk

Call:

Tel: 0203 9221541

