

Embrace

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The Forum raises £365,000 for its Access Programme

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**Two new projects:
Oral Health & Dental Services; and
Circumcision Services**

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Season's Greetings

*Best wishes for the festive season and
New Year*



Reflections on 2008

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Embrace is the official newsletter of the BME Health Forum. It aims to reflect the health issues, views and concerns of the BME communities in both boroughs.

It is a quarterly newsletter and is published in the following months: **March, June, September and December**. If you would like to contribute to it, please e-mail the Forum at bmehealthforum@westminster-pct.nhs.uk.

Embrace is currently circulated to over 430 organisations, groups and individuals from the statutory, voluntary and community sectors in KCW.

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Amjad Taha & Charmaine Mukherjee

Deadline for contributions for the next issue of Embrace is Friday 27th February 2009

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BME Health Forum Quarterly Meetings for 2009

Date	Venue	Time
Wed 25 th March	To be determined	12.30 –3.30
Wed 17 th June	To be determined	12.30 –3.30
Wed 23 rd September	To be determined	12.30 –3.30
Wed 16 th December	To be determined	12.30 –3.30

Details and agendas for the meetings will be sent out in time

Deadlines for contributions to Embrace in 2009

Issue	Deadline
March	Friday, 27 th February
June	Friday, 22 nd May
September	Friday, 28 th August
December	Friday, 20 th November

The BME Health Forum is funded by NHS Kensington & Chelsea and NHS Westminster



Kensington and Chelsea



Westminster

Good Practices for Access & Well-being

The Forum has raised **£365,000 from NHS K&C and NHS Westminster to implement the 'Good Practices for Access & Well-being' Programme** - the second phase of its Access to Primary Care Services project.

The Programme involves:

- a) commissioning and co-ordinating six community-based projects aimed at improving access to primary care services for people from Black & Minority Ethnic (BME) communities in Kensington, Chelsea and Westminster (KCW);
- b) liaising and working with four GP practices and two dental practices to review existing language support, communication and registration structures at these practices, which may result in piloting new mechanisms and processes for obtaining feedback from BME patients/communities.

The six community projects and the programme co-ordination function will be based in and provided by community groups. The co-ordination function has already been tendered out. The contracted work will be for 18 months and delivery will commence in January/February 2009. The six community-based projects on the other hand, will be for 12 months starting from April 2009. Tendering for these will take place in February/March 2009. **For more information, please contact Amjad Taha.**

New Projects

The BME Health Forum is currently conducting two new research projects into the health needs of BME communities and needs the help of voluntary and community organisations in identifying members of the community who would be willing to be interviewed by us.

The two projects are:

Oral Health, Dental Services and the BME communities in Kensington & Chelsea and Westminster (KCW)

For this project, we would like to interview BME residents in KCW who have lived in Britain for at least *one year*, and ask them about their experiences in accessing dental services. As part of our project, we will also support people who want to get NHS dental treatment by helping them get accepted by an NHS dentist. We are particularly interested in interviewing people who have *considerable difficulties communicating in English*. We will pay a small fee to cover the time of the interviewees.

Circumcision Services in Kensington & Chelsea and Westminster (KCW)

For this project, we would like to interview parents living in KCW who have had their sons circumcised in Britain for non-clinical reasons since January 2006. We are particularly interested in hearing from parents whose sons experienced some complication after the operation. We will pay a small fee to cover the time of the interviewees.

Please pass on any information to the BME Health Forum at

bmehealthforum@westminster-pct.nhs.uk , Tel: 020 7150 8128, Fax: 020 7150 8105

Notes from the BME Health Forum Quarterly Meeting – October 2008



The event was attended by 40 people.

Forum Update

Amjad Taha reported that the Forum was seeking funding from NHS Kensington & Chelsea and NHS Westminster to implement the 'Good Practices for Access & Well-being' Programme - the second phase of its Access to Primary Care Services project.

Launch of two new projects

The Forum will be carrying out two pieces of research:

- **Oral Health, Dental Services and BME communities in KCW;**
- **Circumcision services and BME communities in KCW**

Nafsika Thalassis briefed the meeting on both projects which will explore current service provision and provide some recommendations for improvements.

NHS Kensington & Chelsea Response to Primary Concern -

Frankie Lynch (Director of Primary Care, NHS Kensington & Chelsea)
FL welcomed the report saying that it was launched at an opportune time as new funds were becoming available to NHS K&C. She addressed each set of recommendations with information on relevant NHS K&C activities/ plans: *On producing information on entitlements and necessary documentation – leaflets are available with NHS K&C*

guidelines on entitlements and eligibility, and separate factsheets are available in different languages. The legislation is changing in November which will be also similarly incorporated. *On staff training* - there is already protected time for learning for GPs and Practice staff and, training is already provided quarterly on customer care, access and registration issues. *On registration* – NHS K&C will ensure the Practices with open lists are registering new patients and that a written explanation or clarification must be provided when registration is refused. NHS K&C is raising awareness on the policy on registration.



Frankie Lynch and Brian Colman

In addition, both NHS K&C and Westminster are working together to review their interpreting services. She encouraged patients to use the Patient Advice and Liaison Service (PALS) with any queries and feedback.

Moreover, FL highlighted that NHS K&C has a contractual relationship with GPs which means that they are required to cater to patient requirements.

NHS Westminster response to Primary Concern – Brian Colman (Acting Assistant Director, Community Health Improvement,

and Head of Equality, Diversity & Human Rights at NHS Westminster)

The PCT acknowledges the issues raised in the report and is committed to working in partnership with the Forum and BME communities to improve effective access to GP services. It makes good business sense for practices to improve access to patients. The Forum should get GPs involved in the project to promote good practice amongst their peers.



Chair Nora Hussein (far left)

Brian presented NHS Westminster's responses to the report: *On registration* - New 'Balanced Score-Card' arrangements will require Practices to have a clear policy on registration. *On interpreting*: Provision of Communication Support is being included as a contractual requirement, and Equalities Local Enhanced Scheme (LES) includes Language Need. PCTs are committed to providing language support in the most effective way, including interpreters based on-site where appropriate. In addition, NHS Westminster is currently

commissioning a new service to address language and cultural issues as the funding for the Multilingual Access Support Service has been agreed.

Other proposals such as Producing Guidance on Entitlements and Documentation will be considered at a forthcoming Board meeting. There is a drive towards promoting better Health and Well-being.

Cllr Barrie Taylor (Chair, Westminster Health Overview and Scrutiny Task Group) commended the work by the Forum and referred to a number of initiatives taking place around access eg Minor Injuries Unit and GP-led health centres. He also suggested that the Forum could develop a scheme by which members of local communities nominate front-line staff at GP practices for an award.



Cllr Barrie Taylor

NHS
Kensington and Chelsea

NHS
Westminster

New single number

020 8969 7777

For a GP or District Nurse outside normal surgery hours if you live in Kensington & Chelsea and Westminster

Westminster PCT has changed its name to NHS Westminster

The Westminster Primary Care Board has agreed to change the public branding of the PCT to NHS Westminster with immediate effect. A colour and black and white version of the new brand is now available on the trust intranet, along with new templates to download and adapt for stationery and a short guide on using the new branding. NHS Westminster is the headquarters of the NHS in Westminster and the commissioning brand of this PCT.

Alongside this, the Autonomous Provider Organisation (APO) alliance of the provider arms of each of the three PCTs in inner north-west London (Westminster, Hammersmith & Fulham and Kensington & Chelsea) has decided on its name and public brand - Central West London Community Services, which will apply from January. There are no immediate plans to re-brand the provider sites across the three PCTs.

For more guidance, please visit the Department of Health website – www.nhsidentity.nhs.uk



Kensington & Chelsea Social Council's Report on the local voluntary and community sector



The State of the Sector was launched at KCSC's Our Future Conference and AGM on 29 October

The report, **The State of the Sector – A Report on the Voluntary and Community Sector in Kensington and Chelsea 2008**, based upon information gathered over the last six

months, states that the sector should be proud of its achievements to date. These include working innovatively, being prepared to challenge political institutions and in advocating and campaigning on behalf of those who need it most.

Numerous challenges still exist, these include the need to generate income and engage with the state. Some organisations will prosper as they adapt to changes whilst others may struggle. The need for increased partnership working will therefore become more important for the sector. **Full report available on www.kcsc.org.uk**

Westminster Local Involvement Network (LINK)

Westminster LINK is a way for people who use services to speak to people who run them. The LINK is a network, directed by people like you and open to anyone who would like to join. Being a part of the LINK is flexible so you don't need to commit to attending any number of meetings. You can simply receive updates by post or email and be as involved as you want to.

A LINK (Local Involvement Network) is a local network of people interested in improving healthcare in their community. Westminster LINK, like others around England is backed by National law, made up of volunteers and works in an open way.

Over a 100 visitors joined us for the first ever LINK Fair on 22 October. It was fantastic to see that so many people want to get involved and help to make health and social care better in our area. Thank you to everyone who came. The event was open between 3.30 and 7.30pm for anyone to drop in, grab a smoothie and find out more about how the LINK will work. As well as delicious drinks, we enjoyed the chance to meet exhibitors like the local Primary Care Trust, workers from

Westminster's Drug and Alcohol Action Team, Imperial Healthcare Trust and many others. The last few years really show what can be achieved. As a direct result of local people's work there is, for example, now a new dental surgery in Church Street and appointments at St Mary's Hospital are organised better. As patients we all benefit from improvements like this.

The LINK will be driven by its members and their concerns so now is a great time to make your voice heard. Whether you're interested in health or social care, you can make a difference to the community by sharing your ideas. Your opinions could lead to a real change in how services are provided. Contact us by phone, post or email and we will make sure that you are kept up-to-date and have the chance to contribute your views as and when you want to.

Please contact **Gayle Muers** (gmuers@vawcvs.org, 020 7535 0499, VAW, 37 Chapel St, London, NW1 5DP) if you would like to join the LINK or receive the next edition of our newsletter.

Joint Community Engagement Framework for Kensington and Chelsea

NHS Kensington and Chelsea is working with the Royal Borough of Kensington and Chelsea, Kensington & Chelsea Social Council, BME Health Forum, Local Involvement Network (LINK) and local residents to develop a joint framework on community engagement.

It outlines their promise to residents and service users on how they will engage and involve them in local decision making, to ensure that any engagement undertaken in the Royal Borough has meaning and value.

A stakeholder event was held recently to allow local residents and organisations to comment on the framework.

**More info: Jemma Curry on 020 8962 4820 or jemma.curry@kc-pct.nhs.uk
www.kcsc.org.uk/health**

Expert Patient Programme

The Expert Patients Programme is a six-week course (two and a half hour sessions once per week) for people living with a chronic disease or long-term condition. It is a user-led approach to the management of chronic disease, which empowers and enables people to take a more active role in managing their condition and controlling their health.

The courses are taught by lay-tutors who themselves are living with a long-term condition and cover areas such as healthy eating, exercise and fitness, communicating with health professionals, medicine management and action planning.

How can you attend?

Expert Patient Programme courses run throughout the year around the Westminster Area.

Bengali & Arabic Expert Patient Programme - Expression of interest
NHS Westminster is looking for community organisations to help us recruit participants to the Expert Patient Programme Courses to be run in Arabic and Bengali and raising awareness of the courses within these communities. This is a one-off project and will be paid. These two courses will run from February to March 2009. Interested groups/organisations can apply by submitting an expression of interest for this one-off project by 29th December 2008.

For more information and any queries, please contact Erica Chibale on 020 7150 8124 or Erica.Chibale@westminster-pct.nhs.uk



Personalisation of Adult Care Services in Kensington & Chelsea

The personalisation of Adult Care Services is transforming the way that care and support services are commissioned and delivered in Kensington & Chelsea. The term personalisation is used to describe the shift towards a more individualised care service in which the person has greater choice and more control over the health and social care services they want to receive. It is driven by the government's desire to place greater emphasis on independence, citizenship, consumer rights and individualism.

Personalisation marks a shift in the traditional role of councils as providers or commissioners of services to that of 'place-shapers', enabling local people to be empowered as citizens and to build sustainable communities.

The Royal Borough of Kensington & Chelsea was one of thirteen boroughs to pilot Individual budgets between 2005 and 2007. It introduced the scheme for older people and people with disabilities, using funds from within the local authorities existing financial envelope. Individual budgets are now being rolled out across the borough.

For voluntary and community (VCS) groups there are a number of opportunities in the new approach, not least in the tendering and procurement process and also as 'support brokers' providing guidance and support to citizens in planning their own care. **More info on www.kcsc.org.uk**

NHS Kensington & Chelsea Cook and Taste Programme



Community food at Dalgarno Youth Partnership

In March 2006, the NHS Kensington and Chelsea launched the Cook and Taste Programme - a local initiative under the Local Area Agreement between the NHS Kensington and Chelsea and the Royal Borough of Kensington and Chelsea. The focus of the initiative was to address health inequalities within the borough and increase the consumption of fruit and vegetables among participants.

The Cook and Taste Programme is a 6-week programme in which participants develop practical skills in:

- General healthy eating knowledge
- Increasing fruit and vegetable consumption
- Cooking new recipes
- Reading food labels
- Budgeting

Over 39 Cook and Taste Programmes have been delivered at various Community Centres, Sheltered

Accommodation and Children Centres. So far, 347 local residents have attended the programme and of the 347 who attended the programme, 243 have indicated an increase fruit and vegetable consumption.

What Past Participants have said about the Programme?

- “Just to say that I love this session very much and it also helps me to balance good food for my young children. It was a wonderful opportunity to be on this session.”
- “Just want to say that myself and my children did benefit lots from this course because my family change for better.”

If you are interested in the Cook and Taste Programme please call 0208 962 7840 or email cook&taste@kc-pct.nhs.uk

CNWL Trust Focused Implementation Site Draws to a Close

The Central and North West London Foundation Trust was one of 17 sites set up in 2005 to act as test beds for the first three years of the Department of Health's 5 year Delivering Race Equality (DRE) Action Plan. The FIS sites were intended to use an evidence-based approach combined with a commitment to innovation to improve the ability of mental health services to provide an appropriate and responsive service to meet the needs of Black and Minority Ethnic (BME) communities.

CNWL chose to focus on 5 of the 12 characteristics as examples of an appropriate and responsive service. These were:

- I. A reduction in the disproportionate rate of admission of people from BME communities to psychiatric inpatient units
- II. A reduction in the disproportionate rates of compulsory detention of BME users in inpatient units
- III. A reduction in the proportion of prisoners from BME communities
- IV. A more active role for BME communities and service users in the training of professionals, in the development of mental health policy, and service and provision.
- V. A workforce and organisation capable of delivering appropriate and responsive mental health services to BME communities.

Across the Trust, the FIS Project has directly delivered or collaborated in developing initiatives illustrating the diversity of the local working circumstances of Trust services and its potential to work in a variety of partnerships with BME organisations.

In the Westminster and Kensington and Chelsea boroughs over the last three years, these have included:

- I. Looking at sustaining and improving how the year on year reductions in the proportions of Black and Black African-Caribbean patients detained on Section 3 of the Mental Health Act in Westminster and Kensington & Chelsea in the Healthcare Commissions annual 'Count Me In' Census
- II. Working with CDWs in Westminster to deliver training days on mental health awareness for BME community groups and faith leaders
- III. Delivering individual training sessions to community-based groups on mental health awareness and the new Mental Health Act
- IV. Supporting the Forum implement the 'Primary Concern' report recommendations
- V. Providing general information on mental health issues and funding opportunities to BME community groups.
- VI. Providing support to the Chinese National Healthy Living Centre's research on the mental health needs of Older Chinese people
- VII. Developing training for Trust Managers on 'Managing Cultural Competence'.

At a recent focus group held as part of the evaluation of the FIS Project, Amjad Taha, BME Health Forum Manager, praised the sustained commitment of David Truswell, the FIS Project Manager, to the work of the Forum helping raise the profile of mental health issues. The Project will conclude in December 2008. A full report on the work will be available in early 2009.

Genesis
Community



ELAH - English Lessons At Home

English Lessons at Home is a new charity started in January 2008 to provide free English tuition on a one-to-one basis to non-English speaking members of ethnic minority communities in North Westminster and South Brent, who are unable to attend English classes for whatever reason. Lessons will take place in students' homes and will be given by trained volunteers. We have recently received funding to start a training and teaching programme in these areas.

There are very many people from ethnic minorities who do not attend groups or classes to learn English but who nevertheless really want and need to be able to engage more in English society. These include parents with English-speaking schoolchildren who want to keep up with their children - but perhaps because of poor education themselves do not feel confident to attend formal classes; carers who are so busy looking after their elderly parents that they cannot keep up with formal classes; older refugees who find the idea of going to classes daunting – they are afraid of failing; mothers of pre-school children who cannot afford childcare and cannot get to classes; people who are scared because of previous difficulties with formal education or simply don't want to risk failing in a class or group situation particularly women, who due to cultural constraints are unable to leave the house alone to attend a class.

ELAH is run by a management committee. We are fully insured and are carrying out CRB checks where appropriate on volunteers.

Students & Volunteers

We are approaching social services, health visitors, ethnic minority organisations and carer organisations for referrals of potential students. We will then visit the student at their home to assess their level of need for English tuition before arranging home tuition by a trained volunteer. The ELAH Coordinators will accompany the volunteer on their initial visit to introduce them.

Volunteers will be offered a training course and paired with a student towards the beginning of the course. Lessons can take place once or twice a week depending on availability. We hope that many students from ethnic minorities will feel confident after enough after one-to-one teaching to move onto formal classes.

We are looking for volunteers with diverse backgrounds and experience. Age is of no importance. We positively encourage people with English as their second language to apply. We just need commitment (for minimum six months), and a good knowledge of English. Volunteers will be supported by regular support sessions.

The first training programme was held in November 2008 and a second course will take place in early February 2009. And we would welcome referrals from professionals who have come across someone who wants to learn or improve their English. **For further information, please contact Evelyn Cantor, ELAH Chair and Joint Co-Ordinator on 0208 960 0548 Email: elahinfo@yahoo.co.uk**

Westminster GPs increase Opening Times for local patients

More than half of GP practices in Westminster are now offering patients longer opening times.

NHS Westminster announced this week that 28 of the 52 practices have signed up to offer extra hours for patients meeting the Department of Health target before the 1 December deadline. The increased hours cover the early morning before 8am, after 6.30pm in the evening and on Saturday mornings. The numbers are expected to rise further as more GPs work with their staff to achieve this. Chief Executive Michael Scott said: "This is an important step in our work to improve healthcare access and choice for everyone in Westminster to see a doctor at a time that suits them. We have listened to local residents who have called for more flexible and convenient GP access and have made this a priority.

"We understand the difficulties of fitting GP appointments in with work and family demands so hope this will help. Thanks to the commitment and co-operation of GPs we are making this happen. In the long term, we believe this will bring real benefits in addressing health inequalities so our residents get the healthcare they need."

The Marylebone Health Centre at Marylebone Road NW1 is one of the practices offering extended hours Dr Andy Goodstone said: "To ensure

good access to our GP and Nursing services, we now have additional appointments available for patients starting at 7am with the last appointment at 7.30pm for two days each week. Our patients have all responded positively to this extension of our surgery hours and we have had excellent attendance at the early and late appointments so far. Thanks to the dedication of our practice team who have changed their original contractual working hours, and our patient partnership group who supported us in our planning, we hope the early and later appointments will enable us to continue to offer excellent access for all our patients'

Mandy Walsh, Practice Manager at Bayswater Medical Centre in Craven Road, W2, said: "We have just started offering extended hours for patients offering a late night Wednesday surgery until 8pm and Saturday morning opening. Our first week was fully booked and our patients welcomed the increased times as it proved more convenient for patients" NHS Westminster has launched a Practice Nursing scheme to fund increased nursing hours so patients can also have a greater choice of appointment times with practice nurses.

In addition to this extra GP services which will be open from 8am-8pm seven days a week are being planned.

Measles: Don't let your child catch it

NHS Westminster is urging local parents and young people to check that they or their children are protected with the Measles, Mumps and Rubella (MMR) vaccination as part of the Measles Catch-Up Programme launched recently.

Why are we running a MMR catch-up programme?

Both nationally and locally, there has been an increase in the numbers of measles cases in recent years and there is concern that the number of cases may increase further due to low vaccination rates. A total of 1,496 cases of measles were reported in London between 1st January and 5th July 2008.

Nationally, the Department of Health is making extra vaccines and more funds available to help local health trusts to fully vaccinate with 2 doses every child aged 13 months to 18 years. The MMR catch-up programme in NHS Westminster is offering parents the choice of an accelerated schedule for the MMR vaccine. Children aged 13 to 18 months can have the two injections with a three month gap between the two doses. Children over 18 months can have the two injections with a one month gap between the two doses. The normal schedule for the MMR vaccine gives one dose at 13 months followed by a second at 3 years 4 months.

Is Measles serious?

Measles is one of the most infectious diseases known. A cough or sneeze can easily spread the disease. The chances are if your child is in contact with the virus and not protected, they

will get measles. Measles can be serious, leading to pneumonia and even death.

Dr. Adrian Brown, Consultant in Public Health Medicine, said "In Westminster although we have only had 23 reported cases of measles in the past year, we are facing a high risk of a disease outbreak. Other nearby London boroughs have had over a hundred cases so it is vital action is taken promptly. Our message in Westminster is to check whether your child has been fully vaccinated with your GP and book an appointment urgently if vaccination is incomplete".

Is my child at risk?

The risk is greatest in children who have received no MMR vaccine. However, children who have only received one dose of MMR vaccine need a second dose of the vaccine to ensure they are fully protected.

Parents whose child is not fully protected will shortly be receiving a letter from the PCT inviting them to contact their GP practice to arrange an appointment. Please contact your GP practice with any concerns about

The combined MMR vaccine has been shown to provide the best protection against measles as well as protection against Mumps and Rubella (German Measles) which can have particularly serious consequences in young adults.

For more information on measles and the MMR vaccine, please get in touch with your health visitor, practice nurse or GP or visit www.immunisation.nhs.uk.

Forum Reflections on 2008

2008 has been a very busy year for the Forum and here is a snapshot of our main activities and achievements:

Funding

In November this year, the Forum was successful in raising **£365,000** from both NHS K&C and NHS Westminster (formerly known as PCTs). The purpose of this funding is to carry out the 'Good Practice for Access & Well-being' Programme, which will focus on improving access to primary care services for people from BME communities in Kensington, Chelsea and Westminster.

Primary Concern

In June, the Forum launched Primary Concern – the final report of the first phase of the Access to GP Practices project. Access to NHS services for BME communities has often featured as a major health concern in the BME Health Forum work over the years. In 2006, the Forum report "Minding the gaps" identified that access to GP services in particular as being the core of BME dissatisfaction with NHS services in Kensington, Chelsea and Westminster.

This report builds on the findings and recommendations of 'Minding the gaps' and aims to provide a better understanding of the barriers that BME communities face when accessing GP practices and possible solutions. It is the conclusion of an 18-month research project 'Access to GP Practice' that involved interviewing 55 patients and 16 health professionals in KCW.

The 'Good Practices for Access & Well-being' Programme

The purpose of this 18-month programme is to improve access to primary care services for BME communities in Kensington, Chelsea and Westminster (KCW) through implementing some of the

recommendations of the "Primary Concern".

Two complementary programme approaches are being proposed:

- Community-based projects to be targeted at six BME populations. The identification of the six community groups will be based on needs. The host of each project will sign a contract, which will specify clear outcomes and evaluation and monitoring activities. These projects will run for one year starting from April 2009.
- Work with four GP practices (two in each borough) and 2 dentists. This work will involve co-ordinating and liaising with the selected practices and primary care services to identify a sample of BME patients to work with during the life of the project.

This Programme will start in January 2009 and conclude in June 2010.

Projects

The Forum is also currently carrying out two pieces of research to find out more about current service provision and provide some recommendations for improvements. The projects will involve several in-depth interviews with community members and relevant health professional and, individual Steering Groups have already been convened:

- **Oral Health, Dental Services and BME communities in KCW**
The issue of oral health concerns all communities in KCW. Within the

BME Health Forum, the issue of oral health and dental services has been raised for a number of years in meetings and projects. In particular, the BME Health Forum meeting on dentistry in March 2007 raised a number of concerns from the local community. The aim of this project is to move beyond the level of anecdotal information to investigate access to NHS dental services and to whether services are meeting the needs of minorities.

- **Circumcision Services in KCW**

The aim of this project is to research the views of the community and the relevant health professionals with regard to the current provisions of circumcision services in KCW and to provide recommendations about how these may be improved.

Both of these projects will conclude in March/April 2009

Steering Group membership and Chairing of the Forum

This year, Nora Hussein from Migrant & Refugee Communities Forum has been Chairing the Forum. A new group will take responsibility of Chairing the Forum from February 2009. The Steering Group has also been energised by a number of new members from KCW. Current members are: CNWL NHS Foundation Trust, Co-opted member K&C (local resident), Co-opted member Westminster (local resident), K&C Social Council, Local authority Rep (RBKC), Local authority Rep (WCC), Midaye, Somali Development Network, Migrant & Refugee Communities' Forum (MRCF), Migrant Resource Centre (MRC), New Roots, NHS K&C, NHS Westminster, Queen's Park Bangladeshi Association, Race Equality Partnership K&C, Rain Trust,

Voluntary Action Westminster and Westminster BME Network.

The Health Foundation Leadership Programme

The BME Health Forum continues to work with six other teams in the UK in the Health Foundation programme. 'Shared Leadership for Change – Improving the Quality of Healthcare for BME Groups' is a leadership development scheme for teams of healthcare professionals working to improve the quality of healthcare for black and minority ethnic (BME) groups. The project will finish in October 2009. In October, the Forum hosted The Health Foundation Shared Learning Session Conference which took place over two days in Central London.

Consultations

The Forum continued its role of influencing health policies and impacting on major health developments through playing an active role in consultations and policy making. Examples of this work include:

- Organising the Health Care for London consultation event in partnership with NHS K&C and NHS Westminster in February of this year.
- Facilitating the NHS K&C End of Life BME consultation event, which was organised by Race Equality Partnership K&C on behalf of NHS K&C in April.
- Urgent Care Centre - St Charles' Hospital. The Forum Steering Group provided feedback and suggestions on the NHS Kensington and Chelsea plans to re-develop the St Charles' Hospital site, which will include the creation of a new Urgent Care Centre (UCC).

BME Health Forum Invitation to the Launch of

'Good Practices for Access & Well-being' Programme

Date & Time: Wednesday, 17th December 08, 12.30 – 3.00pm

Venue: Lighthouse West London - 117 Lancaster Road, London W11 1QT
(nearest underground station: Ladbroke Grove, on the Hammersmith & City Line)

The BME Health Forum has raised £365,000 from NHS Kensington & Chelsea and NHS Westminster to implement the second phase of its Access to GP Services project.

The Good Practices for Access & Well-being Programme involves:

- c) commissioning and co-ordinating six community-based projects aimed at improving access to primary care services for people from Black & Minority Ethnic (BME) communities in Kensington, Chelsea and Westminster (KCW);
- d) liaising and working with four GP practices and two dental practices to review existing language support, communication and registration structures at these practices, which may result in piloting new mechanisms and processes for obtaining feedback from BME patients/communities.

This Programme has been developed in response to the Forum's recent report 'Primary Concern' in order to implement its recommendations.

Agenda

12.30-12.45pm	Arrival & Registration
12.45-1.00pm	Presentation about the Good Practice for Access & Well-being programme and the six community projects
1.00-1.45pm	Two Focus groups: Group1: will discuss the tendering process, i.e. what is a good tender? Or what should a good tender contain? Group2: will discuss the support needs and support currently available to groups to help them bid for tenders
1.45-2.00pm	Joint presentation by K&C Social Council and Voluntary Action Westminster about bidding for tenders
2.00-3.00pm	End of year celebrations – food, sweets and cultural performances (to be confirmed)

End of year celebrations

To book a place and/or for more information, please contact Charmaine Mukherjee at info@repkc.org.uk or by telephone on 020 8962 3041