

Embrace

In this issue

**Circumcision & Dentistry Research
Projects – Update**

**Good Practices for Access & Well-
Being Programme**

**Free Self-Advocacy Training for BME
Service Users in K&C**

London Fire Brigade's Free Service

**Healthcare for London's Acute Stroke
& Major Trauma Consultation**



Forum Quarterly Meeting in December 08



*Discussion groups at the Forum Quarterly Meeting
in December 08*

**HISTORYtalk courses for Spring 2009
Closer to Home, Closer to You –**

**Polyclinic in South Westminster
Putting our Best Foot Forward –
Podiatry Services**

**NHS Kensington and Chelsea Patient
Advice and Liaison service**

**Helping Women to Make a Difference
in Community**

Contacting the BME Health Forum:

Contact name: Amjad Taha

Telephone: 020 7150 8128

Fax: 020 7150 8105

E-mail:

bmehealthforum@westminster-pct.nhs.uk

Postal address:

BME Health Forum
c/o Westminster PCT
15 Marylebone Road
London NW1 5JD

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.

Editing, layout & proof-reading:
Amjad Taha & Charmaine Mukherjee

Deadline for contributions for the next issue of Embrace is 22 May 2009

Content

Quarterly Meeting Notes– December 2008	3
Research Projects – Update	5
Good Practices for Access & Well-Being Programme	5
A Voice for Patients	6
Information Fair for Carers	7
Free Self-Advocacy Training in K&C	7
London Fire Brigade's Free Service	7
Acute Stroke & Major Trauma Consultation	8
Historytalk Courses for Spring 2009	9
Polyclinic in South Westminster	9
Podiatry Services - Westminster	9
NHS K & C Patient Advice & Liaison Service	11
Helping Women to Make a Difference in Community	11
Quarterly Meeting – March 2009	12

BME Health Forum Quarterly Meetings for 2009

Date	Venue	Time
Wednesday, 25 th March	Lighthouse West London**	12.30 –3.30
Wednesday, 17 th June	Tbc	12.30 –3.30
Wednesday, 23 rd September	Tbc	12.30 –3.30
Wednesday, 16 th December	Tbc	12.30 –3.30

*Muslim Cultural Heritage Centre, 244 Acklam Road, London W10 5YG (nearest tube station: Westbourne Park, on the Hammersmith & City Line)

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

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

The BME Health Forum is funded by Kensington & Chelsea and Westminster Primary Care Trusts

Kensington and Chelsea 
Primary Care Trust

Westminster 
Primary Care Trust

BME Health Forum Quarterly Meeting – December 2008



The below is a summary of the discussion held at the last meeting. Relevant points eg including templates such as a Job Description for the post being funded, were included in the tendering of the Good Practices for Access & Well-being Programme. Examples of funders applied to by attendees: Big Lottery, PCT, Council, Government & Charitable Trusts.

Focus Group 1

1. a) Differences between a funding application or a bid:

Difference between undesignated and restricted funds unclear.

Application: organisation's project

Bid: organisations respond to specific requirements developed by commissioners

Full cost recovery budgets:

Full cost recovery is very important for small groups

b) How accessible were the forms, specifications and criteria used? Possible improvements?

Forms can be difficult to obtain and very challenging to complete:

- Definitions of requirements are unclear eg what is a beneficiary?
- Over-use of legal terms.
- Not all policies asked for are relevant to the application eg recycling

Possible improvements:

- Shorter applications with specific questions

- Straightforward language with less jargon
- Clear guidance for each question
- Road-testing of online applications - final paper copies should be made available

c) Sources for finding out about funding opportunities?

Internet, direct invitation, adverts, networks such as Voluntary Action Westminster, K&C Social Council and BME HF, and past applications.

2. Community priorities missing from current health tenders?

- NHS dental service – become user-friendly, provide information on services and entitlements
- Lack of access to interpreting

General comments:

- Funders do not provide information on their priorities
- Provide information on why funders' priorities change eg. decline in health advocacy funding
- Much research is not implemented
- Issues are not solely health-based, there are also social care/well-being needs to consider



Zrinka Bralo, Chair

3. Experience of fundraising for health-related projects

Success:

- Preparing bid in collaboration with funder

- Projects with imaginative stories



Lev Pedro, KC Social Council

Problems:

- Short period to respond to new changing priorities eg Healthy Living Centres
- Issues around continued funding – need to reinvent project repeatedly
- Outcomes not always easy to measure/ express

Focus Group 2

1 a). Support available with writing the bid/application?

Examples given include:

- Employing a fundraiser
- Management/ internal support from colleagues
- Help from MRCF, KCSC and VAW
- Some support available from commissioners

Missing:

- Clarity of long-term objectives of project and funding
- Support provided during application eg budgeting

b) Awareness of information on decision-making with respect to applications?

Usually known by management

2. Support for organisations to bid for health tenders more effectively?

- Support on applications before submission and provide feedback

- Provide information on how and why criteria constituted – needs, organisation size, language, deprivation should be taken into consideration
- Use simple, clear language
- More flexible statutory approach
- Partnership working - commissioned organisations should shape projects
- Recognising skills of smaller organisations
- How funders will decide between organisations, ethnicity and boroughs
- Funders should keep to given timescales
- Templates should be made available eg Job Description for posts being applied for

3) Information needed to make a better case for health?



- Health needs assessment to identify specific concerns of BME communities
- Identify suitable advocates to support groups to make their case
- Training on application process and skills eg self-advocacy and developing sustainability
- Statistical data eg community, interpreting

Examples of health projects applied for:

- Health awareness sessions
- 'Train the trainer' programme
- Exercise sessions for the elderly
- Gym for young people
- Martial arts training

Forum Projects - Updates

Oral Health, Dental Services and the BME communities

We have now finished interviewing BME patients about their experiences with dental services. In the next phase of our project, we will be shadowing patients who are trying to find a dentist. Our volunteers are recording all the steps that people take in their efforts to find a suitable dentist so that we can experience first-hand any barriers they face. We are also interviewing dentists and PCT Commissioners about their views on how access to NHS Dentistry could be improved.

Circumcision Services in KCW

We are still interviewing parents who have had their sons circumcised within the last five years, and we are particularly interested in hearing from people who have experienced some complication and who had their sons circumcised after the age of 1. We will soon begin to interview some of the practitioners in the local community who carry out circumcisions.

'Good Practices for Access & Well-being' Programme

The Forum has raised **£365,000 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.

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, 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 tendering process has already started and the deadline for applications was Monday 16th March 2009. We are now short-listing and interviews will take place on 26th March. These projects will be for 12 months starting from April 2009.

In the meantime, the tendering process for the co-ordination function has been completed and the Migrant & Refugee Communities Forum (MRCF) has been selected. The contracted work will be for 18 months starting February 2009.

The aims of this programme are to improve access to primary care services for BME communities through working with primary care providers (GPs and dentists) and BME communities to develop and disseminate good practice for better access to services.

In 2006, the BME Health Forum report "Minding the gaps – Are BME groups partners or substitutes in health provision?" identified access to GPs as a major health concern for BME communities in KCW. Therefore, the Forum developed the 'Access to GP Practices' project, which aimed to improve access to GP services for BME communities. The project consisted of two stages:

1. Research/investigation stage. This involved interviewing 55 patients and 16 health professionals, including 5 GPs, in order to identify the issues. This stage was concluded with the launch of the '**Primary Concern**' report in June 2008.
2. Piloting stage - 'Good Practice for Access & Well-being'. This stage is now being developed and aims to address the recommendations of the "Primary Concern" report.

The issues of BME access to GP services have also been reviewed in a recent Department of Health report - "No Patient Left Behind: how can we ensure world class primary care for black and minority ethnic people". The report builds on findings from the 2007 national GP patient survey, which found that substantial numbers of patients with BME backgrounds were less satisfied with GP access than the general population. The report proposed four main inter-linked reasons: Communication problems caused by language and cultural barriers, Differing expectations of BME patients, Greater disease burden in the BME communities and Variable quality of GP services.

For more information, please contact Amjad Taha at the BME Health Forum

A Voice for Patients

For the first time, Westminster's residents have a strong, elected and independent voice to represent them when decisions about health and social care are made. Westminster LINK - the network that represents anyone who uses health or social care services in the borough - has just elected its first ever Steering Group and is starting work.

Successful candidates come from a wide range of backgrounds and represent every section of the community. New Steering Group Member David Hogarth remarked: *"Members of the LINK Steering Group will soon be ready to start work on improving services for people in Westminster. This is an exciting time and it's very important that as many people as possible come forward to join the LINK"*

People from all over Westminster applied for election from interpreters

and social workers to former finance managers. They bring to the network firsthand experience of mental health, disability, alcohol misuse and a range of other issues. Many of the candidates have lived in Westminster for over 20 years.

Group Members have been elected to represent the needs of various specific communities in the borough. Local organisations also play a strong role in the network. Westminster Centre for Independent Living, Westminster Carers' Network and Westminster Society for People with Learning Disabilities are all active LINK members.

A range of different needs are represented on the Steering Group, including: residents, social care users, homeless people, elderly people, ethnic minorities lesbian gay and transgender people and other groups.

The LINK will now start investigating the concerns of its members so now is the perfect time to let the newly-elected Steering Group know what you think they should concentrate on. Anyone can join. Membership is totally flexible and could involve simply receiving information.

Over 190 people and organisations have already joined Westminster LINK to contribute their views.

For more information or to join the LINK contact Gayle Muers on gmuers@vawcvs.org or 020 7535 0499

Carers Network Westminster is hosting an Information Fair for Carers on Wednesday 25 March 2009, 12 noon to 2pm, at the Stowe Centre, 258 Harrow Road, London W2 5ES.

This is an annual event with a range of information available on issues of importance to carers such as: getting a break from caring, learning and leisure opportunities, looking after your health and much, much more!

If your organisation would like to hold a stall at the Fair, please contact Carers Network Westminster on 020 8960 3033 or email info@carers-network.co.uk for more information.

LONDON FIRE BRIGADE'S FREE SERVICE

The London Fire Brigade is striving to ensure that all residents are safe from fire hazards in their homes.

We offer a FREE Home Fire Safety Visit which involves trained personnel checking for fire hazards and giving advice on escape plans. FREE smoke alarms will also be installed where necessary.

To make an appointment for this service: Please call the Kensington & Chelsea Fire Safety Team on 020 8555 1200 extn: 38533 or Call: 08000 28 44 28; E-mail: smokealarms@london-fire.gov.uk



**FREE SELF-ADVOCACY
TRAINING
for BLACK & MINORITY ETHNIC SERVICE USERS
in Kensington & Chelsea**

Do you live in Kensington & Chelsea?

Are you from a Black and Minority Ethnic background?

Do you use any mental health service in K&C?

Do you want to gain the confidence to express your views?

If you are interested in this course or need more information: please call Bilal El-Harras on 020 8968 2612

NHS Westminster's local delivery of Healthcare for London's Acute Stroke & Major Trauma Consultation

NHS Westminster is hosting a full day's roadshow as part of the London-wide stroke and major trauma consultation from 'Healthcare for London' which began on January 30.

The options being consulted on are of particular importance to NHS Westminster because our major acute provider – Imperial Healthcare NHS Trust - is being recommended to host both a major trauma centre at its St Mary's Hospital site in Paddington and a hyper acute stroke unit at its Charing Cross Hospital site.

The proposals being consulted on are:

Acute stroke – the locations and configurations of the service:

- 8 Hyper Acute Stroke Units (HASU's) which will include 1 at Charing Cross Hospital;
- 21 Stroke Units and Transient Ischaemic Attack (TIA) units – including 1 each at St Mary's Hospital & Charing Cross Hospital.

Major trauma – the locations and configurations of the service:

- 3 options – The Royal London, Kings College Hospital and St George's; **OR**
- 4 options - The 3 listed in bullet point 1 above and the Royal Free; **OR**
- 4 options – The 3 listed in bullet point 1 above and St Mary's Hospital
(this is the Joint Committee of Primary Care Trust's preferred option).

Under the proposals, all Londoners will be no more than 30 minutes from a specialist stroke unit and no more than 45 minutes from a major trauma centre.

How can you get involved?

By post - Write to: Freepost RSE-RCET-ATJY, Healthcare for London, Harrow, HA1 2QG.

Freephone: 0808 238 5481

Fax: 0808 238 5480

Email: hfl@ipsos.com - Your comments will go direct to our independent assessors Ipsos MORI.

Online: You can complete the questionnaire online by going to www.healthcareforlondon.nhs.uk

By inviting us to attend one of your meetings:

If you have a meeting or event and would like someone from NHS Westminster to attend, please contact us.

By attending one of our pre arranged meetings:

- The Black & Minority Ethnic (BME) Health Forum is hosting a meeting on **Wednesday 25 March 2009**

Venue London Lighthouse
111-117 Lancaster Road
W11 1QT
Between 12.30 to 3.30pm
Nearest tube: Ladbroke Grove station (Bus routes: 52, 7, 23)

This meeting will have representatives from both NHS Westminster and NHS Kensington & Chelsea.

- NHS Westminster is hosting a roadshow for the public on:
Friday 24 April 2009

Venue: Queen Elizabeth Queen
Mother Wing
St Mary's Hospital
South Wharf Road
London W2 1NY
Between 10am - 6pm
Nearest tube: Paddington station
Bus routes: 27, 205

Please let us know if you would like more copies of the full consultation document or the summary document by emailing Mezino.obonyano@westminster-pct.nhs.uk or calling 020 7150 8154. All comments must be received by **8 May**

This is a drop in-event with various activities going on throughout the day.

HISTORYtalk courses for Spring 2009

Notting Hill in the Fifties: Walks & Talks in the neighbourhood: Two walks with Tom Vague as guide (2 hours each) on March 7th and April 4th: 4-6pm starting at Latimer Rd tube. £7. 50 per person. **Please book in advance with Rima Joebear on 0207 792 2282 or email: rjoebear@historytalk.org**

Notting Hill Roots Talks: 'Community & People 1959- 2009'

Monday 23 March: History & Stories Along & Around Kensal Road with speakers Sue Snyder & Maggie Tyler.

Monday 30 March: 'Then and Now': Grove Roots film with speakers Siobhan Neale (Cambridge University), Tom Vague and Gabrielle Tierney from Octavia Housing and a panel of the film-makers who are students at St Charles College. *Featuring the voices of renowned screenwriter Richard Curtis as well as other local musicians, artists, community workers and residents, 'Grove Roots' is a film which traces the evolution of Ladbrooke Grove from the 1958 race riots to the ethnically rich place it is today.*

Monday 20 April: 'Community & People' with speakers Dr Ama Biney and Ken Worpole (author of Dockers and Detectives) and Eddie Adams.

Monday 27 April: 'Claudia Jones and Her Legacy' with speakers Marika Sherwood (Institute of Commonwealth Studies and author of Claudia Jones' biography) and playwright Vanessa Walters (author of the play Michael X).

All sessions will be held from 6.30- 8.30pm at HISTORYtalk (Community Room). Enter via side entrance to Methodist Church; disabled access via main entrance.

Contact Rima Joebear for details & booking on 0207 792 2282

HISTORYTalk is also supporting the **Kelso Cochrane Commemorative Event** on **Saturday 16th May** in Kensal Green Cemetery, followed by a march through Ladbrooke Grove to Portobello Green and events at the Inn on the Green. This marks the 50th anniversary of Kelso Cochrane's murder in 1959.

'1958 Remembered' is a borough-wide ten month long celebration embracing local history, music, performance and cultural diversity of positive community relations since the Notting Hill riots.

Closer to Home, Closer to You – Polyclinic in South Westminster

How can you get involved?

Leaflets containing more information and a short survey have been sent to every household in South Westminster and are available on www.westminster-pct.nhs.uk or by calling the Patient Advice and Liaison Service on 0800 587 8818 or email pals@westminster-pct.nhs.uk.

An information road show is being held on:

Friday, March 20, from 11am to 7pm

Abbey Community Centre, 34 Great Smith Street, SW1 3BU

There is also a café-style lunchtime session being held on:

Wednesday, April 8, 12 noon to 2pm

Churchill Hall, Churchill Gardens estate, Lupus Street SW1

Putting our Best Foot Forward – Podiatry Services

How can you get involved?

Leaflets containing more information and a short survey have been sent to every household in South Westminster and are available on www.westminster-pct.nhs.uk or by calling the Patient Advice and Liaison Service on 0800 587 8818 or email pals@westminster-pct.nhs.uk.

Two drop-in sessions are planned:

Monday, March 23, 1pm to 4pm

South Westminster Centre for Health, Tate Room, Vincent Square, SW1P 2PF

Wednesday, March 25, 1pm to 4pm

The Stowe (HATS), 260 Harrow Road, W2 5ES

We are also happy to come and speak to groups / networks about the above plans – please do get in touch if you would like us to do so.

NHS Kensington and Chelsea Patient Advice and Liaison service

The Patient Advice and Liaison service [PALS] is here to help resolve patient problems with NHS Kensington and Chelsea services.



We can help patients in a variety of ways:

- We provide **information** on local NHS services
- We **assist** patients in resolving problems
- We **advise** patients on how to resolve difficult local NHS services problems

PALS will keep the patient at the heart of the enquiry. We will listen to patient concerns, update and inform them on progress and resolve the problem. In many cases, PALS will talk to relevant NHS service providers to find out their perspective of the problem.

PALS can also help improve local NHS services. Recently, we delivered a talk to local NHS dentists on how they can improve their relations with NHS patients.

If you have an enquiry or a problem on your local NHS service, please feel free to contact PALS by:

Phone: 0208 962 4547

E-mail: pals@kc-pct.nhs.uk

We look forward to hearing from you

Rifat Wahhab
PALS Manager

Calling all women! Make a difference in your community

Interested in local issues? Have you got the commitment and drive to make change and champion issues in your area?

Community representatives and local councillors play a vital role in their communities and we want to encourage more women, especially those from ethnic minority backgrounds, to get involved.

Find out more about how you can get involved. Hear from Baroness Uddin, Chair of the Women Councillors Taskforce, Councillor Maya de Souza, Taskforce Member, and other councillors about how they got involved in public life. Guest speakers and facilitators to be confirmed.

**This FREE event is being held on
Friday 24 April 2009 from 10.00am
2.00pm at Camden Town Hall, Judd
Street, London WC1H 9JE**

To register please go to:
www.livegroup.co.uk/BAME ,

Telephone 020 8481 3375

Email: BAME@livegroup.co.uk

**For more information visit
www.equalities.gov.uk**

BME Health Forum Quarterly Meeting – March 2009

BME Leadership & Engagement Project at The Asian Health Agency

A presentation about the work of the Asian Health Agency with BME communities in London

Healthcare for London – Consultation

Healthcare for London's pan London consultation for acute stroke and major trauma services was launched on Friday 30 January 2009. The proposals to be consulted on are the locations and configurations of the service for both stroke and trauma. As part of the consultations, NHS Kensington & Chelsea & NHS Westminster are having a joint presentation for the BME Health Forum. Come and have your say about this very important area.

Smoking

- **Westminster Stop Smoking Service**
This will cover: the Stop Smoking Service and what it does; Training needs; Referral forms/contact details; New materials; and any questions
- **Kensington and Chelsea Smokefree Homes**
Kensington and Chelsea Smokefree Homes- Find out how to pledge to have a smokefree home and protect your family from tobacco smoke

Date & Time: Wednesday, 25th March 2009, 12.30 – 3.00pm

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

Agenda

12.30-1.15pm	Arrival, registration and lunch
1.15-1.30pm	BME Leadership & Engagement Project Balraj Purewal, The Asian Health Agency
1.30-1.55pm	Healthcare for London – presentation and questions Melanie Smith, Director of Public Health, NHS K&C
1.55-2.15pm	<i>Coffee break</i>
2.15-2.30pm	Westminster Smoking Cessation Service – presentation and questions Lola Fasehun, NHS Westminster
2.30-.2.45pm	Smokefree Homes Project Officer – presentation and questions Nicole Hutchings, The Royal Borough of Kensington and Chelsea
2.45-3.00pm	Information exchange and close

All welcome