

# Health Inequalities

Wandsworth CCG presentation to Healthwatch Assembly

Josh Potter: Director of Commissioning

Naomi Good: Patient and Public Engagement Manager

September 2019

# What makes us healthy?

Good health matters, to individuals and to society. But we don't all have the same opportunities to live healthy lives.

To understand why, we need to look at the bigger picture:

The broad social and economic circumstances that together determine the quality of the health of the population are known as the 'social determinants of health'

Good work

Money and resources

Our surroundings

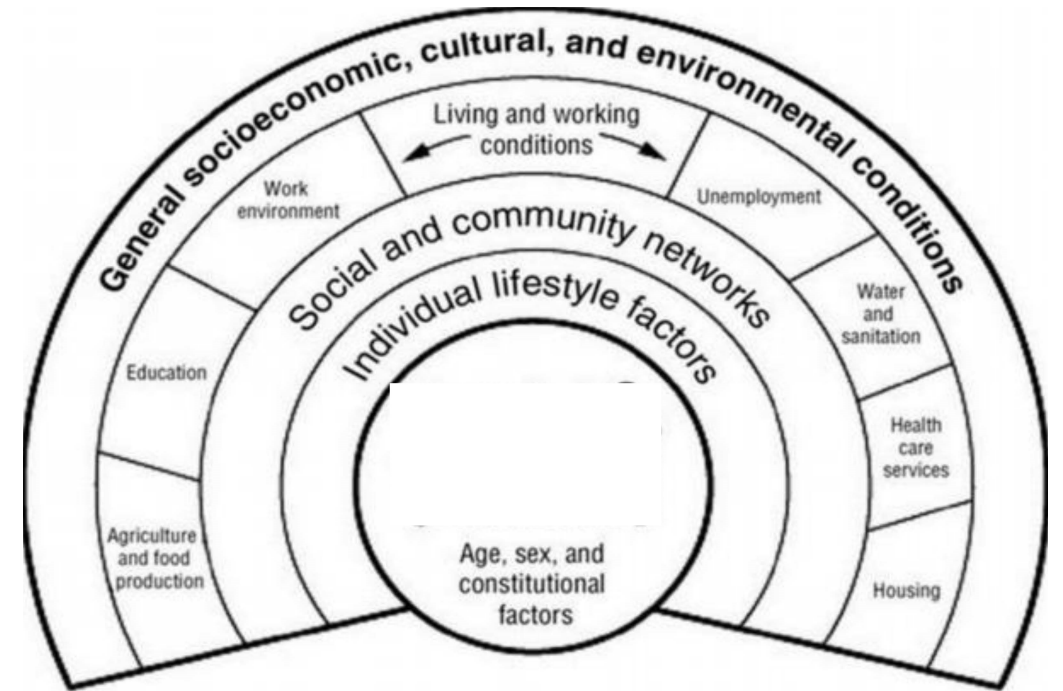
Housing

The food we eat

Education and skills

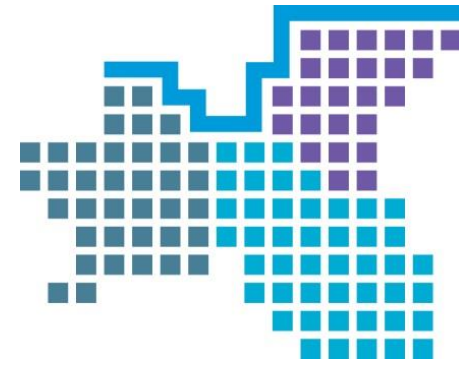
Transport

Family, friends and communities



Source: Dahlgren and Whitehead (1991)

# Wandsworth CCG Equality Objectives

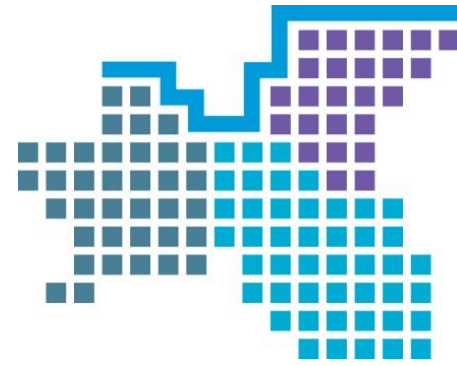


- 1) Health inequalities: Increase overall access to Improving Access to Psychological Therapies (IAPT) services to 15% of the morbid population, with 25% of the referrals from BAME communities by March 2018
- 2) Provider Assurance: Ensure all providers provide clear information by March 2018 on how services commissioned have led to better outcomes and access for groups protected by the Equality Act 2010
- 3) Patient/public engagement: Undertake engagement with young people to raise awareness of mental health support services and remove barriers to accessing them over the next 12 months

and

- 4) Staff engagement/development: Improve staff wellbeing, engagement and development to ensure workforce is supported and well represented by implementing Merton and Wandsworth staff survey action plan by March 2018

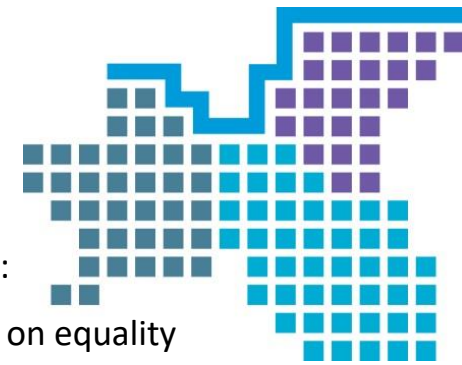
# CCG Equality Objective 1: Increasing IAPT access to 15% of which 25% BAME



- Surpassed the 15% national standard, and aiming for 22% in 2019/20
- Access to Talk Wandsworth from BAME groups in 18/19 was 40%
- Agreed Incentive funding for 19/20 to increase access for BAME groups by 5%
- Talk Wandsworth continues to engage with local community groups including maintaining links with Community Network of Family Care (Pastors/Imams network), Sound Minds/Canerows, Elays Network and Community Action for Refugees and Asylum Seekers (CARAS)
- BAME representation on our Mental Health Clinical Reference Group
- Developing links between Talk Wandsworth and the Muslim Women's Network. Developing engagement groups and considering the concept of spirituality within Talking Therapies.
- IAPT to become part of the offer for those with common long term conditions such as diabetes and COPD, which disproportionately impact BAME groups

# CCG Equality Objective 2

Services are leading to better outcomes and access for protected groups under the Equality Act.



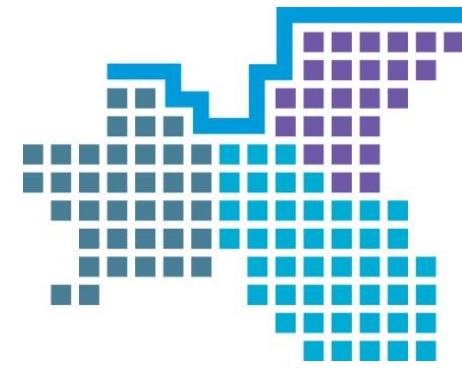
Three key ways we work with providers to tackle systemic disadvantages faced by patients who share protected characteristics are:

- **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

2018	Improving Access to Psychological Therapies IAPT	<b>Good practice identified</b> <ul style="list-style-type: none"> <li>• Therapy provided in a number of different languages</li> <li>• Staff trained on domestic violence and safeguarding.</li> </ul>	<b>Improvement Actions</b> Action plan as per Equality Objective 2017-21
	Latent Tuberculosis	<ul style="list-style-type: none"> <li>• Well designed pathway - service transitions are smooth.</li> <li>• Low prevalence – supports targeted services in the borough</li> <li>• Reassurance provided to patients that Latent TB is treatable.</li> <li>• Some GP practices are offering the service</li> </ul>	
2019	Musculoskeletal services	Currently supporting providers to submit and present their evidence for a patient and staff stakeholder grading session in November. Recruiting expert patients and groups representing those with protected characteristics.	
	Crisis / Recovery Cafe		

- **Clinical Quality Reviews** – Monitoring systems services have in place to ensure they are effective. e.g. reviewing trust Equality Strategy and Action plans, biannual review of demographic data, inclusion of patient story in addition to trends in patient feedback data.
- **Equality Impact Assessments** – Review service changes in relation to any positive or negative impacts on those with Protected Characteristics.

# CCG Equality Objective 3: Engagement with Young People on mental health and remove barriers to access

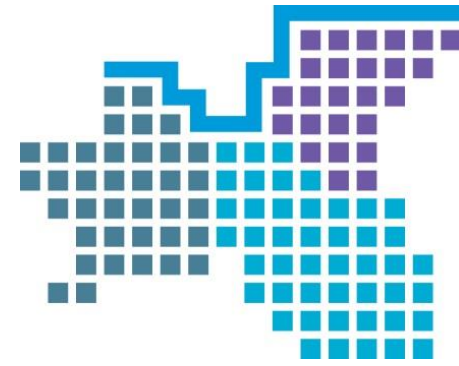


- Young people designed and created a new map of CAMHS of services, which is going out to all schools and local authority teams
- CCG co-funded the BAME Mental Health Conference, more than 400 young people attended, as well as running many of the sessions during the day
- Involvement of Youth Council in partnership strategic planning event – Spring 2019
- CAMHS Young Commissioners Project: Silver Lined Horizon's chosen by young people to lead the project



silver lined  
**horizons**  
Listening and learning from the next generation

# CCG Equality Objective 3: Engagement with Young People on mental health and remove barriers to access



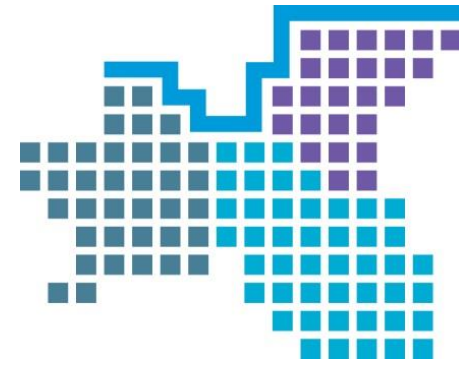
Wandsworth is on target to have increased by 35% the number of young people being assessed and receiving support, by April 2021.

New services (£2m investment) mean that more than 2000 young people now receive treatment, mainly in community settings, including the following services:

- CAMHS Under-5s Extended Service (the only one in South West London)
- Parenting Programmes for BME parents and fathers
- Therapy provision in primary schools (Place2Be)Place2Be, and Secondary School
- 24 hour Crisis Care Response

Mental Health in Schools Trailblazer: four support teams offering support to a school population of 8000

# Other work addressing inequalities in Wandsworth



- Improvements to diabetes care including investment in culturally appropriate diabetes education
- User involvement and engagement with outpatient redesign work with St Georges Hospital, removing the need for unnecessary trips to hospital
- Working with London Borough of Wandsworth to triple the funding for the Voluntary Sector Coordination Project, enabling deeper engagement with the local community
- Investment in enhanced care for care homes residents
- Social prescribing in every primary care network



# Reducing barriers to accessing healthcare for Wandsworth

## Project Background

- We wanted to understand the current barriers to accessing healthcare people with protected characteristics in Wandsworth sometimes face.
- We focussed on collecting the solutions people felt would best address these barriers.
- We spoke with people about experiences of accessing GP, outpatients and A&E services.

## What we are doing

- Between January and September this year we worked with over 60 community groups and voluntary sector organisations to capture insights.
- This work has included face-to-face engagement (through our CCG engagement groups as well as reaching out to voluntary and community organisations), and running a questionnaire with key groups.
- We studied all the insights we have gathered together with those from the 2018 Wandsworth Healthwatch Assembly health inequalities report to ensure a reliable and complete picture.

# Reducing barriers to accessing healthcare for Wandsworth

Overarching themes emerging from what people told us in Wandsworth are:

- **Communication Barriers:** identifying, recording, sharing and responding to communication needs, advocacy, tackling stigma, form filling
- **Service availability:** appointment availability, respite, therapies
- **Economic Barriers:** travel support, health visitors at home, childcare facilities, homeless right to access
- **Environmental Barriers:** accessibility, mobility and wayfinding assistance, calm and safe separate wait areas, help call points
- **Social Barriers:** peer support to accompany isolated patients to appointments
- **Perceptual Barriers:** staff training, avoiding assumptions, calm and welcoming atmospheres, noise reduction, identification of hidden carers
- **Cultural Barriers:** translation, cultural competency, holistic approaches, challenging stereotypes, sensitivity and awareness, health champions, avoiding use of pronouns, patient information, co-designing tailored solutions.

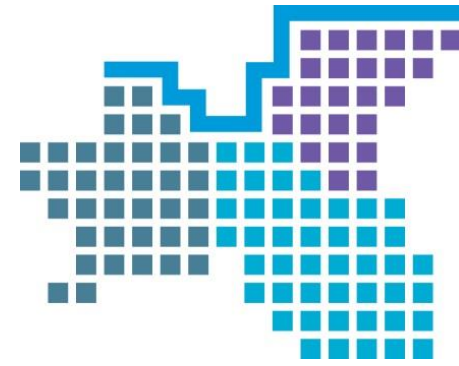
# Reducing barriers to accessing healthcare for Wandsworth

## Next steps

We are:

- working to **respond** to what people with protected characteristics and intersectional needs have told us in Wandsworth.
- inviting **Community Grants** Scheme Applications for pilot projects seeking to address this theme - so far this year we have awarded 20 projects.
- reviewing all the feedback to **inform the priorities of our Commissioning Intentions** for the year ahead.
- **sharing a feedback report** with those groups we spoke to, as well as sharing this information on our website – so that anyone who is interested can find out more.
- looking at the best ways to package and **present what people have told us** in the most usable and digestible format to guide and influence all stages of our work.
- **sharing the outputs of this project** with our health and social care colleagues across Wandsworth ensuring this work also is informing the Local Health and Care action plans launching in Autumn 2019.

# Long Term Plan and Inequalities



Chapter two of the NHS Long Term Plan outlines the strategy for the NHS contribution towards reducing health inequalities over the next 5 years, with a specific focus on:

- Increased funding for areas with high levels of deprivation
- Standards to achieve which narrow inequalities e.g. screening rates in BAME communities
- Maternity: continuity of care, and targeted stop smoking support
- Increase physical health checks for people with mental health problems
- Develop services for children with learning disabilities and autism
- Investment in services for rough sleepers
- Improve identification of, and support for, carers
- Increase specialist gambling addiction services
- Social Prescribing as a core part of GP services offer to patients
- Improved support for people with mental health problems to access employment