

Using primary care and mental health services in Haringey

Engaging with BAME women in Haringey
You said, we did feedback meeting

Monday 7 November 2022, 11:30am – 1:00pm

Agenda



North Central London
Integrated Care Board

- 11:30am – 11:35am **Welcome and introduction** - Isha Richards, Communications and Engagement Manager, NCL ICB
- 11:35am – 11:45am **You said, we did – primary care** - Aklas Ahmed, Interim Head of Primary Care, NCL ICB
- 11:45am – 12:15pm **Primary care discussion**
- 12:15pm – 12:25pm **You said, we did - mental health** - Temmy Fasegha, Lead Commissioner, Adult Mental Health, NCL ICB
- 12:25pm – 12:55pm **Mental health discussion**
- 12:55pm – 1:00pm **Close**

Introduction

- North Central London ICB (NCL ICB) is committed to hearing and acting upon the voice of the local community, as well as ensuring that there is equitable access to health services for all of the diverse NCL population.
- We recognise that certain communities face specific barriers to accessing traditional health services. These barriers have been exacerbated during the COVID-19 pandemic.
- Evidence indicated that people particularly from Black, Asian and minority ethnic backgrounds (BAME) were disproportionately affected by the pandemic.
- In April 2021 NCL ICB (then NCL CCG) commissioned Bridge Renewal Trust and Public Voice to work with four grassroots organisations (4U2, Dalmar, Roj and MEWSO) over a year to engage with women from ethnic minority backgrounds in Haringey on their experiences of using healthcare services during the pandemic.
- This presentation highlights some of the things that NCL ICB and our local/system partners have done or are doing across primary care and mental health to address the feedback and recommendations from this engagement exercise.



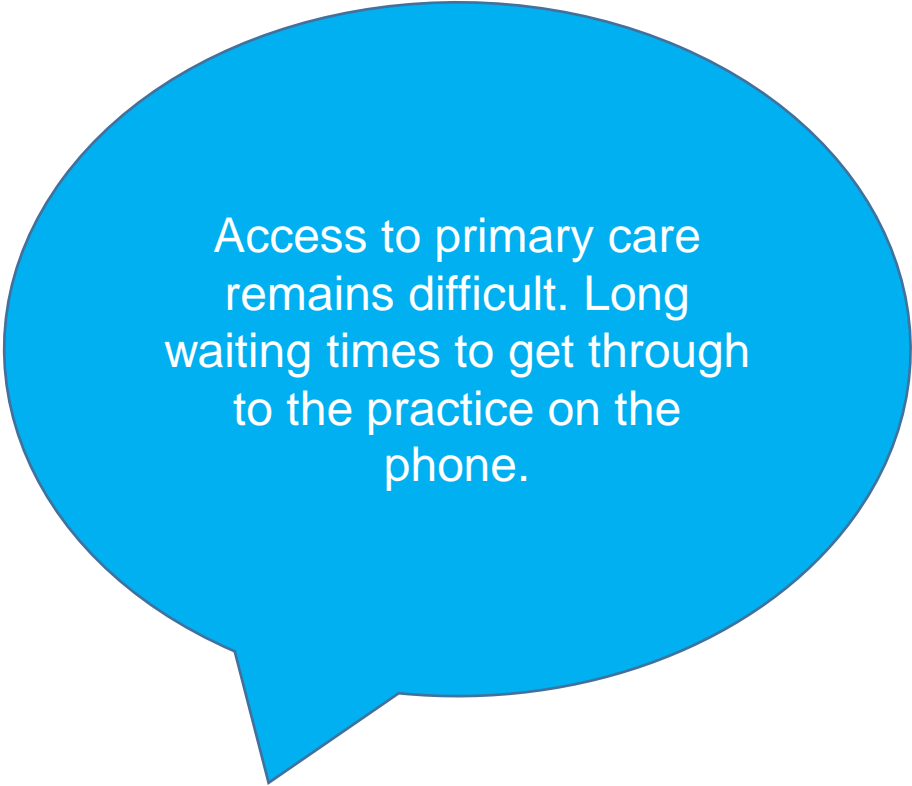
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Primary care services

You said, we did

Aklasur Ahmed, Interim Head
of Primary Care, NCL ICB

You said, we did – primary care



Access to primary care remains difficult. Long waiting times to get through to the practice on the phone.

We did/ are doing:

We recently asked Healthwatch to carry out 'mystery shopping' to gauge the waiting times to get through to practices by phone.

Findings showed that the median time to get through to receptionists was three minutes.

However, there were some practices that took a longer time. We have been in touch with these practices to address this.

Most practices have also introduced a queuing system.

You said, we did – primary care



Patients should be able to book appointments at any time of day (not just at 8am) and to book future appointments (not just same day appointments)

We did/ are doing:

All Haringey practices offer same-day appointments, but will also be able to book routine appointments, although the waits for these appointments will be longer.

Practice systems allow patients to book appointments at any time of the day, but this is driven by demand and capacity.

Additionally, patients are able to book routine evening and weekend appointments at several GP hubs across the borough. Find out more by contacting your usual GP practice and asking for the service.

You said, we did – primary care

Unpleasant experiences with some reception staff. Provide more customer-focused training for reception staff to improve interaction with patients.

We did/ are doing:

We provide various training for reception staff including training on having difficult conversations and conflict management.

We would encourage patients to raise any concerns about the service they receive firstly with the practice and follow their complaints procedure.

If the problem is not resolved, you can escalate your concerns to NHS England.

Email: england.contactus@nhs.net with “For the attention of the complaints team” in the subject line

Telephone: 0300 311 22 33

You said, we did – primary care



Provide alternative ways to book appointments for patients who do not have access to the internet or do not know how to use it.


We did/ are doing:

All Haringey practices should enable patients to make appointments by visiting the practice or by telephone if they have no access to the internet or a smart device to make an online booking.

Patients can also have a registered advocate to help them access services.

We have been reviewing practices' websites to check that access information is up-to-date.

You said, we did – primary care




Provide more
face-to-face
appointments

We did/ are doing:

All Haringey practices offer face-to-face appointments where clinically necessary or if specifically requested by the patient.

You said, we did – primary care



Encourage more practices to take part in the Safe Surgeries scheme

We did/ are doing:

Over 50% of Haringey practices have signed up to the Safe Surgeries scheme.

We will continue to encourage the remaining practices to register to the scheme.

You said, we did – primary care



Need for more social
prescribing

We did/ are doing:

We recognise that sometimes patients may require ‘non-medical’ support to improve their health and wellbeing.

All practices should have access to social prescribers who can advise and refer patients to other local services or activities that can help, such as fitness classes, cookery, arts and crafts etc.

Patients can get further information about social prescribers from their practice.

You said, we did - mental health

More referrals for women in need of mental health support to social prescribers who can develop a holistic care plan for patients

We did/ are doing:

- Planning and delivering more place-based support for some therapies/ services to improve access to care, particularly in areas of high deprivation
- Recruiting social prescribers who can advise and refer patients to other local services or activities that can help with their mental health and wellbeing, such as fitness classes, cookery, arts and crafts etc. All Haringey GP practices should have access to social prescribers. Patients can get further information about social prescribers from their practice.



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Discussion

Mental health services

You said, we did

Temmy Fasegha - Lead Commissioner-
Adult Mental Health

Haringey Great Mental Health Programme

- Our partnership response to the inequalities amplified by COVID -19 pandemic and to the Black Lives Matter protests, building on initiatives already place
- **The partnership** – over 20 delivery partners; Haringey Mental Health Executive (HMHEX) including reps from Adult Social Care, Public Health, Barnet, Enfield and Haringey MHT, Whittington Health, GP Federation, Bridge Renewal Trust, Mind in Haringey




- Ambitious, innovative and collaborative wellbeing initiative
- Involves provision of prevention and early help initiatives delivered by different organisations.
- Face to face and digital support available
- Builds on and complements existing services and programmes

Some highlights

- **The Great Mental Health Programme Resource Hub-** includes information on services and digital apps including translated materials, e.g. Good Thinking, Kooth & NHS Go. Over 7,000 people have visited the site
- **Safe Haven Hub** - provides peer-led, out-of-hours support seven days a week for adult experiencing crisis and/or feeling isolated. In 2021/22, it supported over 100 people
- **ABC Parents Project** - 32 people, many from BAME communities have been recruited as Child Health Champions (CHC), who have ran wellbeing workshops for parents and families
- **Great Mental Health Day (GMHD)-** aimed at tackling stigma and signposting people to mental health support, was launched on 28 January 2022. Over 360 residents attended the event
- **Work with the Police** involved in S135 and 136 conveyances to ensure signposting to other support services such as the Safe Haven Hub and Haringey Wellbeing Network.
- Held listening sessions with - Somali, Turkish/Kurdish, Afro-Caribbean, Polish/Eastern European communities
- Set up the BAME Mental Health Equality Group to develop an action plan to respond to issues raised



You said, we did - mental health



Smoother
transition from
CAMHS to adult
mental health
services

We did/ are doing:

- BEH MHT organised listening event with system partners across Barnet, Haringey and Enfield to explore how to improve the transition for young people into adult mental health services
- Fully recruited staff to 18-25s team to support transitions
- Plans to co-produce new CAMHS pathways with NCL youth health ambassadors
- BEH MHT transition panel set up


You said, we did - mental health

Long waiting
times for mental
health services

We did/ are doing:

- Mental health teams rolled out in GP practices. In September, the service saw 69.1% of those referred within 28 days. 48% of who were from Black, Asian and other minority ethnic communities.
- Ongoing recruitment to expand workforce in primary care based and core teams
- Offering more group-based sessions, looking to expand use of digital therapies
- Exploring with the Haringey Let's Talk IAPT service how we secure additional same language therapies from VCS partners
- Continue to monitor waiting times for those needing interpreters

You said, we did - mental health



More culturally informed talking/psychological therapies for BAME communities

We did/ are doing:

- Bridge Renewal Trust developed and delivered a series of mental wellbeing workshops for several BAME communities (Turkish, Turkish Cypriot, Kurdish, Black African/Black Caribbean and Black British)
- Set up 'Tottenham Talking' project, to support people, with a special focus on BAME clients
- Haringey IAPT service is working with the Somali Mental Health Project (SMHP)
- Commissioned Nafsiyat to deliver same language talking therapies


You said, we did - mental health

Interpreting and translating services still a real problem with accessing mental health services

We did/ are doing:

- Use of trained interpreters and Language Line

You said, we did - mental health



Better promotion of
and signposting to
mental health support
through grassroots
organisations and
community networks

We did/ are doing:

- Raised over £800k funding in last two years to invest in improvements
- Majority of the funds have gone to VCS and grassroots organisations to develop relationships with trusted community leaders, mentors, social prescribers and navigators who can help with signposting
- Commissioned Mind in Haringey to develop and deliver a continuous programme of Mental Health First Aid training to VCS staff who support BAME communities
- Updated page on Haringey Council's website promoting the wide range of local mental health and wellbeing support available:
<https://www.haringey.gov.uk/social-care-and-health/mental-health-and-wellbeing>
- Setting up locality/ neighbourhood hubs
- Local mental health services are also promoted on the VCS directory hosted on Bridge Renewal's Trust:
<https://www.bridgerenewaltrust.org.uk/haringey-service-directory>


You said, we did - mental health

Free physical activity sessions should be funded to make them accessible to all, or vouchers, discounts, leisure passes etc. should be provided to make these services accessible to all who need them to support with their mental health

We did/ are doing:

- BEH MHT has developed an 8-week activity programme including physical activities (exercise, movement and dance etc) for people with dementia and their carers
- Funding given to VCS organisations to run physical and wellbeing activities, for example walking groups etc
- Haringey's Keep Fit leaflet promotes a range of free and affordable activities across the borough for residents to stay active.

You said, we did - mental health



More referrals to
'non-clinical' mental
health support e.g.
talking therapy,
counselling, exercise,
peer support

We did/ are doing:

- Funded Mind in Haringey to provide bereavement counselling targeted at the groups disproportionately impacted by the COVID-19 pandemic
- Investment in VCS and grassroots organisations to recruit community navigators and people with lived experience from BAME communities.



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Discussion