

Brent Health Matters update HWBB January 2023

*Working with communities - protecting people from Covid-19
and tackling health inequalities in Brent*

Key highlights (1)

1) Community engagement and involvement

- Held virtual forums on 'Access to GP services' and 'Access to emotional support'. Liaised with services to discuss ideas and concerns by communities around access and awareness of services, to identify and implement suitable actions.
- Started holding bi-monthly stakeholder meetings for VCS organisations, BHM and other council/NHS staff, to provide an open engagement platform between organisations.
- Community network includes informing/involving/consulting/co-producing with 440 VCS organisations and 43 volunteer Community Champions so far.
- Co-delivered local actions in all Brent Connects areas, for example ran healthy eating and cooking sessions to 8 people with learning disabilities in partnership with Brent Mencap, and formed the Brent Somali Forum with 9 Somali community organisations.

2) Inform and support residents

- Held health and wellbeing live radio phone-in panel sessions on mental health, organ donation and childhood immunisations – engaged with listeners on the Beat FM with a panel of health experts and residents with lived experience.
- Health Educators engaged with 11,826 people so far, to raise awareness about Diabetes through events, workshops, health education sessions and stalls in the community. Health Educators started 3-month case management approach in August 2022 – successfully provided support to 12 residents so far.
- Delivered mental health and wellbeing awareness sessions to communities.
- Clinical team proactively contacted and supported patients from GP practices, to help them manage their health conditions through vaccinations, health checks and screenings. The Clinical team also continued to support people with GP registrations.
- Health Digital Champions delivered diabetes digital training course to digitally excluded residents with Diabetes – 84 people have gained access to personal Know Diabetes account and graduated from course so far.

Key highlights (2)

3) Improve access to services

- Held 18 large-scale events in the community so far to diagnose, educate and increase self-management of Diabetes, and raise awareness of other local services including Housing, Public Health, Adult Social Care and Employment – 2,598 people attended, over 2,267 health checks done. Started holding regular clinics at 4 community venues.
- Continued to run Patient Advice line that any Brent resident can contact to ask about any health and social care concerns or queries, so that they can be signposted to the right support.
- Engaged with POhWER & Healthwatch to understand existing barriers and issues raised by communities, to inform how services' approach needs to change. Feedback collated and shared with BHM leads for discussion.
- Brent Mencap and Streetlink delivered awareness sessions to BHM staff on 'Learning Disability and Hate Crime' and 'How best to support rough sleepers this winter?'

4) Active community partners

- Distributed £250k to 29 VCS organisations following 'decision days'. Several organisations have started implementing projects.
- Provided capacity building to VCS organisations and individuals, to apply for other funding opportunities.
- Facilitated Diabetes peer support group sessions – 20 residents participated in groups so far.

5) Inform, perform and learn

- Developing new BHM dashboard to align with refreshed programme priorities.
- Awarded UCL-BHM grant towards 9-month community research project. Awaiting recruitment of Community Research Officer.

Working with local services

- Joint working with employment team, where skills training and employment teams have attended various community events
- BHM working with Catalyst, local housing association which has 3,455 properties in Brent
 - Supported residents to set up a Resident association which was disbanded during Covid, which will improve links and communications between tenants and staff
 - Promoting use of Unity centre for Health and Wellbeing events, which is positive view of the centre for the community, rather than somewhere which holds funerals
 - Clarifying role of Catalyst neighbourhood teams and their responsibilities, compared to council neighbourhood teams
 - Repair of local park, and tackling antisocial behaviour which has enabled use of the park for children
 - Setting up weekly Health and Wellbeing café at Unity centre with various organisations in attendance to discuss any issues with tenants invited incl Met Police, Hestia, Green Doctors, Trussell Trust etc.
 - Developing the existing gym in Unity centre to more community activity unit
 - Held 2 HWB events at the Unity Centre (one with a local church) with over 400 people attending
 - Completed healthy cooking classes on budget including educational element on residents request
 - HWB event with Somali community (bringing 9 local Somali organisations together) with health checks, MH teams

Working with local health services

- BHM local action plan which includes priorities identified by local communities being fed into the development of Integrated Neighbourhood teams
- Community events done in collaboration with local PCNs where the practices have send text messages to a targeted cohort of patients
- Closer working relationships developed with GP practices for patient escalations identified in the community
- Closer working relationships developed with CLCH community services, which enables BHM to refer patients directly
- Improved pathways for registering with GP practices