

## Appendix 1

### Health Partnerships Overview and Scrutiny Committee

#### Results of the “One Community, Many Voices” event held on 28<sup>th</sup> September 2010

Issue	Detail raised at “One Community, Many Voices” event
Emergency Care	Issues were raised about ambulance attendance and the use of a telephone triage system instead of sending an emergency response. Was this appropriate and is this general approach worthy of scrutiny investigation?
Stag Lane Clinic	The future of Stag Lane Clinic has been uncertain for some time and considered previously by the Health Select Committee. There are issues with the current building and the GPs want to move the services to more appropriate premises. What decisions have been made by the GPs and NHS Brent with regard to Stag Lane and how will GP commissioning affect services?
Impact of the NHS White paper	<p>Two specific issues were raised by participants:</p> <ul style="list-style-type: none"> <li>• Who will scrutinise the remote NHS Commissioning Board, which will allocate money to GP services and commission some services directly, such as maternity services?</li> <li>• What local input will there be into the commissioning of services such as maternity or dentistry, which will be commissioned by the NHS Board?</li> </ul>
Brent Community Services	What will the proposals for the management of Brent Community Services mean for service users in the borough? There was concern about NHS Brent’s plans.
Adult Social Care	Opportunities for further integration with health care.
New developments in Brent	Will NHS Brent / GP commissioners ensure that there are enough primary care services in Brent where major developments are taking place, specifically in Alperton, Wembley City and Queensbury? What impact will the new commissioning arrangements have on the local NHS’s ability to respond to local developments and provide additional services when needed?
GP workforce	What steps is NHS Brent taking to ensure that GPs coming up to retirement can easily be replaced? How is NHS Brent dealing with other issues, such as the declining number of male GPs?
Healthy Lifestyle	What are the council and NHS Brent doing to promote healthy lifestyles in Brent and to reduce health inequalities?
Community Health Advocates	Is there a programme to train local people to provide health advice and guidance to people in their local area, or within a specific community? Participants felt that this would be a good way to spread health messages to people who don’t regularly access services.

Use of Khat in Brent	<p>Khat is a legal drug that is used by certain communities in Brent (primarily people from Somalia / Horn of Africa). Although legal it does have implications for people's health.</p> <ul style="list-style-type: none"> <li>• What are the costs to the NHS and communities of the use of Khat?</li> <li>• How prevalent is the use of Khat in Brent?</li> <li>• What impact does Khat have on the mental health of its users and their families?</li> <li>• What research has been done into the use of Khat in Brent?</li> </ul>
Tobacco control	<p>Concerns were raised about the following issues:</p> <ul style="list-style-type: none"> <li>• Illegal selling of shisha to under 18s and location of shisha bars close to schools and colleges</li> <li>• Educating young people on the risks associated with shisha – it is a tobacco product.</li> <li>• Dealing with people who spit paan – could more be done to educate people about the dangers of paan and to target those who spit it on to the street?</li> </ul>
GP / NHS Complaints Procedures	<p>There were a number of issues raised about the way the NHS deals with complaints:</p> <ul style="list-style-type: none"> <li>• Are GPs using mediation where this isn't necessary?</li> <li>• Do GPs have a standard complaints process?</li> <li>• What is the role of PAALS and how do they help facilitate complaints about GPs?</li> </ul>
Disabled Adaptations	<p>Concern was raised about disabled adaptations, which can take a long time to implement. Is there anything scrutiny can do to try and shorten the time taken to carry out disabled adaptations?</p>
TB in Brent	<p>A number of respondents raised TB as an issue:</p> <ul style="list-style-type: none"> <li>• What steps is the local NHS taking to reduce the incidents of TB in the borough?</li> <li>• Are we meeting our LAA target on completed courses of treatment?</li> <li>• What support is given to refugee / migrant communities to help them deal with TB?</li> <li>• Is there a strategy to deal with TB in the borough?</li> </ul>
Mental Health Services	<p>What has the impact of the recession been on mental health services in Brent and community based services that support people with mental health problems? Recession leads to higher levels of unemployment which in turn has an impact on peoples' mental health. Similarly, asylum seekers are unable to work. How does this affect their mental health, especially those willing and able to work?</p>
Sexual health in Brent	<p>What is the connection between poverty and incidences of sexually transmitted infections? Are young people in Brent disproportionately</p>

	affected by sexual health problems? Similarly, are incidents of sexually transmitted infection increasing amongst middle age people in the borough?
Older peoples' health	How is the health of older people affected by living on a fixed income, which in real terms is falling due to increases in the cost of living? Is mental health and stress an issue for older people in Brent?