

South West London Investment Fund

Elevating the patient, carer and community voice
Cross cutting theme

Information session

Tuesday 17 October 2023



Welcome – what we'll cover



Session plan	Who
Welcome and introduction	Charlotte
Recap on the Investment Fund 12:00-12:05	Angela
Q&A about process 12:05-12:15	All
Elevating the patient, carer and community voice and what we are looking for from bids 12:15-12:25	Charlotte and Kate
Case study: South West London Winter Engagement Fund 12:25 – 12:30	Aman
Why should we engage with communities and what are best practices in engagement? - a view from our South West London Healthwatch partnership 12:30 – 12:35	Alyssa
South West London Voluntary Community and Social Enterprise (VCSE) Alliance 12:35-12:40	Sara
Q&A / ideas you want to share and connect 12:40 – 13:00	All

Recap on the Investment Fund

Angela Flaherty
Transformation Director, South West London NHS



Introduction to the South West London Investment Fund

Integrated Care Partnership Priorities Fund



The ICP Priorities Fund for 2023-25 will be targeted to support delivery of the Integrated Care Partnership's strategic plan and priorities. The fund is divided into

- ICP Workforce priority has an 80% allocation of funding.
- Remaining ICP priorities and cross cutting themes focused (excluding HI) has an allocation of 20% of the funding.

The ICP Priorities Fund has a budget of £5 million across the two financial years until March 2025.



Health Inequalities Fund

The Health Inequalities Fund has been awarded by NHS England to tackle Health Inequalities across South West London. The Health Inequalities fund for 2023-25 will be distributed with 75% of funding for existing schemes and 25% for new schemes. Place-based partnerships will receive an allocation of the funding using a needs-based approach. £4.3 million is available to South West London for 2023/24.

ICP cross-cutting themes

Elevating patient, carers,
and community voices

Championing the green
agenda

Equality, diversity, and
inclusion

Health
inequalities



Prevention



Children and
young people



ICP
Strategic
Priorities

Positive
mental
well-being



Older people



Workforce



The South West London
Integrated Care Partnership

**strategic
priorities
and cross-
cutting themes**



Introduction

- The new ICP Priorities Fund for 2023-25 will be targeted to support delivery of the Integrated Care Partnership’s strategic plan and priorities.
- This funding will help accelerate the delivery of our system-wide priorities and agreed actions.

ICP Priorities Fund financial allocation detail

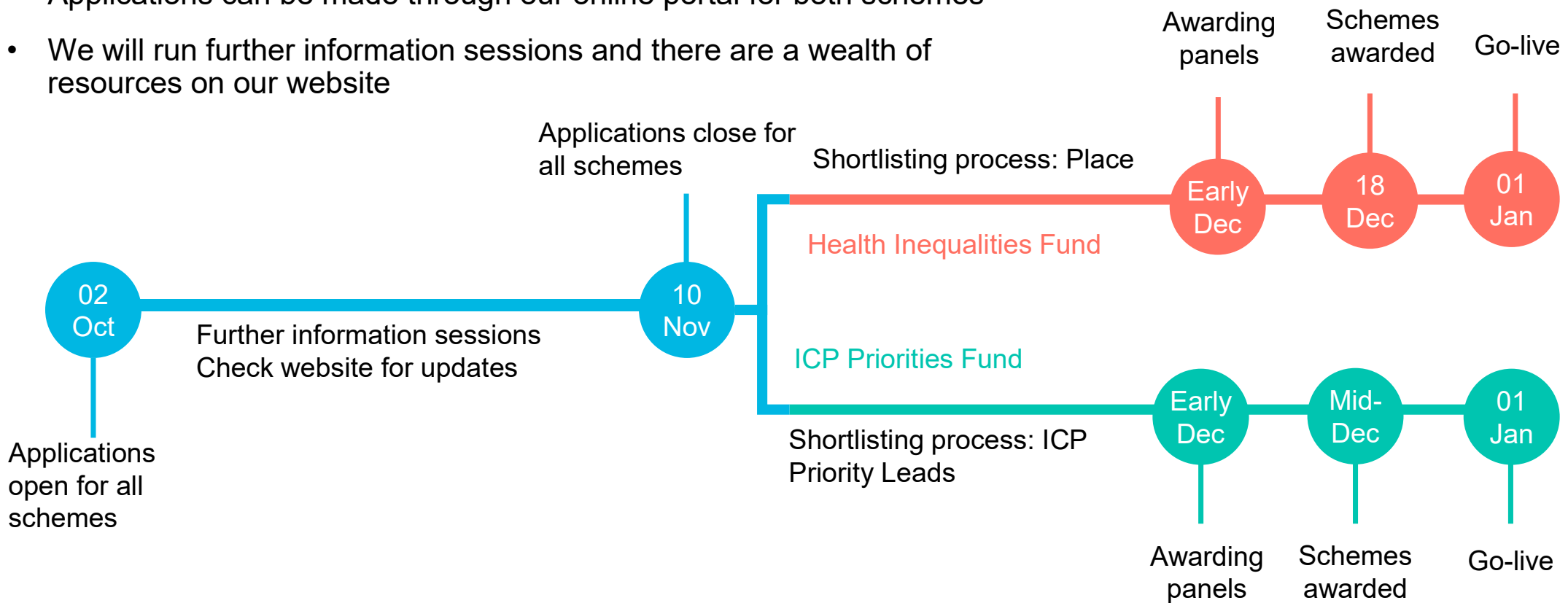
Funding allocation	£3800k	£950k						
		£800k across all four priorities listed				£150k across all three cross-cutting schemes listed		
Priority	Workforce	Children and young people	Older People	Positive mental wellbeing	Prevention and self-care	Green	EDI	Elevating patient and carer voice
Bid cap	Min: £50k Max: £450k	Min: £25k Max: £150k				No minimum Max: £40k		



Combined process for this year



- Applications opened today and run until Friday, 10 November at 23:59
- Applications can be made through our online portal for both schemes
- We will run further information sessions and there are a wealth of resources on our website



ALIGNMENT TO ICP PRIORITIES

Strong schemes working at scale, that support the delivery of our system-wide priorities and actions

1

FUNDING

A clear indication of how funding will be spent

2

IMPACT

Applications that articulate the impact they will make and can evidence why their proposed scheme is credible

3

MEASUREMENT

Applications that clearly demonstrate how they will measure that impact.

4

ICP Priorities fund Applications



We are looking for....

Q&A about the process (10 mins)



Elevating the patient, carer and community voice and what we are looking for from bids

Charlotte Gawne
Executive Director of Stakeholder & Partnership Engagement and Communications
South West London NHS

Kate Wignall
Head of Patient and Public Engagement
South West London NHS



Elevating voices - central to all of our work



South West London

Both of these sister documents to describe our future priorities for health and care in South West London build on engagement with our local people, communities and our partners

NHS Joint Forward Plan

Our five-year plan for the NHS in South West London describes how NHS services will meet our populations needs and deliver NHS commitments. The joint plan across all NHS partners in South West London addresses our four core purposes and details the shared delivery plans for our strategic priorities.



Integrated Care Partnership Strategy

A shared strategy for health and care – the NHS, local authorities, the voluntary and community sector and Healthwatch partners.

The strategy includes our health and care needs assessment, the views of local people, and our collective actions to achieve the strategic priorities for our partnership.

You can read our [Joint Forward Plan](#) on our website, we shared this with staff and partners in July 2023

You can read our [Integrated Care Partnership Strategy](#) on our website, We are sharing this with our staff and partners this month.



People and communities: views and concerns

You can read the full analysis of 180 insight reports on our website [here](#).

HEALTH IMPACT OF COST OF LIVING CRISIS



- Increasing concern from our local residents
- Worries about paying bills, heating their homes and feeding their families, having a negative impact on people's mental health
- People are less able to make healthier lifestyle choices or heat their homes which may worsen existing health conditions
- Lack of awareness about sources of available support



REDUCING HEALTH INEQUALITIES

- Need to address disparities in health outcomes for different groups, for example mental health outcomes for Black and minority ethnic patients
- Need for culturally sensitive services and culturally appropriate support and information
- More understanding needed to respond to the needs of neurodiverse patients, people with a learning disability, autism spectrum disorders or dementia

LOCAL EMPLOYMENT

- People would like the NHS and Local Authorities to support for local economies, including local businesses and town centres
- Increase in Living Wage accreditation to prevent low income and insecure jobs creating stress and anxiety
- More employment support and targeted communications needed for young people, and for carers and people with a learning disability who want to work



BETTER SUPPORT FOR PEOPLE WITH DEMENTIA



- Variability of support services across SWL including respite care and day care
- Access to face-to-face support if needed for people with dementia
- Better information about service provision, with help to navigate services and non-digital access options

SUPPORT FOR CARERS



- Carers' voices need to be elevated and need for carers to be considered as essential part of support and decision making
- Improved recognition of carers to ensure they have the support they need, including young carers
- Better understanding of caring as a social determinant of health, including impacts on carers own mental health, wellbeing and social isolation
- Improved information and support, making sure carers are not digitally excluded

GREEN AND ENVIRONMENTAL CONCERNS



- Access to clean, green space important for health and wellbeing
- A reduction in traffic viewed as the main way to improve air quality
- Encouraging walking and cycling to support people to live healthy lifestyles

VOLUNTARY AND COMMUNITY SECTOR CAPACITY



- Voluntary and community sector are feeling under pressure due to increased demand
- Important to hear from small & large organisations
- Broader representation is needed

GPs AND DENTISTRY



- Availability of appointments, waiting times, desire for face-to-face as well as virtual consultations
- Variation in access across and within boroughs
- Variability in the availability of interpreter services for non-English speakers
- Some GP appointment systems make it harder for some people to book, for example QR codes increase digital exclusion, telephone booking harder people with hearing difficulties
- Appreciation for pharmacists with most people seeing them as a trustworthy source of information



NHS SERVICES AND REFERRALS

- Concern and frustration about longer waiting times for most NHS services e.g. primary care, mental health, urgent and emergency care services.
- Improved communication about waiting times and status of referrals
- More consistent and timely feedback of diagnostic results, which are often sent via GPs
- Many new parents felt there is a lack of aftercare/postnatal support
- More patient-centred pathways and improved coordination and continuity of care between GPs, diagnostics and NHS teams



COMMUNICATION, NAVIGATION AND SIGNPOSTING

- Patients have a range of communication needs, it would help if they were asked for their preferred communication method and this shared across their care
- Information materials need to be in accessible formats, including for people with a learning disability, non-English readers and people with sight loss
- Improved signposting for services and clear navigation
- A need for information to support people manage their own health and well-being, with a contact for questions to help navigate services where necessary
- Missing letters and not keeping patients informed about delays and changes to appointments



TRUST IN PUBLIC SERVICES

- Lack of trust in public sector organisations and professionals amongst some communities
- Trust issues higher in areas of inequalities and those from Black, Asian and Minority Ethnic backgrounds
- Based on experiences of discrimination people have had previously



DIGITAL SERVICES - OPPORTUNITIES AND CHALLENGES

- Shift to digital services has left some population groups facing digital exclusion
- Need multiple points of access and to retain options for face to face contact
- Data sharing creates opportunity for greater coordination between services on the care pathway
- Self-help opportunities through single point of access information hubs and condition-specific apps
- There are a lot of different NHS apps with some people hoping this can be rationalised
- Digital exclusion impacting older people, people with physical, sensory or learning disabilities and carers



SOCIAL ISOLATION

- Social isolation impacting on mental and physical health, particularly for older people, people with a learning disability and carers
- Exacerbated by a shift to digital services and the cost-of-living crisis



PREVENTION AND SELF-CARE

- Immunisation and vaccination - motivators and barriers vary between communities, the offer needs to be tailored
- Some people would like more support to help them manage their long term condition
- Time and cost viewed as barriers to healthier living by many
- Need for improved and accessible information available to help people manage their own conditions
- Peer group and community support highly valued



MENTAL HEALTH SERVICES

- Long waiting times suggest the need for more interim support and virtual rooms required to fill gaps while waiting for treatment
- Desire for more peer group and community-based support services
- Culturally competent services or community-based services needed to improve outcomes and reduce stigma
- Older people's mental health problems not being well enough identified and addressed



Focus area: Elevating the patient, carer and community voice

14. Elevating the patient, carer and community voice

As a partnership we are committed to making sure we hear the experiences and views of our patients, carers and local communities. This cross cutting theme will be implemented in each of our priority areas.

Our partnership includes our Voluntary, Community and Social Enterprise (VCSE) Alliance and our six Healthwatches who all play an integral role in supporting our inclusive approach to elevating the patient, carer and community voice.

We will make sure that we do this by:

- Inclusive representation of our people and communities – involving the right people in the right conversations and amplifying the voices of people with lived experience and carers, inclusive of all protected characteristic groups and people of all socioeconomic backgrounds. We are committed to having the right voices in our decision making groups, within our partnership and working in our delivery groups to take forward our priorities.
- Starting early and continuing our conversations – build on what we have already heard and involve people at the beginning of the development of our plans.
- Guided by insight and intelligence – making sure that our decisions are informed by our local insight and intelligence, ensuring that we take a population health approach which is informed by what both our local quantitative and qualitative data tells us.
- Adopting principles of coproduction – where possible we work in a way which involves people who use health and care services, carers and communities in equal partnership. We engage with people early so that their views can meaningfully influence the design, delivery, and evaluation of health and care services.

As a partnership we will work together to make sure that engagement of our local people and communities elevates these voices. We will collectively use our networks and relationships to hear from a more diverse group of people, including those who do not routinely engage with health and care services. We are committed to community led engagement and approaches that will strengthen our understanding of our communities, their views and experiences. We will work hard to put people and communities at the centre of how we work together to improve the health and well-being of South West London residents, with a focus on health inequalities.



- Work together to ensure engagement of our local people **elevates these voices**.
- Collectively **use our networks and relationships** to hear from a more diverse group of people, including those who do not routinely engage with health and care services
- Commit to **community led engagement** and approaches that will strengthen our understanding of our communities, their views and experiences.
- Work hard to put **people and communities at the centre of how we work** together to improve the health and well-being of our residents.

What we are looking for?

For all applications to the Investment Fund (the Health Inequalities and all the schemes in the ICP Priorities Fund) – we are asking a question about how your application is planning to work with people and communities impacted by the proposed project.

Question: Please describe how you will engage with patients, carers and communities as part of your project? Your project should be informed by local insight and intelligence (what you have heard from local people and communities particularly those your project seeks to support).

Where appropriate, please include how you will:

- build on what you have heard from patients, carers and communities, including people with lived experience
- use your relationships and networks to hear from diverse communities
- involve people at the beginning stages of your scheme
- make sure the views of patients, carers and communities influence the design, delivery and evaluation of the project and describe your engagement approach, for example coproduction.

Working together with our six Places



What we are looking for? – cross cutting theme only

For the elevating patient, carer and community voice cross cutting theme (only ICP Priorities Fund)

We are keen to receive applications working at scale (across more than one Place) as well as those that can be localised to specific communities in specific Places taking a population health approach or themed health and care perspective. Focus on health inequalities and health inclusion groups.

Applications for this cross cutting theme do not have to cover more than one Place.

Working together with our six Places



Case study: Working with our communities on our Winter Plans

Aman Nathan
Senior Comms & Engagement Lead, South West London NHS



Case study: working with our local communities on our Winter Plans

The NHS provided grants (separate to the Innovation Fund) of up to £500 for local community and voluntary organisations to run healthy activities and events during Winter – and help us collect feedback from local people.

Information shared during events focused on vaccinations, cost of living support and mental health services – responding to what really mattered to local people.

In 2022/23, 68 community and voluntary organisations were funded £38k:

- 70% of attendees came away feeling better informed and more confident to access local services
- 1 in 3 people said that they would share the information with a friend.
- Local NHS teams developed new relationships with over half of the funded organisations.
- Sustainability – building trusted relationships for future working.
- Potentially securing more funding this year.



"Having health services come to our estate makes us feel seen" - local person attending an event in Sutton

Developing sustainability actions - working with our local communities on our Winter Plans

Croydon Mencap

Attended by 86 people



Croydon Mencap ran an event to share information about what is available in Croydon for adults with learning disabilities

This was held in partnership with social services, NHS and local community groups/charities.

“ I liked having information about vaccines shared by someone who understands me and takes time to explain things”

Creative Zone

Attended by 16 people



Together, Creative Youth and Richmond Borough Mind/Mind In Kingston delivered 'Youth Zone' – a wellbeing drop-in service for 12–25 year-olds to chat, chill, take part in groups or get 1-to-1 support, information or advice. It is run by a team of Mind support workers.

“It provided a safe, supportive space for young people to talk about their mental health.”

The Mulberry Centre

Attended by 60 people



This World Cancer Day event, taking place this winter, is an opportunity for the public to access information, through the information marketplace, workshops, talks and presentations.

Developing sustainability actions - working with our local communities on our Winter Plans

Peter's and Bishop Andrewes' Church

Attended by 41 people



St Helier St Peter's and Bishop Andrewes' Church hosted a free drop in Café welcoming all St Helier estate residents.

Alongside a safe and warm space residents could access free advice about health, benefits and warm heating.

One attendee said - "having different services come to our estate makes us feel valued and seen"

Age UK Merton

Attended by 15-20 people per week for 8 weeks



Age UK's weekly soup and sandwich lunch club at Mitcham's Elmwood Centre is proving a big success for the local community. Members sit together around a table and are served a bowl of healthy homecooked soup, prepared by chef Ross.

"It's better than medicine," is how one diner describes a weekly soup and sandwich lunch club run by Age UK Merton during the winter months.

Battersea Mosque

Attended by 45 people



This Battersea event brought women together for workshops, health checks, information about support - and a lovely cup of tea.

According to Nasiya (pictured right), women welcome the opportunity to have a safe space to talk about health issues with friendly support, particularly those who do not speak English as a first language and struggle to access health information.

"People loved having health checks. Mostly all the woman enjoyed having a safe space to socialise, learn & laugh together."

Why should we engage with communities, and what are best practices in engagement?

Alyssa Chase-Vilchez
South West London Healthwatch partnership



Why should we elevate the patient, community and public voice through community engagement?

- Draws from local knowledge from diverse communities to **create practical solutions**.
- **Empowers** communities to take action to realise these solutions.
- Integrates people from different backgrounds. Groups that feel ignored can feel a greater sense of **membership with the wider community**.
- **Increases trust** in community organisations and governance.



Best practices

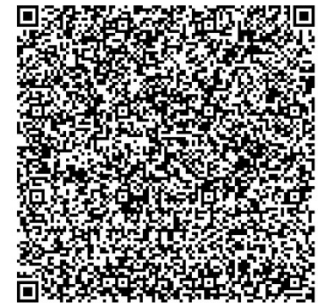
- **Avoid duplication** - build upon conversations that Healthwatch, the SWL engagement team, and others have already had with our local communities.
- **Take a population health approach to identify the right people to speak to** –use quantitative and qualitative data to understand who are most impacted by your topic of interest and which groups experience the worst **health inequalities**.
- **Adopt principles of co-production** – involve people who use health and care services, carers and communities in equal partnership when **designing, implementing, and evaluating** your project.

This includes **supporting people’s ability to participate**:

- Incentivisation vouchers (financial reward)
- Accessibility - location, translation, timing
- Promoting participation / recruitment through both digital and non-digital means.

Helpful links:

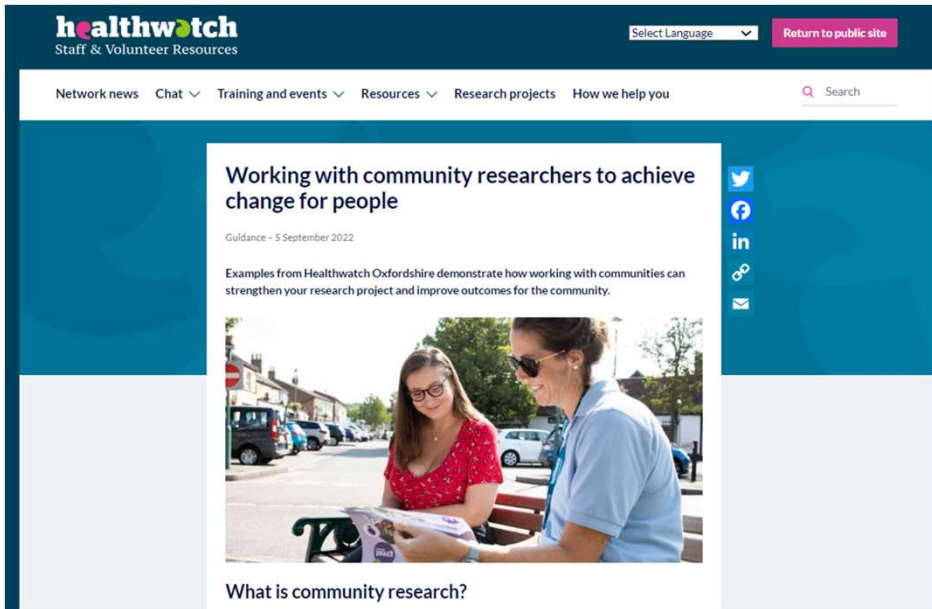
[Healthwatch community insights reports](#)



[Insight from South West London engagement](#)

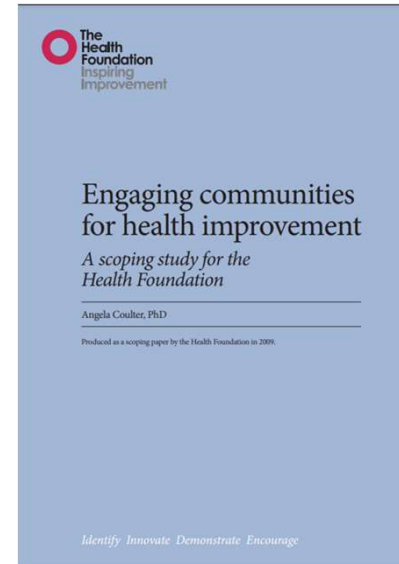


Guidance and resources



The screenshot shows the Healthwatch website interface. At the top, there is a navigation bar with links for 'Network news', 'Chat', 'Training and events', 'Resources', 'Research projects', and 'How we help you'. A search bar is also present. The main content area features a large article titled 'Working with community researchers to achieve change for people', dated 5 September 2022. Below the title is a sub-headline: 'Examples from Healthwatch Oxfordshire demonstrate how working with communities can strengthen your research project and improve outcomes for the community.' An image shows two women, one in a red top and one in a light blue top, looking at a document together. Below the image is the text 'What is community research?'. On the right side of the article, there are social media sharing icons for Twitter, Facebook, LinkedIn, and Email.

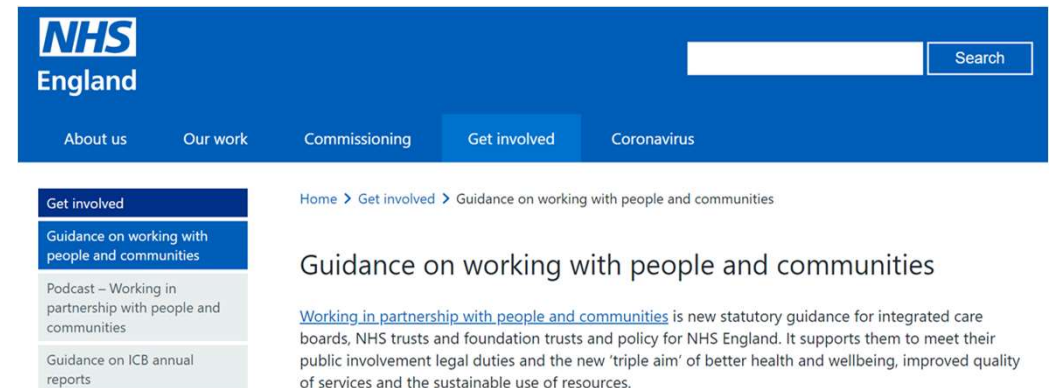
<https://network.healthwatch.co.uk/guidance/2022-09-05/working-community-researchers-to-achieve-change-people>



The cover of the report 'Engaging communities for health improvement' is displayed. It features the logo of The Health Foundation, which includes a stylized 'O' and the text 'The Health Foundation Inspiring Improvement'. The title 'Engaging communities for health improvement' is prominently displayed, followed by the subtitle 'A scoping study for the Health Foundation'. The author's name, 'Angela Coulter, PhD', is listed below. At the bottom, it states 'Produced as a scoping paper by the Health Foundation in 2009.' and the tagline 'Identify Innovate Demonstrate Encourage'.



<https://www.health.org.uk/sites/default/files/EngagingCommunitiesForHealthImprovement.pdf>



The screenshot shows the NHS England website. The top navigation bar includes 'About us', 'Our work', 'Commissioning', 'Get involved', and 'Coronavirus'. A search bar is located on the right. The 'Get involved' section is highlighted. Below the navigation, there is a breadcrumb trail: 'Home > Get involved > Guidance on working with people and communities'. The main heading is 'Guidance on working with people and communities'. A sidebar on the left lists related content: 'Get involved', 'Guidance on working with people and communities', 'Podcast - Working in partnership with people and communities', and 'Guidance on ICB annual reports'. The main content area contains the text: 'Working in partnership with people and communities is new statutory guidance for integrated care boards, NHS trusts and foundation trusts and policy for NHS England. It supports them to meet their public involvement legal duties and the new 'triple aim' of better health and wellbeing, improved quality of services and the sustainable use of resources.'

<https://www.england.nhs.uk/get-involved/involvementguidance/>

South West London Voluntary and Community Social Enterprise (VCSE) Alliance

Sara Milocco
South West London VCSE Alliance



Voluntary, Community and Social Enterprise (VCSE) Alliance



Sara Milocco

South West London
Voluntary, Community and
Social Enterprise
(VCSE) Alliance Director

07540 720103

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The Voluntary, Community and Enterprise sector (VCSE) in South West London is a key strategic partner with an important contribution to make in shaping, improving and delivering services, and developing and implementing plans to tackle the wider determinants of health.

The VCSE Alliance can support the community and voluntary sector to be a key partner to co-produce and deliver innovative health and care solutions for our local priorities.

If you are an ICS partner and would like to be linked up to a voluntary or community sector organisation with expertise in the area you are proposing in your application, then please contact Sara who can put you in touch.

This can include if:

- you have a project idea but do not know who to involve in the VCSE
- you are thinking about funding elements to the VCSE sector – in terms of service delivery or particular roles to be hosted by a VCSE organisation and based in the local community.

If you are a VCSE organisation or a local group, Sara can help by putting you in contact with similar organisations in other Places so that you can explore your application at scale across more than one Place in South West London.

What does the sector offer?

Community-led approaches

- Rich in assets (e.g. skills, knowledge of its community, capacity, resources, experience, creativity, flexibility)
- Asset Based Community Development (ABCD) approach, co production and codesign

Data, insight and intelligence

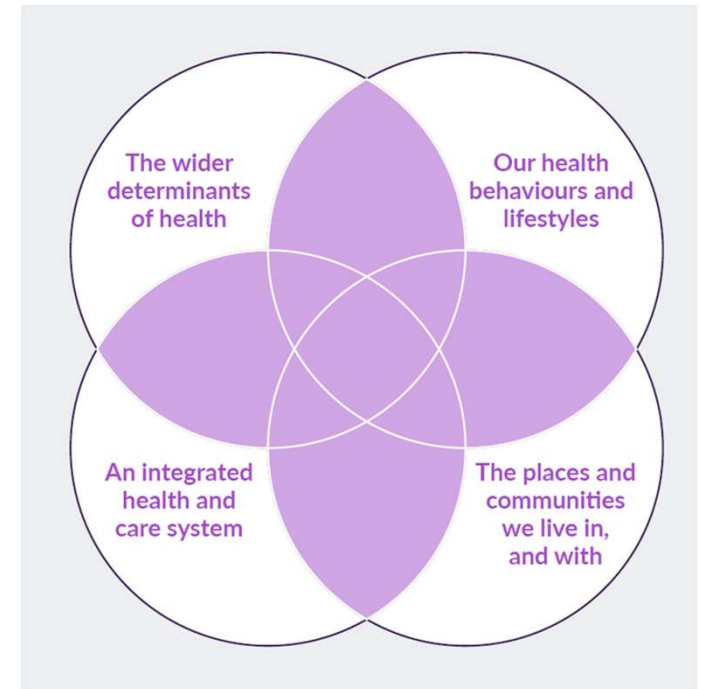
- Hold both quantitative and qualitative

Commissioning, service design and delivery

- Involved as partners in planning services
- As service providers

Reducing health inequalities

- Prevention - ranging from community based support, discharge, avoiding social isolation
- Reaching our diverse communities.



King's Fund (2022) – [A population health system](#)



Local directories of organisations

KW(SWL15) Croydon

[Simply Connect Croydon](#) and themed flyers at [Directories on Croydon Voluntary Action](#) - mental health, autism, homelessness.

Merton

[Merton Connected](#) - will be soon refreshed.

Richmond

[VConnect Online Directory](#)

Sutton

[VConnect Online Directory](#)

Kingston upon Thames

[Connected Kingston](#)

Wandsworth Care Alliance

[Care4me your community directory](#)

Slide 27

KW(SWL15 [@Clare Thomas (NHS South West London ICB)] - can we sort out - I think we have to state the website address or just have links - e.g. shall we add the weblink?

Kate Wignall (NHS South West London ICB), 16/10/2023

Q&A (20 mins)





If you would like to know more about the South West London Investment Fund or would like support with your application, please get in touch by email.

swl.investmentfund@swlondon.nhs.uk



Appendix: Case studies from our six Places in South West London

KW(SWLI20



Slide 30

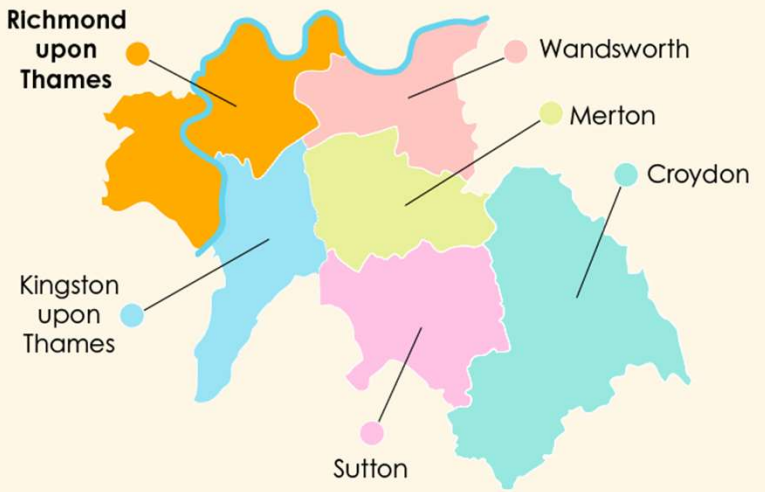
KW(SWLI20 Kate to read through

Kate Wignall (NHS South West London ICB), 16/10/2023

Elevating the voices of our young people in Kingston and Richmond



Celebrating beautiful minds of young people



How we're making a difference

Almost 350 young people from schools across Richmond and Kingston attended a two-day event to learn how they can access local mental health support, on 16 and 17 May.

The event, held by Kingston and Richmond Youth Council in collaboration with Achieving For Children, formed part of Mental Health Awareness week as well as giving NHS South West London's local engagement team the opportunity to gather the thoughts and experiences of attendees around how services are currently delivered to be used in the development of the [Joint Forward Plan](#).

Young people enjoyed a range of wellbeing activities alongside the chance to engage with local support services including Richmond Mind, Off the Record and Free2Be, which all ran wellbeing activity workshops and stalls.

Members of the Youth Council have also shared their views on the development of NHS South West London's [children and young people's mental health service directory](#).



The young people were excited to share their views knowing that they could make a difference to the future of the care they and their peers will receive."

Alex Quennell, Kingston and Richmond Youth Council



Proud to be working together to create healthier communities

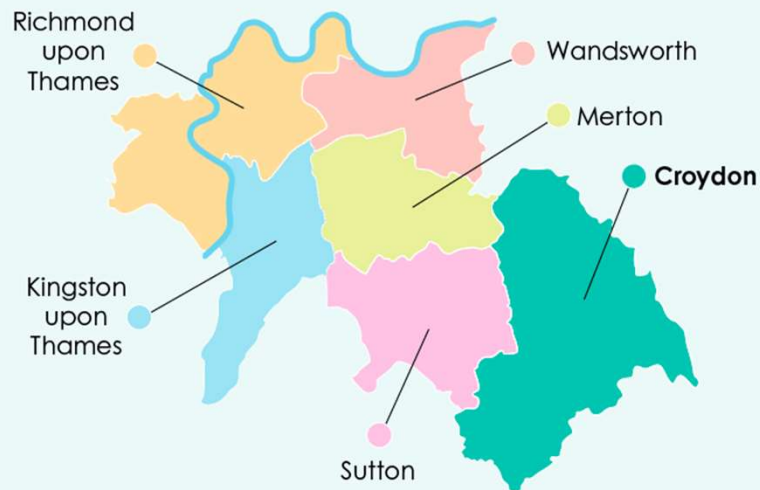
Partners involved

- NHS South West London
- Kingston and Richmond Youth Council
- Achieving for Children
- Richmond Mind
- Off the Record and Free2B

Find out more
Learn more about our work and get involved at www.southwestlondonics.org.uk

Network and Relationships

Croydon increasing uptake for cancer screening



Proud to be working together to create healthier communities

Partners involved

NHS South West London
RM Partners
Croydon BME Forum
Asian Resource Centre of Croydon

Find out more

Learn more about our work and get involved at www.southwestlondonics.org.uk

How we're making a difference

With large gaps between ethnic groups when it comes to screening uptake, addressing health inequalities when it comes to early detection of cancer is a priority in Croydon.

Data highlights north Croydon as an area with very low screening uptake, particularly among Black communities, resulting in cancers identified at a later stage and worse outcomes for people when diagnosed.

We know from previous insight work that trust in the NHS is low in this area and we wanted a new approach. A partnership between Croydon BME Forum, the Asian Resource Centre of Croydon and RM Partners launched a cancer awareness programme, which aims to educate people about cancer and the importance of early detection. It also aims to increase uptake of screening and create a trusted environment for residents to engage with health professionals.

Our cancer awareness programme offers social events, focus groups and virtual workshops hosted by clinicians and the voluntary sector, to help us understand people's attitude towards screening. Using this knowledge, we develop workshops which respond to queries and provide accurate and culturally sensitive information in a relaxed environment.

We know that peer support can also have a positive impact, so we have trained local volunteers to become cancer health champions.

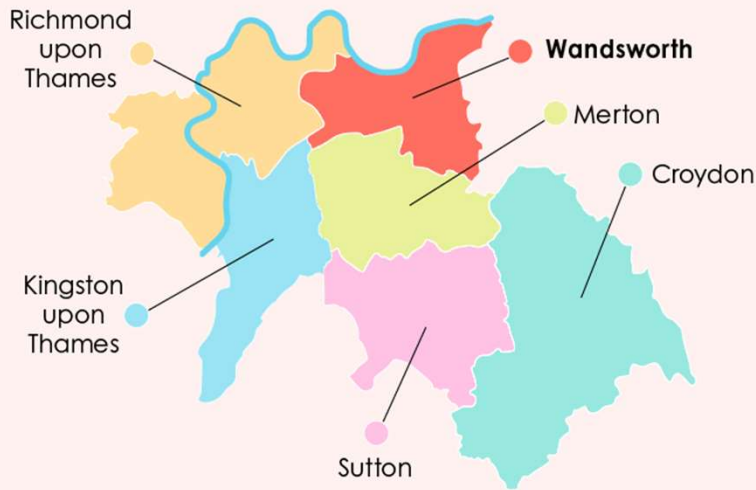


Locality partnership working has improved the connections between our clinical teams, our community assets and community organisations. It's empowered people to improve their quality of life.

Lynda Graham
Social Prescribing Link Worker-Team Leader

Community led engagement

Roehampton's Alton estate residents share healthcare experiences



How we're making a difference

Residents of the Alton estate, Roehampton came together to talk about their recent healthcare experiences in south west London. A project leader of Estate Arts, a grassroots community group jointly organised the session in the Manresa club at the heart of the area.

Around 13,000 people live on the estate with many people in the area prone to high blood pressure, diabetes and heart disease.

Roehampton's community health champions trained by Estate Arts supported the session signposting residents to the help they need.

In the discussion people talked about problems with making GP appointments, as well as use of technology and continuity of care. They also spoke about their experiences of urgent care and mental health services.



Proud to be working together to create healthier communities

Partners involved

NHS South West London
Estate Arts, Roehampton,
Wandsworth.

Find out more

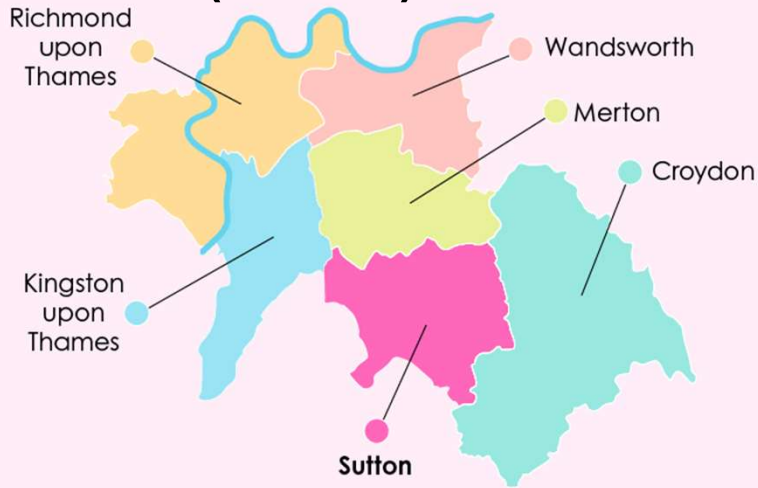
Learn more about our work and get involved
at www.southwestlondonics.org.uk

I've had a very good service. After finding a lump a GP sent me to St George's Hospital for an MRI scan and diagnosed a hernia....I had an emergency operation ...Everything was done at the right time."

Focus group participant

Community led engagement

Understanding our communities views and experiences, Shanklin Estate (Sutton)



How we're making a difference

In May 2023, the Bangladeshi community from Shanklin Village came together to celebrate Eid in the community hall. 27 residents including children attended the celebrations, along with staff from the voluntary and community sector, the NHS and the leader of Sutton Council.

The residents planned, organised, decorated the hall and cooked all the food for the event. The residents were dressed in beautiful traditional outfits and enjoyed a wide variety of foods, danced along to traditional music, engaged with the local services and networked.

There was something for all ages including Henna and face painting. It was a pleasure to see the community coming together to celebrate Eid. The Bangladeshi community felt welcomed and empowered to have been able to use the community hall for the first time.

The greatest achievement was bringing together people from different ethnicities including Black Caribbean, Black African, Asian, Polish and other ethnic minority communities together. The celebrations is helping to break down barriers and ensure future community integration. Residents made new friends and said they felt confident that they are welcomed.



Proud to be working together to create healthier communities

Partners involved

- Sutton Learning Disabilities Team
- Speak Up Sutton
- Sutton Mencap
- Sutton Parent Carer Forum

Find out more

Learn more about our work and get involved at www.southwestlondonics.org.uk

“I have lived here 18 years, never had an event that I was part of and never thought I would see Eid celebrated at Shanklin village in my lifetime. It felt like I was walking into my home, loved the effort taken to decorate”.

Resident, 45 years old

Community led engagement

Understanding our communities, views and experiences from the Ethnic Minority Centre (Merton)



What people living with long term conditions are saying about their care,

Members of the Ethnic Minority Centre, an umbrella organisation for Black and Minority Ethnic groups in Merton and Wandsworth, shared their experiences on the services they use, from home to emergency care.

They raised concerns about the challenges of making GP appointments online and language barriers.

People welcomed support from the expert team at the surgeries, including social prescribing, physiotherapy and the falls prevention team.

Some residents raised issues about the difficulties of getting urgent dental appointments.

Overall people in the group were positive about their good experiences in emergency care with kind and supportive clinicians and reassurance for health problems



I call at 8-8.30am and at 9am I am still the 15th person in the queue. The queue does not go down. The phone is hung up and I have to start again. When you get through to the receptionist you cannot make an appointment as there are none left.

Focus group participant

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Partners involved

NHS South West London
Ethnic Minority Centre

Find out more

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