

**IMPROVING HEALTHCARE TOGETHER 2020-2030 (IHT)
NHS SURREY DOWNS, SUTTON AND MERTON CLINICAL COMMISSIONING
GROUPS**

CONSULTATION OVERSIGHT GROUP

APPENDIX 1

Item	Discussion	Actions
4	<p>Community connectors “Which organisations, networks, umbrella bodies or people in Merton, Sutton and Surrey Downs could we engage with for a potential consultation?”</p> <p><u>Sutton</u></p> <p>Children and young people</p> <ul style="list-style-type: none"> • Hearts and Minds • Care leavers • Looked after children • Children in Care council • Young carers • Young commissioners • Primary / Secondary HT Forum • GPs • Nurseries • Youth Offending Team, Social Services, Child Protection <p>Maternity: women aged 16-44, parents of new borns and toddlers</p> <ul style="list-style-type: none"> • Perinatal dad’s focus group • Care leavers • Baby Manage (Health visitors) • Homestart and mum’s group • Link into Pete Flavell at Sutton Healthwatch for access to peri-natal groups as conducted survey recently (DW) <p>People over 65</p> <ul style="list-style-type: none"> • Hello Sutton • Councillor Nali Patel • Age UK (befriending service for isolated individuals) • Patient Participation Groups • Patient Reference Group 	

BAME communities

- Muslim Associations
- Black history
- African Caribbean Heritage Association
- Church/mosque leaders
- Gypsies and travellers
- Homeless – Night Watch and Inspire

People with learning impairments

- Mencap
- Sutton Parent forum
- Special schools
- Advocacy for All
- Care homes

People with a physical disability

- Care homes
- Hospitals
- GP's
- Community nurses
- Sutton Vision on Robin Hood Lane – wide range of clients – tend to be in older age range

LGBTQ+

- Adults – LGBT Forum
- LGBTQ YP society
- Free 2B

Long-term conditions

- Diabetes group
- Mental Health (Sutton Mental Health Foundation)
- Sutton Clinical Commissioning Group Patient Advisory Group

Other groups

- Addiction – Inspire in Sutton have a recovery hub opposite ASDA – go through Daren to connect. The manager there is Enrico Marciano. Inspire also have an outreach team based at St Helier.
- Homeless: Night Watch, Inspire
- Try local employers e.g. Seven Seeds on the Brighton Road which is a very big company, Debenham, Transport Garage, local Council and St Helier Hospital of course.
- Single, married, no children: vets

Surrey Downs

Children and young people

- The Children's Trust: Banstead
- Local schools and colleges

Maternity: women aged 16-44, parents of new borns and toddlers

- Local nurse groups and playgroups through Ofsted (registered list of providers)

People over 65

- Care home residents (list with CQC)
- Domiciliary care agencies (list with CQC)
- Age UK
- Day services: check local council website

BAME communities

- Surrey Minority Ethnic Forum
- Epsom Refugee Network

People with learning impairments

- Bookham - The Grange Centre
- Surrey Collation of Disabled People
- An urban myth may have built up around the greater number of people with learning impairments in the Surrey Downs area – solid data is required (Liz Patroe). That said, there is some truth to this assertion – community services were built around the long stay hospitals to which service users are still being referred – Mary Hendrick may have more data. Mary is the Learning Disabilities Commissioner – Partnership Board – at Surrey County Council (Sally Dubery)

People with a physical disability

- Surrey Collation of Disabled People
- Queen Elizabeth Foundation, Leatherhead
- Seeability (Epsom and Leatherhead – visual impairments)
- Underestimate in Surrey of people with a disability

Maternity and pregnancy

- Surrey Downs CCG has a very strong 'Better Births Programme' which the programme can link into (LP) and there is also a local group called 'Battitudes' which supports young mothers (Sally Dubery)

Carers

- Carer community in Surrey Downs is not larger compared to other areas – agencies better at identification and support with Surrey County Council and Debbie Hustings (NHS Partnership Manager for Carers) particularly active. There are also carer liaison nurses in the Primary Carer Network and acute sites (Sally Dubery).

Other groups

- The Surrey Gypsy Forum is under pressure and struggling to find anyone to run it. There are permanent and designated sites in situ locally e.g. Cox's Lane and Kiln Lane in Epsom. Epsom and Ewell Borough Council also has a liaison officer for the Gypsy, Roma and Traveler community – Sally Dubery may have contact details.
- Surrey County Council has a Citizens PanelHealthwatch Surrey has a list of community groups
- Patients registered with GP surgery

- Housing Associations – ask them to pass on letter to tenants: cover people with community housing needs. Try Oasis (Mole Valley), Paragon, Mount Green, Transform Housing and Support (alcohol use and Together (charity in Ashted providing supported living service). Dorking and Leatherhead also has social housing provision
- Night hostel in Leatherhead

LGBTQ+

- Outline Surrey

Merton

Children and young people

- Schools – co deliver with teachers
- LA children's teams – tap into their experience, insight and contacts
- Football clubs
- Youth Parliament
- Use creative activities – FG has information on work previously undertaken in schools
- Youth groups and other centers phased out because of lack of funding so young people convene around schools.
- Mitcham Carnival is very popular with young people – had good investment – there is a square. Lots of young people, religious groups, dance troupes.

Maternity: women aged 16-44, parents of new borns and toddlers

- Polish community – toddler club

People over 65

- Age UK
- Carers support

BAME communities

- Sensitive area
- Individual conversations with different groups
- Have contacts but need to work through those who have the relationships
- Allow enough time to mobilise community leaders to engage their networks – come when consultation is confirmed
- Hairdressers

LGBTQ+

- Limited contacts / infrastructure to engage through CVS around this group
- New Wimbledon gay club – drawing in a young crowd

Other groups

- There is a huge disability and chronic illness community on Facebook – private groups organised regionally e.g. South London or Surrey. Very interactive. The chronically ill are very isolated and do not know anyone. All hang out through Facebook and that includes young

people. Will create Facebook account just to connect. Quite nice – long term conditions plus more specific groups e.g. diabetes.

- Try local funders – can link you up as many small groups apply to them for funding e.g. Wimbledon Foundation have groups from all over (more affluent side of Merton).
- Clarion Housing owns housing stock in Merton, has outreach team and offers funding to small groups – also linked into and work with other organisations in Merton.
- Young carer groups are connected to other groups and young carers are very clued up on the health and wellbeing of their families – they are the ones who push the wheelchairs, remind parents to take medication, call ambulances.

Other feedback:

- Show different CCG population profiles side by side so they can be compared – more useful
- Consultation is also about future need e.g. people who may want to start a family in the future or anticipate grand-children in the future. So, it is important to have a conversation with these groups too.
- Consult NHS staff
- Work with GP practices
- Make the consultation accessible in different ways
- Use Facebook advertising
- Use a variety of communication channels to run a thorough consultation
- Allow enough time for consultation – avoid summer holidays etc.!
- Need to be proactive and reach out – otherwise we will only pick up people who use the service or pick up a leaflet
- Use electronic forms of communication bearing in mind the digitally excluded: give choice about how people can provide feedback
- It is important the consultation questions are 'fair' to all residents
- Keep the consultation document and questions as simple as possible
- Work through nurseries
- Work through local newspapers
- Where can people see the consultation?
- Where can we have the conversation?
- Shopping centres: possible to hand out information but people do not want to stop and talk so need to consider is it communications or engagement?
- If it is engagement go to the groups and have the conversation – use existing engagement events e.g. flu jab clinics where we can meet people who are willing to talk because they are waiting e.g. the vulnerable and older people
- Consider how the programme can align with Start Well, Live Well, Age Well (Merton)