

Committee: Joint Consultative Committee with Ethnic Minority Organisations

Date: 28 March 2011

Agenda item: 5

Wards: All

Subject: Merton Healthcare Limited Health Diversity and Bi-Lingual Advocacy Project 2009-11

Lead officer: Kate Martyn, Head of Policy, Partnerships and Communities

Lead Partner:

Lead member: Councillor Edith Macauley, Cabinet Member for Community Safety, Engagement and Equalities

Forward Plan reference number: N/A

Contact officer: Evereth Willis(evereth.willis@merton.gov.uk)

Recommendations:

That the Joint Consultative Committee with Ethnic Minority Organisations:

- A. Notes the update of the Health Diversity Project (Appendix 1).
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

1.1. To update the Joint Consultative Committee (JCC) with Ethnic Minority Organisations on the Health Diversity Officer and Bi-Lingual Advocates projects being delivered by Merton Healthcare Practice Based Commissioning Group. A further report is attached at section

2 DETAILS

- 2.1 In 2009 Merton Council in Partnership with Merton Healthcare Practice Based Commissioning Group and NHS Sutton and Merton PCT secured Migrant Impact Funding from the Department of Communities and Local Government to work with new migrants in the borough. The Health Diversity Project secured a total of £136,000 over a two-year period from 2009 to 2011 and the Bi-Lingual Advocates project was awarded £90,000 for the same period.
- 2.2 The aim of the Health Diversity Project was to improve health outcomes for new migrants in the borough and increase the numbers accessing health care through General Practitioner surgeries (and deter them from attending Accident and Emergency with minor ailments).
- 2.3 The Bi-Lingual Advocates project aims to target support for the local Tamil and Polish communities across Merton.

3 ALTERNATIVE OPTIONS

3.1 Not Applicable

4 CONSULTATION UNDERTAKEN OR PROPOSED

4.1. Not applicable

5 TIMETABLE

5.1 Not applicable

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1 Not applicable

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. None

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. The projects will enhance health care facilities for the migrant populations within Merton and Sutton making service more fit for purpose. By the end of the projects better data will be available about the health needs of the local community. Undertaking mapping of local need will help to establish priorities and allocation of resources and reduce health inequality. The projects will also champion the needs of migrants throughout the health services and Improve the health care of vulnerable groups through targeted interventions.

9 CRIME AND DISORDER IMPLICATIONS

9.1. None

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

11.1 Appendix 1 - Merton Healthcare Limited Health Diversity and Bi-Lingual Advocacy Project 2009-2011

12 BACKGROUND PAPERS

None

13 CONTACTS

• REPORT AUTHOR

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Practice Based Commissioning Group - NHS



Merton Healthcare Limited Health Diversity and Bi-Lingual Advocacy Project 2009-2011

Background

In July 2009 Sima Haririan, Merton Healthcare Limited PBC General Manager and Annie Ford, Nurse Consultant and Project Manager submitted a bid via Merton Council to carry out a Health Project for our new local migrant populations.

The motivation to progress the project was based on outcomes of an A&E project in 2008/2009; it highlighted the need to improve communication and education needs for migrant patients whose first language is not English. GP practices identified some patient groups who used emergency services during weekday in-hours. This highlighted that support and education was required to enable more effective signposting across all NHS services.

At the same time NHS Sutton and Merton PCT submitted a bid and were awarded £90k to pilot a Bi-Lingual Advocacy service for the local Tamil and Polish communities across Merton.

In April 2010 the projects merged and MH PBC have been leading on the Health Diversity work streams in collaboration with NHS Sutton and Merton, Merton Council and local charities on a range of educational and health promotional activities.

The projects aim to achieve the following key objectives:

1. Strengthen disadvantaged communities – working with NHS Sutton and Merton PCT, Merton Council, other health providers and third sector agencies.
2. Break the cycle of inequalities
3. Tackle the major killers smoking, obesity and heart disease using dynamic health interventions in collaboration with Merton GP Practices, NHS Sutton and Merton Public Health, Merton Council and charities
4. Enhance health care facilities for the migrant populations within Merton making services more fit for purpose
5. Identify the reasons why younger migrants are less likely to register with a GP and to develop initiatives to address this
6. Champion the needs of migrants throughout the health services

The project team work with key stakeholders across the community to maximise on the impact of this project. Statistics show that we have a large proportion of migrants within our community especially in the East of the borough where we also see larger scale deprivation.

Following a review of practices data across the Merton Healthcare GP Practices located across Wimbledon, Mitcham, Streatham, Morden and Sutton it identified that the five highest users of A&E in week day hours, are in the areas of socio-economic deprivation and high multi-ethnicity. The data also showed that 16-25 year olds were more likely not to be registered with a GP.

The Health Diversity and Bi-Lingual Advocacy team are based at the Wilson Hospital and Chorus Building in Wimbledon and work across all of Merton.

Examples of work streams currently in progress March 2011:

Work stream	Intervention	Next stage plan
Strengthen disadvantaged communities – working with NHS Sutton and Merton PCT, Merton Council, other health providers and third sector agencies.	<p>Stakeholder event held in February 2010. This was the first meeting where all community champions met to highlight the needs of migrants across Merton.</p> <p>New forums developed to sustain and manage enhanced communication across all organisations. E.G Wimbledon homeless support programmes, school educational programmes and NHS signposting programmes.</p> <p>New migrant registration policy developed to ensure consistency of management across NHS Merton.</p>	<p>Second stakeholder event planned for May 2011 to review progress and plan for the new era of health delivery for migrant communities.</p> <p>Share lessons learnt and progress work streams across Merton.</p> <p>Working with schools to strengthen health promotion and education on NHS signposting in a variety of languages.</p> <p>Continue to map patient groups and work with practices to maximise on migrant health promotion, disease profiling and advocacy needs.</p>
Tackle the major killers smoking, obesity and heart disease using dynamic health interventions in collaboration with Merton GP Practices, NHS Sutton and Merton Public Health, Merton Council and charities	<p>Team have worked closely with public health on all of their health promotional programmes.</p> <p>Team have worked with GP Practices to market Health Diversity Project aims and aspirations and effective registration of new migrants enabling a map of the population needs for the future.</p> <p>E.G a review of the smoking cessation model of education (with public health) has been reviewed. A new Tamil and Polish GP Practice based model is now about to be launched enabling direct access for patients to the service in their own language.</p> <p>Maternity services at St Helier have engaged and are keen to work with team to develop polish and Tamil speaking antenatal classes. This will focus on health promotional interventions.</p>	<p>Team continue to build on strategic drivers related to wellbeing, target migrant populations promoting health and NHS signposting.</p> <p>Team continue to work directly with practices to determine their priorities and build on dynamic interventions.</p>
Enhance health care facilities for the migrant populations within Merton making services more fit for purpose	<p>The Help Yourself to Health Programme runs over a 6 week period has enabled:</p> <ul style="list-style-type: none"> • MH PBC Diversity Team • NHS London ambulance • NHS Pharmacists • NHS Midwives • NHS Cancer nurse • Public Health Lead for obesity, smoking, exercise and wellbeing • Library services across Merton <p>To work together on a dynamic programme to signpost patients across the NHS effectively. The programme incorporates sessions on: Self-care wellbeing strategies Understanding how to access emergency NHS services and Non-Emergency services First aid at home, understanding roles and functions of community pharmacists, A&E and other providers.</p>	<p>To continue to develop and roll programme out across Merton and develop dynamic platforms to maximise on interventions.</p> <p>Programme has been based at local, temples, hospital, library and mosque.</p> <p>To grow local champions and to explore roles of volunteers to continue to build on local health promotional messages.</p> <p>To continue to educate migrants on how to use NHS services for</p>
Identify the reasons why younger migrants are less likely to register with a GP and to develop initiatives to address this	<p>The team have created platforms i.e. colleges, health fairs, YMCA, homeless charities across Merton to market effective registration to a GP.</p> <p>Team currently engaged with Heads of Education across Merton to roll out an educational platform for accessing NHS services effectively.</p>	<p>To continue to build on platforms across Merton.</p>

Further Information: Please contact Ann Mendes or Linda Bedford PAs to Sima Haririan General Manager on the following email addresses Linda.Bedford@smpct.nhs or Ann.Mendes@smpct.nhs.uk