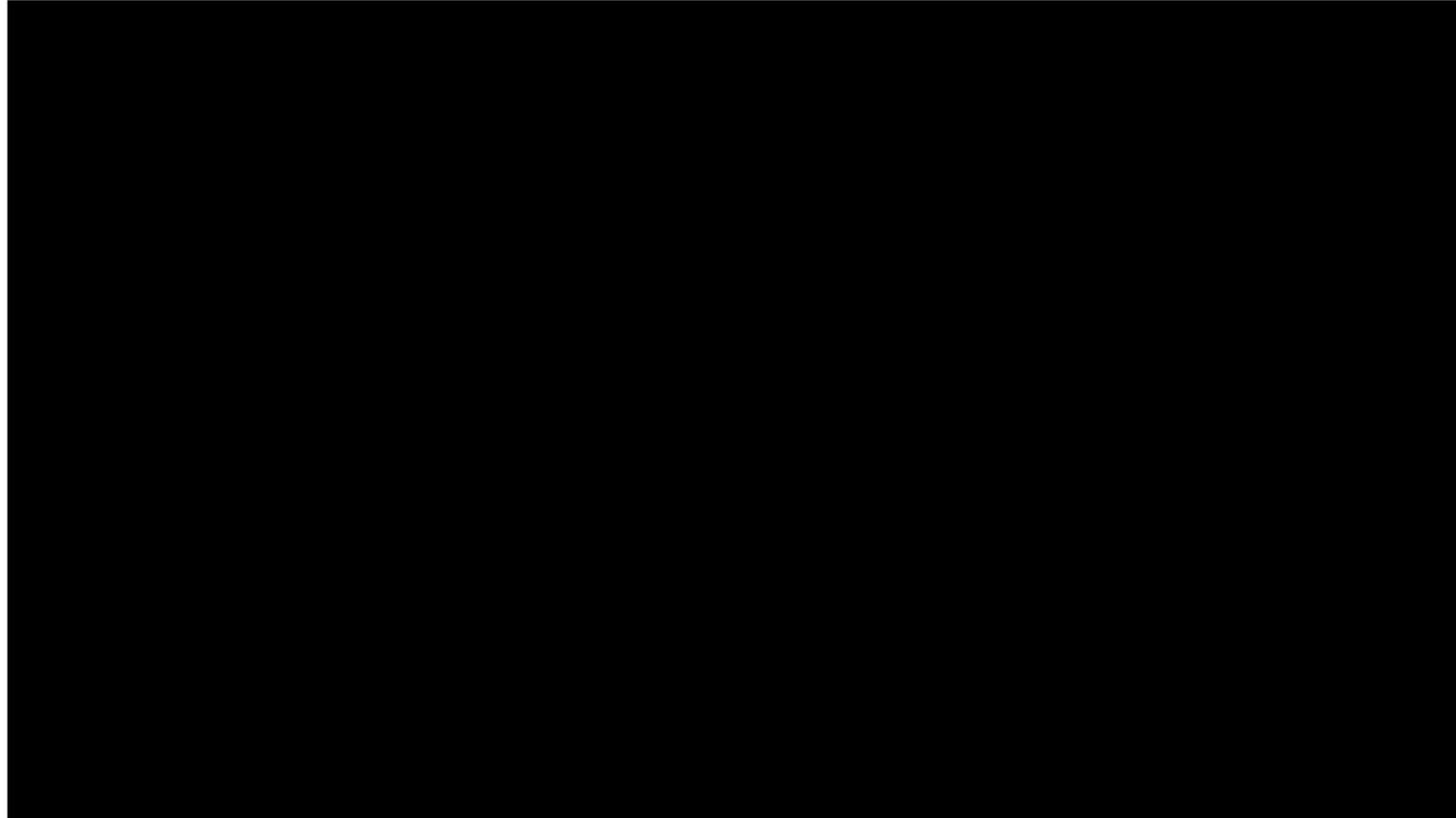


# Update on SWL Integrated Care System and Kingston Place

Healthwatch Kingston Open Meeting – 24 May 2022

# Strong Integrated Care everywhere



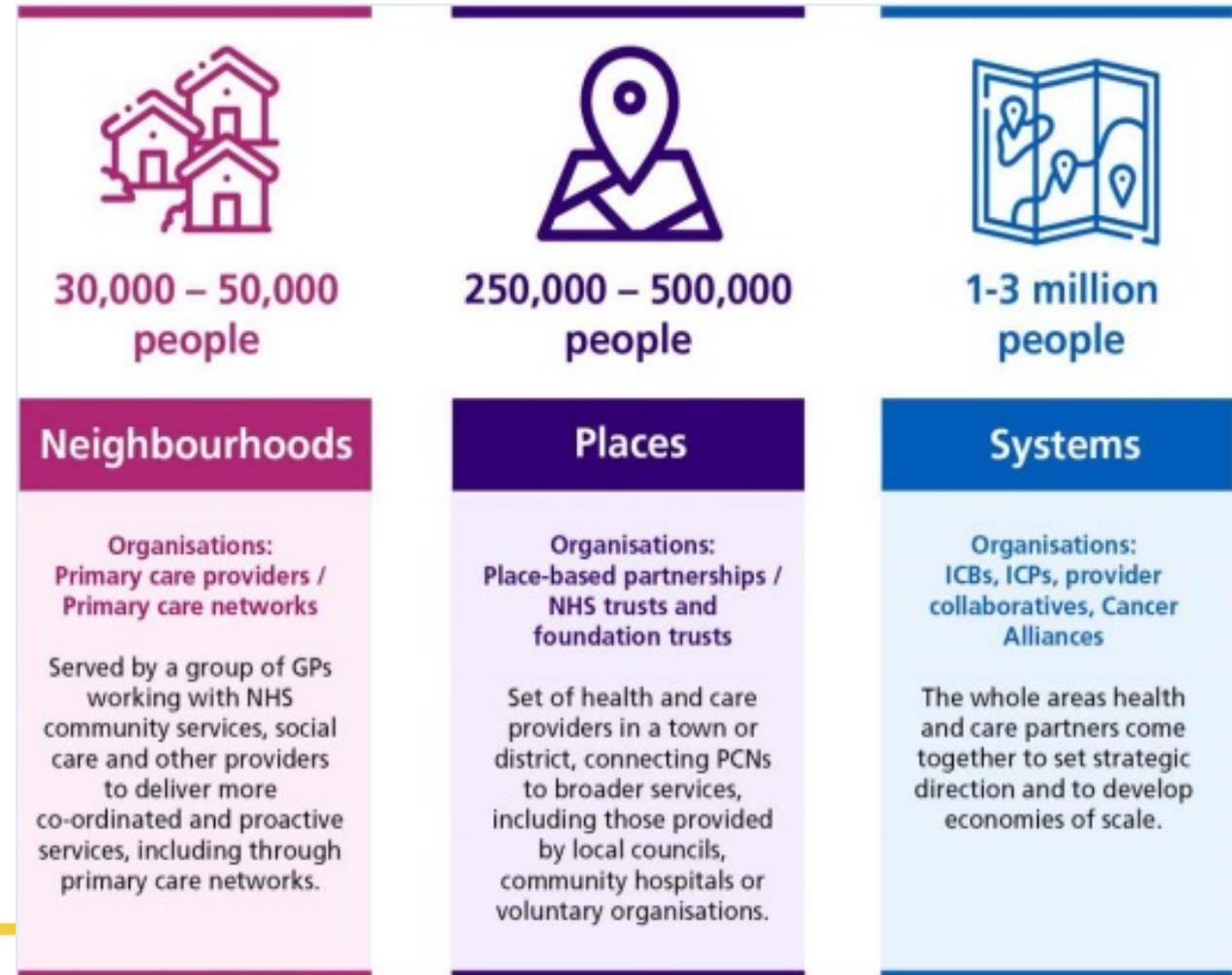
We believe in an inclusive and innovative approach to care.

[www.swlondon.nhs.uk](http://www.swlondon.nhs.uk)

# What is an integrated care system?

Integrated care systems are partnerships of organisations that come together to plan and deliver joined up health and care services to improve the lives of people in their area.

They will be responsible for how health and care is planned, paid for and delivered.



# The South West London Integrated Care System



- The South West London Integrated Care System is made up of six places (boroughs) service a population of 1.5 million. These six Places are co-terminus with our six Local Authority boroughs.
- There are 41 local neighbourhoods within these places.
- These 41 neighbourhoods are aligned with the Primary Care Networks that have served their communities since they were established in 2019.

There are **six places** in the South West London Integrated Care System

# Kingston Place Committee (transition)



Dr Nick Merrifield,  
Primary Care  
Development Lead



Dr Annette Pautz,  
Primary Care  
Provider



Jo Farrar, Transition Place  
Based Lead, NHS Acute  
and Community Lead



Iona Lidington,  
Convenor and Public  
Health Lead



Sharon Houlden, Local  
Authority Lead



Ed Montgomery,  
NHS Community  
Lead



Sanja Djerić Kane, CEO  
Kingston Voluntary Action –  
Voluntary Sector Lead



Ian Dodds, Achieving  
for Children



Jen Allan, Mental  
Health Lead



Denise Madden, Place  
Development  
Programme Lead



Tara Ferguson Jones,  
Communications and  
Engagement



Liz Meerabeau,  
Healthwatch  
Kingston

# People and communities engagement strategy



- To support SWL ICS, a SWL people and communities engagement strategy has been developed and approved following engagement with partners.
- The strategy will continue to evolve and sets out how we will ensure the voices of people and communities in SWL are heard and influence how we plan and deliver local services
- Our Kingston Place approach will be informed by:
  - Elements of SWL strategy e.g. aims, principles, companion documents, lessons learned, role of borough C&E group, role of Place lead for C&E, evaluation framework
  - Primary care networks and the locality model development
  - Place leadership
  - Input from and review of CCG engagement forums e.g. Kingston patient and public forum
  - Input from borough comms and engagement group (C&E professionals from partner organisations)
  - Testing and developing with local people and communities

# What we have learned about engagement

## BE CREATIVE

### Use local champions

Use creative methods to extend reach particularly to communities experiencing health inequalities and poorer health outcomes e.g. work with community champions, influencers and faith leaders, use films, media and social media



## BE CONNECTED

### Find community leaders

Work with trusted leaders to speak with local people and communities



## BE PROACTIVE

### Make the first move

Go to local communities – rather than expecting them to come to you – provide translations and interpreters



## BE OPEN

### Listen and understand

Develop ongoing conversations and sustainable relationships and build on those established relationships



## BE BOLD

### Go beyond traditional boundaries

Work across borough boundaries to engage with particular communities



## BE INFORMED

### Gather data and insight

Use population health data and insight to inform, adapt and shape our approach



## BE RESPONSIVE

### Community first

Be led by the community and their needs – ask and respond to how they would like to be engaged/involved



## BE INCLUSIVE

### Create maximum impact

Co-design messages/adapt and iterate with local people to have maximum impact



## BE REPRESENTATIVE

### Reflect the population

Co-deliver engagement sessions with clinicians that reflect local populations



## BE RESOURCEFUL

### Use partners' networks

Continue close partnership working with LA and NHS – share resources and contacts – coordinate not duplicate to maximise reach



## BE PURPOSEFUL

### Join forces

Build collaborative and resilient network of communications and engagement professionals to deliver common goals



## BE COLLABORATIVE

### Work with VCSEs

Work closely with and invest in the VCSE sector to strengthen their capacity and extend our reach



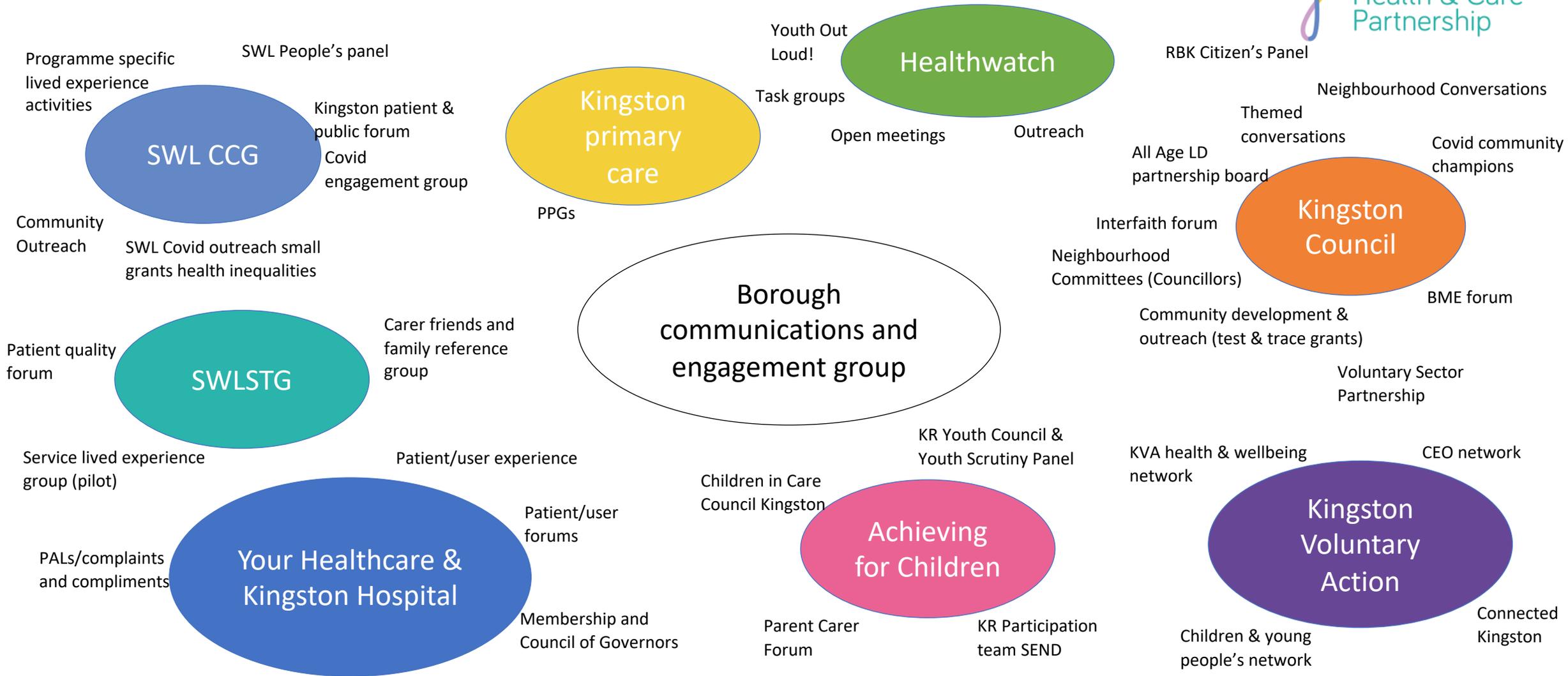
## BE PROUD

### Reflect and share

Celebrate success and feedback – show the impact of everyone's contributions



# Current health and care engagement landscape



We believe in an inclusive and innovative approach to care.

[www.swlondon.nhs.uk](http://www.swlondon.nhs.uk)

# Kingston Place engagement approach

*Joined up listening – joined up care*

Timeline for development

Understanding our local populations with a focus on health inequalities

Join up and build on local assets and mechanisms to reach communities at place and neighbourhood level

How we work with Healthwatch Kingston and local VCSE sector

Engagement infrastructure

How engagement structure links into Kingston Place governance & SWL ICS assurance and governance

Monitoring and evaluation

C&E delivery plan linked to Place priorities (TBC)

# SWL and borough updates



## Message from Millie and Sarah



**Millie Banerjee CBE**  
Chair Designate  
South West London Integrated Care System

**Sarah Blow**  
Chief Executive Designate  
NHS South West London Integrated Care Board

Monday 7 February 2022

Welcome to our South West London Health and Care Partnership message to update you on how we are working together to make a real difference to our citizens.

Winter is always challenging for health and care services and so far the past few months have been no different, with the emergence of the Omicron variant and the usual winter pressures of flu and other seasonal illnesses also circulating. Thanks to our record breaking vaccination programme the numbers of Covid patients in our hospitals have not been as high as the peak of wave two.

In this edition we share five stories of how system partners are working together to deliver health and care improvements for our communities. These focus on how partners are tackling some of the biggest challenges we face as a health and care system together.

We also include an update of our work towards becoming an Integrated Care System from 1 July 2022, running in shadow form from 1 April 2022.

You can read more about what an Integrated Care System is [here](#).

Do let us know what you would like to see in future editions or if you have any partnership stories to share - [pressoffice@swlondon.nhs.uk](mailto:pressoffice@swlondon.nhs.uk)

### CONTENTS

[Supporting patients at home in virtual visits](#)

[Safe haven for people suffering a mental health crisis](#)

[Covid-19 hospital within a hospital](#)

[How social prescribing helps people take control](#)

[Confident conversations about the Covid-19 vaccines](#)

[New ICT launch sites](#)

[King's Fund workshop for health & care leaders](#)



## Kingston and Richmond health and care update

**Naz Jivani:** NHS transition place lead for Kingston

**Jo Farrar:** NHS transition place lead for Richmond

December 2021

### Summary

With the emergence of the Omicron variant of COVID-19 and subsequent changes to the Joint Committee on Vaccination and Immunisation's guidance, an already busy time is only set to get busier as we approach the festive season with the aim of protecting as many people as possible from COVID-19 and flu.

Pressure from the public who are keen to receive booster vaccinations as well as a lack of clarity around the possible impact of the new variant makes for an uncertain time, but it's good to see that work continues to support our partnership working. You can read more below about some great examples.

### Updated guidance on the COVID-19 booster programme

Vaccination clinics across both boroughs continue to be busy in line with the new guidance and pop up clinics at Essex House Surgery in Barnes and Kingston Mosque are planned to try and encourage attendance in areas that have lower rates of vaccination.

# The role of our places within the ICS

1

**Support and develop primary care networks**

2

**Simplify, modernise and join up health and care**

3

**Understand and identify people and families at risk of being left behind and to organise proactive support for them**

4

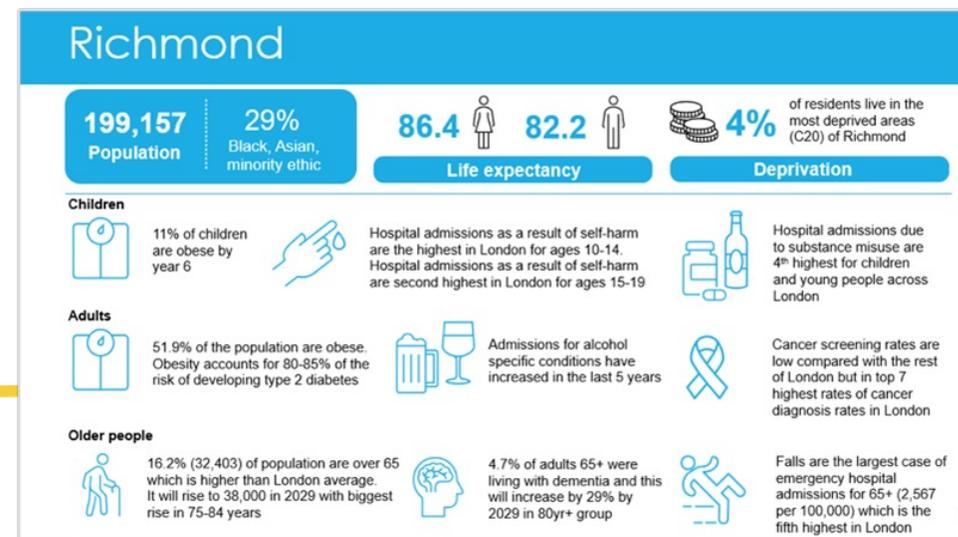
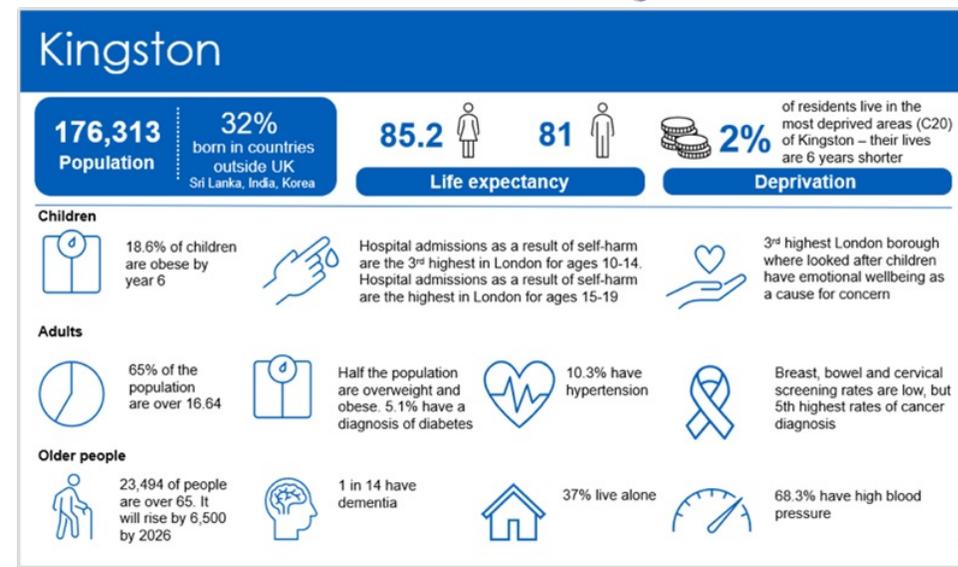
**Coordinate the local contribution to health, social and economic development to prevent future risks to ill-health**

# Kingston and Richmond planning meeting:

Place Based Partnership Committees for K&R came together on Friday 22 April, with a wider stakeholder group and Chairs of both Health and Wellbeing Boards to:

- Share an understanding of Place priorities within Kingston and Richmond Places
- Identify areas of commonality where a joint delivery approach would be appropriate

We believe in an inclusive and innovative approach to care.



# Agreement to work collectively on:

Children and young peoples' emotional health and wellbeing ensuring local access

Frailty – including housing and environmental matters

Obesity / diabetes

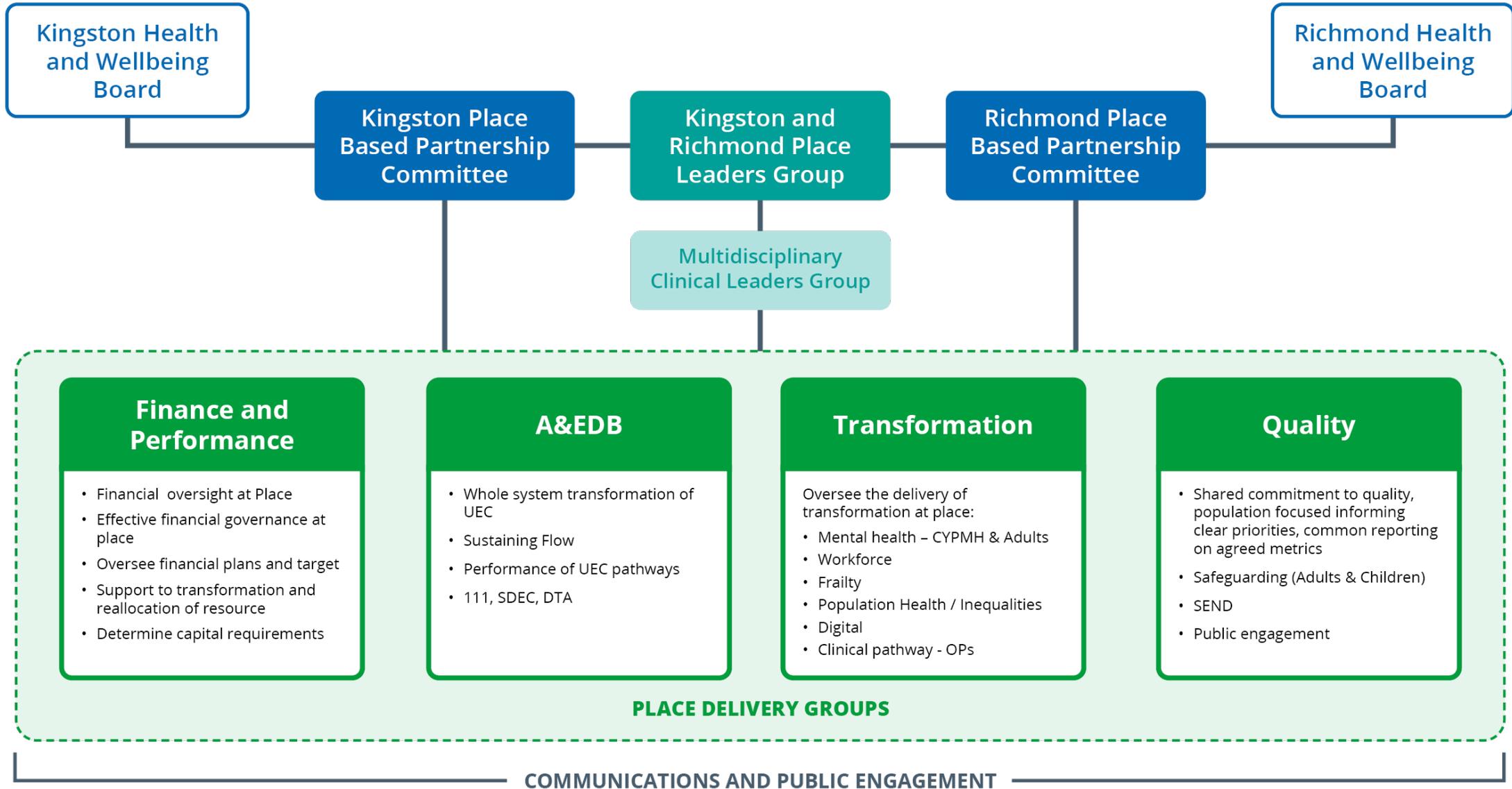
Screening and prevention

Inequalities - approach to underserved communities

Supporting our staff to move beyond the pandemic

**Delivery of other work programmes (as described in the health and care plans) within boroughs will continue.**

# Kingston & Richmond Places: Emerging governance



# Any questions?



## **NHS services over the Platinum Jubilee bank holiday weekend**

**Thursday 2nd and Friday 3rd June are bank holidays**

Many local pharmacies will be open over the weekend and are able to help with minor health concerns – although they may be running at reduced opening hours. Find your local pharmacy and check opening days and times, by searching '**find a pharmacy NHS**'

For urgent medical help, search '**NHS 111**' online, 24/7  
Call **0333 332 6570\*** from 8am to 8pm for an urgent appointment with a GP

If you have a life-threatening emergency, then call 999

**Free urgent mental health support is available 24/7**  
Call **0800 028 8000** or visit  
[www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line](http://www.swlstg.nhs.uk/patients-carers/crisis-support/mental-health-support-line)

**Mental Health support for young people**  
If you are 11-21 years old visit [www.kooth.com](http://www.kooth.com) for free confidential support online

\*Charges may apply

# Contact details

## SWL CCG (Kingston & Richmond) Patient and public engagement team:

- Caroline O'Neill – Lead Engagement Manager
- Hannah Keates – Senior Engagement Manager

Email: [kingstonccg.engage@swlondon.nhs.uk](mailto:kingstonccg.engage@swlondon.nhs.uk)