

## Equalities Results survey

### Background

With reference to the three CCGs Tri-borough equalities objectives (appendix 1), an equalities survey was sent out to a range of frontline NHS and Local Authority staff, community groups and voluntary sector organisations working stakeholders across the Tri-borough.

We asked them to rate our current priority areas, which have been raised over the past year, as well as giving them an opportunity to tell us about any further.

We plan to hold engagement events for patients and other stakeholders to look at the results of this survey and our equality priorities after May.

### Who responded – who else we might target

In total we had 114 respondents, who were evenly spread across the Tri-borough (36 worked across H&F, 38 across K&C, 49 across Westminster).

The demographics of the respondents were as follows:

GP Surgery (Including those who provide primary care for Homeless populations).	35
Charity/Social Enterprise A wide range of different charities that responded, which represent the following groups: <b>People aged 50+</b> (Open Age - helping older people find new skills, work and new interests) <b>Women and children who have experienced domestic and sexual abuse</b> (Solace Women's aid). <b>Bangladeshi populations</b> (Fitzrovia Neighbourhood Association). Those who are <b>speakers of English as a second language</b> (CITAS) Those with a <b>disability of all ages</b> (Action On Disability) <b>Migrants and refugees</b> (Migrant Resource Centre) <b>Somali and other BME communities</b> (WestPoint Sustainable Community Development). <b>Children and young people, especially those with physical or learning difficulties</b> (Albert & Friends instant Circus). <b>Mental Health Service users</b> (MIND) Those with <b>respiratory conditions</b> (Breathe Easy) <b>Those who have experience domestic violence</b> (Standing together against Violence) <b>Homeless and other vulnerable people with eye conditions</b> <b>People at risk of poverty or Long term unemployment</b> (Dalgarno Trust)	30
Pharmacy (A mix between Tesco, community pharmacies and chemists)	16
Trust (Mainly CNWL with two respondents from CLCH).	14
Other	8
Patient/Service User	7
Healthwatch (two reps that cover all three boroughs).	2
H&F CCG	1
Local Authority (A Councillor for RBKC)	1

In regard to those from protected characteristics (Age, disability, sex etc) and those classified as other disadvantage groups ([pg 10-11 EDS2](#)) we seem to have covered organisations that represent most of these characteristics except those with varying sexual orientation, those suffering from drug misuse, those practicing different religions. Deeper advice may be sort from people who work with those in poverty or stigmatised occupations like prostitution. The next step will also be to contact and test the recommendations this paper puts forward with these patient groups.

## **How dominant by borough are our current objectives**

### Overall

Across the Tri-borough

Key - Those in yellow are topics not currently within our collective equality objectives but have been raised as issues.

Health and wellbeing of people with a long term condition	1	204
Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for older adults	2	197
Reducing social isolation for older adults	3	185
Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for young people (18-25)	4	178
Health and wellbeing of BME communities	5	176
Health and wellbeing of carers	6	167
Health and wellbeing for those for who English is a second language	7	153
Improving access to bilingual counselling	8	149
Health and wellbeing for adults with learning disabilities	9	143
Reducing social isolation for adults with learning disabilities	10	131
Health and wellbeing of young people	11	139
Health and wellbeing of men	12	136
Female Genital Mutilation	13	125
Health and wellbeing of young carers	14	124
Health and wellbeing for adults with autism	14	124
Long term conditions among the LGBT community	16	118

### Westminster

Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for older adults	1	127
Health and wellbeing of people with a long term condition	1	127
Reducing social isolation for older adults	3	120
Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for young people (18-25)	4	111
Health and wellbeing of BME communities	4	111
Health and wellbeing of carers	6	105
Improving access to bilingual counselling	7	95
Health and wellbeing for those for who English is a second language	8	94
Health and wellbeing for adults with learning disabilities	9	89
Reducing social isolation for adults with learning disabilities	10	88
Health and wellbeing of men	11	86
Health and wellbeing of young people	12	82
Health and wellbeing for adults with autism	13	75
Health and wellbeing of young carers	14	73

Female Genital Mutilation	14	73
Long term conditions among the LGBT community	16	71

## Kensington & Chelsea

Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for older adults	1	103
Reducing social isolation for older adults	2	99
Health and wellbeing of BME communities	2	99
Health and wellbeing of people with a long term condition	4	98
Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for young people (18-25)	5	93
Health and wellbeing of carers	5	93
Health and wellbeing for those for who English is a second language	7	82
Health and wellbeing for adults with learning disabilities	8	80
Health and wellbeing of men	9	78
Health and wellbeing of young people	9	78
Improving access to bilingual counselling	11	77
Reducing social isolation for adults with learning disabilities	12	73
Health and wellbeing for adults with autism	13	70
Health and wellbeing of young carers	14	69
Female Genital Mutilation	14	69
Long term conditions among the LGBT community	16	58

## Hammersmith

Health and wellbeing of people with a long term condition	1	95
Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for older adults	2	85
Health and wellbeing of BME communities	2	85
Reducing social isolation for older adults	4	82
Improved access to mental health services, including 'Improved Access to Psychological Therapies (IAPT)' for young people (18-25)	5	76
Health and wellbeing of carers	6	73
Health and wellbeing for those for who English is a second language	6	73
Health and wellbeing of young people	8	70
Health and wellbeing for adults with learning disabilities	9	65
Improving access to bilingual counselling	9	65
Reducing social isolation for adults with learning disabilities	11	64
Female Genital Mutilation	12	62
Health and wellbeing of men	13	61
Health and wellbeing for adults with autism	14	57
Health and wellbeing of young carers	15	54
Long term conditions among the LGBT community	16	46

## Communication areas we should prioritise.

Are there any particular communication requirements that we should prioritise? If so please provide further details in the box below.

role	org	Are there any particular communication requirements that we should prioritise? If so please provide further details in the box below.
Manager of Kensington and Link-Up Programs	Open Age	Access to psychological therapies in first language English classes
SUPERINTENDENT PHARMACIST	FONTAIN PHARMACY	- ACTIVE INVOLVEMENT OF PHARMACIST TO ADDRESS THE CONCERNS LISTED ABOVE. - ACCESS TO A TRANSLATOR Bereaved families
		Face to face interpreters in a healthcare setting are far more effective than using a telephone service. Given the millions the NHS wastes every year on new schemes that don't work, it constantly baffles me how so many local projects never have costs built in to make information available in other languages for patients who don't speak English.
owner	browns chemist	multilingual labels on medication, access to linguist for pharmacies.
	CNWL	professionals need to bear cross cultural communication in mind to a greater extent and also particular ways of presenting problems which are culturally specific
pharmacist	bayswater pharmacy	interpreter access for my patients who cannot speak english
Pharmacist Manager	Superdrug Stores plc	The introduction of short-stay parking bays outside your pharmacy so that those who are less able to walk far can stop for 20 or 30 minutes while they have a prescription dispensed 5 - The introduction of disabled parking bays near to or outside your pharmacy for the same reason. If that's not possible, then at least information to include in your practice leaflet giving - Details showing where the nearest disabled parking bays are to your pharmacy, to include perhaps a map for your practice leaflet 5 Giving your pharmacy free access to translation and interpretation services for those whose first language is not English 4 Better support for carers e.g. a service that pays the pharmacy to produce medicines administration records (MAR charts) for them to complete when they give medicines to those they look after 4 - Training for carers so that they understand more about the medicines they administer to those they look after formally or informally e.g. friends and family 4
Advanced Nurse Practitioner	CNWL NHS Foundation Trust	We work in partnership with non statutory agencies, and whilst we use interpreters for our part of the treatment our non statutory partners state they have no funding for interpreters to carry out their psychosocial interventions effectively with such clients, thus potentially reducing the effectiveness of overall delivery of care within the partnership model.
Councillor	RBKC	Bi-lingual advocacy, advocacy support for people with learning disabilities and difficulties
Deputy Manager	CITAS	Community Interpreting to made available to all non-English speakers accessing health and social care services, with bi-lingual health advocacy support provided for health and social care referral continuity.
Chairman	westPoint-Sustainable Community	there is a language barriers for most of our beneficiaries in which we provide interpreter for them and assist them and by advising them and directing them to the local GPs.

	Development	
Chair	Breathe Easy Westminster & Health Watch	GP Access
Unemployed	n/a	Mental Health Communication to organisations like MIND to keep us up to date with all that is going on with regards to mental health. Co-production.
Engagement Officer	CWL Health watch	1 to 1, focus groups, coffee mornings, mailout
Health Manager	QPR in the Community Trust	Language support either through free English courses or translated information. Change for life in other languages.
Health Care Assistant	GP Surgery	Access to electronic mails and phone is the most essential form of communication.
Healthworks project manager	Dalgarno Trust	Communication methods may have to be designed based on audience demographics (what languages they speak What channels reach them etc.) and segmentation, for example based on communications habits, preferences etc

### **Other Health Inequality areas we should prioritise.**

*Are there any other priority areas which are not identified in this survey but represent areas of health inequality that you see among the local patients and residents that you work with? (You can indicate this a number rating only if preferred; 1 being not a concern and 5 being a very serious)*

Role	Organisation	Are there any other priority areas
Pharmacy manager	Pharmacy	- EASIER ACCESS TO PHARMACY SERVICES (5). - DISABLED, ELDERLY AND INFIRM PATIENTS BEING ABLE TO PARK OUTSIDE PHARMACIES (5). - SHORT STAY PARKING BAYS OUTSIDE PHARMACIES (5). - PUBLICISE PHARMACY SERVICES TO THE COMMUNITY (5). - UTILISE SKILLS OF THE PHARMACIST AND PHARMACY TEAM TO USE PREMISES FOR PROMOTIONAL AND EDUCATIONAL EXERCISES FOR THE COMMUNITY (5).
CPN	CNWL	There is considerable concern amongst the patients that I see about the realignment of mental health services provision within K&C. In particular those in the south of the borough are feeling that they are been left without local, readily available mental health services
GP	GP Surgery	Patients of NFA
	GP Surgery	Not enough disabled parking spaces available near GP practices & council don't monitor these spaces even when they exist so the wrong patients park in them
Pharmacy manager	Pharmacy	The introduction of short-stay parking bays outside your pharmacy so that those who are less able to walk far can stop for 20 or 30 minutes while they have a prescription dispensed - The introduction of disabled parking bays near to or outside your pharmacy for the same reason. If that's not possible, then at least information to include in your practice leaflet giving
Pharmacy manager	Pharmacy	Patients with addiction problems scored 4
Pharmacy manager	Pharmacy	The provision of Monitored Dosage Systems to those patients who require them is not correctly recognised or addressed-5. Carers in the community taking responsibility for the patients they care for and an understanding of the medicines they are administering- 5. Short stay parking near the Pharmacy for patients picking up their prescription medicine.-4.
Service	CNWL NHS FT	Need for better understanding of differing groups of children who transition

Director CAMHS and Eating Disorder Services		from CAMHS but do not necessarily get a service e.g. how robust adult autism services are? 2. Emotional and mental health support of children with long term conditions who are admitted to hospital. Current provision is historical and differs in each acute or specialist hospital. We are seeing rising need that does not necessarily meet CAMHS thresholds unless it is a crisis/urgent presentation . 4
	CNWL	assessment and treatment based on knowledge about different ways that different communities present with problems and culturally appropriate treatment plans
Pharmacy manager	Pharmacy	how can the ccg help me with planning applications for disabled access into the pharmacy e.g. external ramps (5) IF you can help please could some one contact me to discuss
Councillor	RBKC	Where people go when discharged from a mental health unit. Sheltered housing meant for older and disabled people is being misused for this purpose to the detriment of both residents without a mental health issue and those with a mental health issue. There is insufficient support for people discharged from MH units into sheltered housing.
Partnership manager	Standing Together	The health and wellbeing impact on women who experience violence
Journalit	after-cancer.info	Elderly patients report more difficult access to tests, and obtaining correct treatment.
GP partner	GP Surgery	Isolated elderly people 5
Chairman	westPoint-Sustainable Community Development	Young boys and girls health and wellbeing of sexual health such as Sexually Transmitted Diseases and to educate the youths about the dangers exist and how can be prevented.
Chair	Breathe Easy Westminster/& Health Watch	adequate care for housebound
Chair	Vision Care for Homeless People	Health provision to homeless and other vulnerable groups like migrants b
Domestic Violence: Children and Health Coordinator	Standing Together Against Domestic Violence	Identification and provision of support for domestic abuse victims is a key concern that has not been mentioned. It is grossly under-reported in health services, particularly GP practices across H&F and the tri-borough.
Engagement Officer	CWLHealthwatch	Mental health for BME communities/ hard to reach non English speakers 4
Health Manager	QPR in the Community Trust	Access to physical activity opportunities 4 Smoking awareness 5 Not enough practical nutritional education 5 Tooth decay and oral health 4
Practice Manager	GP Surgery	Student population
Health Care Assistant	GP Surgery	Most of the patient wants access to Health club like Gym(Free or Cheaper).