

# Lambeth Together Strategic Board Public Forum Questions and Responses



## Question

### Wendy Horler – Lambeth KONP

Have Lambeth Together taken the opportunity to give their insights to the House of Lords Public Services Committee, which is holding a new inquiry on the impact of Coronavirus? Written submissions can be made up to 29th June.



## Response

*The Chair stated that a submission would be made to the House of Lords Public Services committee inquiry. Andrew Eyres, Strategic Director, Integrated Health & Care, confirmed that this would be the case. He noted that many individual organisations may be making a submission and aspects of a response that go across the system would be identified. The tight timescale was recognised but there was a lot of evidence locally on impact and issues for the future and this would inform the response to the committee.*



## Question

Susan Sidgwick

What is the position of the Lambeth Together Strategic Board on the development of a local system of testing, tracing and isolating to contain potential future outbreaks of the Covid-19 virus?

In their most recent report - Towards an Integrated Find, Test, Trace, Isolate, Support (FTTIS) response to the Pandemic, June 9 2020 - the Independent SAGE group chaired by Sir David King, state as the first of their high level recommendations:

The most effective implementation of FTTIS is led locally, coordinated by Directors of Public Health. This should be embedded as much as possible within existing networks, and utilise Local Authority and NHS actors such as health commissioners, primary care, local hospital laboratories, school nurses and environmental health officers. This will ensure a robust system in place for future upsurges in infection, and for decision making.

<https://www.independentsage.org/towards-an-integrated-find-test-trace-isolate-support-fftis-response-to-the-pandemic/>

Are there plans, either in Lambeth, South East London or the London Region as a whole, to work towards putting such a system in place?

Is it the expectation to rely mainly on the national system of testing and tracing being developed by Dido Harding?



## Response

*Ruth Hutt noted that proposal that every local authority develop their own outbreak control plan to support the national NHS Test and Trace Programme (The Dido Harding programme) . The national programme had been set up so that anyone that has symptoms of Covid-19 can go online and get a test. Once that test has come back positive they would be contacted by the national tracing system to provide details of who they had been in contact with and would be advised to self-isolate for 7 days. Their contact would be contacted and asked to self-isolate for 14 days.*

*Within London there was an escalation to Public Health England, through the London Coronavirus response, which had been operational from the beginning of the pandemic. Any complex cases would be escalated to this body who would work with Lambeth (or whatever borough the person was linked to) on the ground. Any cases associated with schools, or care, homes, hospital or any setting that was beyond a single isolated case would be managed by that process. Lambeth would work with Public Health England to provide the local intelligence and support to make sure that cases are managed appropriately to contain any further spread. Continued on next slide...*





*Response continued*

*Lambeth had created their own local outbreak control based on pre existing principles. Within this there would be significant amount of local communications and engagement with communities. It had become clear that not everyone had equally received access to information and people needed to have confidence in the contact tracing system to use it and ensure people can be isolated quickly.*

*Lambeth had carried out a lot of work on data integration over the years and there was an effort to bring all of this together with other information from the South East London area. Lambeth had led the way with mortality surveillance to allow a chance to stay on top of the situation and what was happening.*

*Continued on next slide.....*



### Response Continued

*The Health and Wellbeing Board would be the place where there would be oversight of the outbreak control plan and provide an opportunity to engage with a wider range of stakeholders.*

*At the moment the system was working adequately. It was early days and Lambeth was able to manage the cases that were being seen. As the lockdown eases the challenge would increase so it was vital that people were confident and able to use the system. Lambeth would be doing everything they could to make sure this happened locally and also working with partners across South East London and more broadly into London as well.*

### Follow up

Susan thanked Ruth for the answer and asked if the response was documented. Ruth confirmed that a response in writing would be provided and also that the outbreak control plan has to be finished by 30 June. This would be a public document and would be going to the Health and Wellbeing Board on 2 July. It was an ongoing process of engagement and feedback was welcomed – especially feedback of the test and trace system and how that was working for people.

The chair asked for members of the Community that wished to engage with the Council to attend the Health and Wellbeing Board on 2 July.



## Question

### Philip Virgo

1. What are the plans to call for volunteers to assist the “Summer programme of youth activities in tandem with YOS and Community Safety Colleagues” and to publicise the programme.

## Response

***Abi Onaboye, Director of Children’s Commissioning and community safety introduced herself. Lambeth had been working closely with partners both inside and outside the council to look at the volunteering arrangement for the summer youth programme. A working group was in place with VCS partners to look at how the services were delivered to young people in the summer, what the role of the voluntary and community sector was in that and how the Team Lambeth volunteers could be engaged.***





## Question

2. How do the various current and prospective volunteering programmes, Borough based, NHS responders, VCS support, Mutual Aid Support co-ordinated, linked to each other and to the Health and Wellbeing Hubs. How are they promoted, including the recruitment of volunteers and requests for support. What are the processes, if any, for sharing volunteers.

## Response

***Fiona Connolly, Executive Director for Adults and Health provided a response to this question. She noted that the Council worked closely with voluntary and community sector organisations and with the third sector support provider, Integrate to ensure opportunities for volunteers to contribute at a neighbourhood and borough wide level. The Council was in regular contact with representatives from mutual aid groups and recognised the important work that they were doing in helping neighbours support each other. A weekly newsletter was sent out to Team Lambeth volunteers and this included volunteering opportunities in an effort to keep volunteers engaged.***



### Question

3. How are the linkages between programmes handled at the community level, including information dissemination, e.g. via Ward-based Safer Neighbourhood Partnerships, Practice-based PPGs and the Council-supported Neighbourhood Forums?

### Response

***Fiona Connolly noted that the Council already works closely with the neighbourhood forums through a dedicated officer, who provides support to individual forums and the Lambeth Forum Network. It was recognised that these local groups had strong relationships with safer neighbourhood partnerships and patient participation groups and, in addition, efforts were being made to reach out to faith groups, through networks such as Faiths Together in Lambeth recognising that they were providing invaluable support in their own communities.***



4. What are the plans to harness the Covid-19 volunteering spirit on an ongoing basis?

**Response**

*Fiona noted that as lockdown eases people would be returning to work and may have reduced capacity to volunteer. The Council however would continue to work with volunteers through Team Lambeth and community partners so relevant opportunities can be identified and supportive and positive relationships can be fostered. The Council was keen that the enthusiasm and numbers that came forward at the start of the pandemic not be lost and this enthusiasm be harnessed to support volunteers to work in their local areas.*

**Follow up**

Phillip wanted to follow up with Fiona Connolly separately by email as he had built up a file of groups in West Norwood under the Lambeth Safer Neighbourhood Board that could not be shared due to data protection. He asked to follow up after the meeting.

The Chair looked forward to working with Phillip and the community saying that it had been an amazing community/ council joint effort over the past few weeks and this should continue.



## Question

### Lambeth PPG Network [PPG = Patient Participation Group]

#### Format of Future Meetings

1. Please can all questions received be included with the replies as part of the record of the meeting, in the same way as SELCCG? [South East London Clinical Commissioning Group]?
2. Please can all future meetings have one hour pre meetings as stated in the ToR [Terms of Reference] ?
3. Please can all future meetings be recorded too.. It is obviously difficult for working people to attend, which has an equalities impact. Similarly evening meetings also make it more difficult for other groups, so recording will be helpful.





## Response

***Andrew Parker, Director of Primary Care and Transformation responded in the positive for all of the above questions. Questions received would be included in the minutes, the public section of the meeting would be one hour in future and meetings would be recorded and published on the Lambeth together Website.***

## Follow up

Nicola Kingston stated that the PPG Network would be hosting a 'watch party' next week so that people who were not able to be at the meeting could watch together and feedback. If people wanted to attend this they were welcome.





## Health Inequalities

1. The Lambeth PPG Network commends the work of the Council ,the NHS, the voluntary and community and faith sectors and local people on the pandemic, but recognises the stark inequalities that have been exposed.
2. It commends the Leader of the Council in recognising that the Recovery Plan needs to be written jointly with the community.
3. We ask the Board for urgent joint action to mitigate the adverse outcomes of Covid 19 on BAME [Black, Asian and Minority Ethnic] communities, and other disadvantaged groups.
4. We ask for action on the seven recommendations of the PHE [Public Health England] 'Beyond the Data' report. We believe this must be done with local people and we look forward to working in partnership on this.:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/892376/COVID\\_stakeholder\\_engagement\\_synthesis\\_beyond\\_the\\_data.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/892376/COVID_stakeholder_engagement_synthesis_beyond_the_data.pdf)



## Response

*The Chair noted that inequalities were a key issue for the Council. Covid-19 has exposed the stark divide across the community and it was up the council, NHS and the system to respond to that. When the recovery plan is circulated the issues about the inequalities that had been shown would be central to the response outlined. The system needed to listen and the seven recommendations in the Public Health England report will be crucial for Lambeth. The Public Health Team in Lambeth had been producing their own data that allowed a granular look at how different people in the borough had been affected and this would be a key part of the recovery plan and thinking going forward.*

*Ruth Hutt noted that the recommendation in the report was not just about Covid-19 and any changes needed to go beyond the pandemic in order to make the needed changes to rectify inequalities.*

*The Health and Wellbeing Board would be the first opportunity for people to get involved and there would be a call for evidence and the PPG should be part of that. Conversations would be maintained and a format for doing this would be developed.*



## Question - Lambeth PPG Network cont'd

### 'Digital Divide'

1. We recognise many advances have been made to enable greater digital access, but.
2. The digital divide has been exacerbated . We commend work that was done under the DAG, [Digital Accelerator Group], to create digital champions to support digital access to primary care. Please can this work continue to be supported?
3. Please can we have an update on access for patients to their own records, starting with the Summary Care Record, at this time when it is so important to improve self management?



## Response

*Adrian McLachlan recognised the good work of the NHS digital accelerator programme but there was uncertainty on long term investment in this and whether there should be, in future, a more widespread impact. A written response would provide more detail on that.*

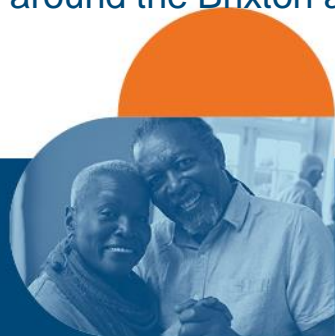
*Access to patient records remained an important aspiration and this had got easier with the wider range of apps that allows a patient access to GP records.*

*The coming work of Discovery allowed a step beyond record sharing. There would be an ask of data controllers to sign off on the access to data.*

*Further details from South East London regarding the Digital Accelerator Group will follow.*

## Follow up

Nicola Kingston gave a plug to Citizens UK who were doing great work in getting IT kit for young people around the Brixton area. She asked for people to contribute to them financially.





Question  
Ama Annan

Hello, I am Ama Annan and I am in the shielded category as I have MS.  
I would like to thank Lambeth for contacting me and checking that I am all right and offering me food parcels.  
This has been very good and Lambeth staff have come to see me wearing full protective suits .

I have carers coming in 4 times a day during to look after me, and I am so grateful to them for coming to me,  
although they only had gloves and an apron and two disposable masks a week.  
For the last two weeks they have had disposable masks for each visit, but they still don't have any googles or visors.  
Some of them come to me on public transport. They are all BAME.  
I know some carers in other boroughs have had masks and visors.

Please can you provide all carers with masks and googles or visors ?  
Do all staff in care homes have masks and googles or visors?

Is the supply of PPE assured?





*Ruth Hutt responded saying that all domiciliary care providers and care homes in Lambeth had been supported to get PPE by the Council if they had struggled to get supplies. It was expected that they should now have found their own supplies but the Council was able to support if they were having problems. There was a need to ensure that the providers knew to do this. Goggles and visors were available and provided by employers dependent on the work being done.*

*Jane Bowie, Director of Integrated Care, noted that a system was in place that all providers are required to complete returns, including the status of their current supply of PPE. This had been reviewed on a daily basis. Jane Bowie asked if the person asking the question was comfortable giving the name of the provider and if so this would be followed up.*



### Follow up

Ama was not present but Nicola Kingston responded on her behalf. She asked if there was a way of those receiving care could feed back.

***Jane Bowie stated there were multiple mechanisms for people receiving care to provide feedback, such as via their social worker or care provider or contacting the Council, Healthwatch and the CQC. Any information will be treated with sensitivity and any issues would be followed up directly with providers.***

***Catherine Pearson, CEO of Healthwatch, said that they now had a team of volunteers that were skilled at carrying out telephone interviews and obtaining feedback and this team was nearly ready to be launched.***



## Verbal Question

### Fraser Syme – Syme Bros

(a) For those individuals on the 'shielding list' (who apparently should wear medical grade PPE), where are they supposed to obtain these, especially if they are isolated in their homes? It would appear that messages in this respect given across the main authority health sites are not necessarily consistent in this respect. I did a search on the Lambeth Together, Lambeth Council & NHS England (which re-directed me to the NHS UK) websites and in relation to face masks for those shielding i.e. those clinically extremely vulnerable and I found absolutely nothing. Aren't the public supposed to be able to easily access important information such as this? Then putting aside those on the shielding list for just a second, we apparently have the WHO (World Health Organisation) advising that the over-60s (as well as those in high risk groups) should wear medical grade masks (Guardian article June 5th). Shouldn't Lambeth be making it a simple process for those on the 'shielding list' and/or their families & carers to easily obtain these e.g. on their websites list approved brands and sources for purchase?

(b) For those Primary Care staff (including everyone from doctors to cleaners), is PPE supplied to them as part of their employment to ensure that not only are they kept 'SAFE' at work but also keeping them SAFE during their journeys to and from work? Would the Board please confirm that there is sufficient PPE in Lambeth for all Primary Care Practices to protect all of their staff?

(c) For everyone using public transport (not necessarily by choice), whether totally healthy or on the shielded list, what are they supposed to wear in terms of face masks? Given that the 'safety instructions in relation to virtually all face coverings is that they should only be worn once i.e. that if one removes whatever face covering (mask, scarf or whatever) is being used, it should not be worn again until such time as it is washed, and that those individuals should not touch their face or eyes etc until they have washed their hands, so how many separate face coverings are going to be required by individuals especially those who may be on the 'shielding list' when they exit their homes? For example, a 'shielding individual' having to travel by bus for an appointment with their GP?

Note: Given that the experts in our government were able to purchase £Millions worth of 'not fit for purpose' face masks from Turkey, what chances have the general public (especially the old & vulnerable) got to ensure that they are using 'fit for purpose' face coverings and/or face masks for the right circumstances



## Response

*Jane Bowie responded. There was advice on PPE to providers directly and through a FAQ. Part of this was good infection control methods and systems and this included seeking alternatives to public transport.*

*Ruth Hutt, responded by stating that the requirements for face covering on public transport were different to PPE and was designed to protect other people from the user rather than protect the wearer. Any PPE that is needed for the work should be provided by the employer.*

*Fiona Connolly stated that people who were shielded were being supported. Some people have asked for PPE. There was an attempt to wrap the support around those that were shielding to stay at home, rather than to require them to leave home for health appointments or to collect medicines.*







Join in and raise your voice in unity this Windrush Day.  
At 10:27am on Monday 22 June we're calling on YOU to join together as one to celebrate the Windrush Generation with a special version of a universally loved song in their honour. The song will be 'You can get it if you really want it' by Desmond Decker

The time of 10:27am represents the arrival of 1,027 people on the original Empire Windrush.



# Thank you for attending

Next Lambeth Together Strategic Board Meeting  
September 23 2020

