

Lambeth Together Local Care Partnership Board Public Forum

Online in public

Thursday 9 January 2025

Responses to questions from members of the public*

*Abbreviations and acronyms used in the meeting are explained using square brackets [...]

Question 1: Dr Okokon (received in advance via email)

“Have you ever done a paper, post or door 2 door survey about what percentage of Elders (over 60s) have access to digital platforms? And do they know how to use without help from neighbours or family? All Phone calls immediately say "go to a website". My parents (90 years+) don't even know what that means!

Response- Megan Coe, Public Health Specialist, Age Friendly Lambeth Lead

We understand that digital access and the confidence and desire to use digital platforms can be a barrier and a challenge to many residents including our older residents. In 2023 we conducted Age Friendly engagement, including both of an online survey, on street engagement via paper copies in community venues (e.g. libraries) and distribution through voluntary and community (VCS) organisations, and the home library service for housebound residents. While not sharing the survey directly door to door, it was included in Lambeth Talk which goes to all households in the borough. The majority of survey respondents (2 out of 3) said they had the technological support they needed, and 1 in 10 respondents said they didn't have the support required to access technology and the internet. Lambeth Council offers [support and signposting](#) to help residents gain confidence and skills, including adult learning digital courses and computers in libraries aided by staff. [Clear Community Web](#) also provide support for residents including setting up online [NHS App accounts](#).

Lambeth Council customer services are available by telephone, by post and by a face-to-face support centre. The support centre, which you can book [appointments](#) for, is based at the Civic Centre and available for residents who may need some extra support, including those who do not have the IT skills needed to do things on the internet.

The Age Friendly Lambeth forum takes place online and in-person to extend reach and the Action Plan will includes a [communications guide](#) with recommendations for customer [services](#) teams.

Question 2: Wendy Horler (received in advance via email)

“Given the current situation outlined in the Risk Register, combined with required saving measures that are being implemented how much more money would Lambeth Together need to fully provide health care, including Public Healthcare and Community care provision for the population of Lambeth? Could you provide the answer as a percentage of your current funding?”

Response - Andrew Eyres, Lambeth Place Executive Lead, NHS South East London and Corporate Director of Integrated Health and Care, Lambeth Council

It is not straightforward to determine how much funding would be needed to cover all healthcare provision that is required in Lambeth. There will always be a need to drive improvement and value for money through better use of resources and better coordination across our health and care system. Our system costs are also characterised by the need to respond to care needs at a point where complications and complex interventions could have been prevented if health issues had been detected earlier, or even avoided even all together. Hence our emphasis prevention and on a proactive approach to care and support. We also face a dual challenge of managing existing demand, including the need to recover waiting times for treatments post Covid, and the ambition to invest in improving health outcomes through promoting healthier lifestyles, earlier detection and prevention. The additional resources announced for the NHS and for local government are welcome and will go some way to address financial requirements, including national NHS pay awards, but the government has itself been clear that resources also come with a requirement to transform care and deliver improved productivity. The NHS in South East London will need to work together across the health economy to produce savings in both the short and medium term. The Council has identified savings to address the increasing costs of temporary accommodation and adult’s and children’s social care, and adopted by council cabinet in December.

Question 3: Gay Lee, personal capacity (received in advance via email)

“Considering the high rates of flu, Covid, Norovirus and RSV circulating, I’m surprised that the government is not issuing guidance to public health departments to launch a campaign on **mask wearing** in indoor public spaces, especially schools and hospitals. Could Lambeth unilaterally set a good example with a public health campaign focusing on this relatively simple and cost effective act which would do more to protect the frail and elderly, teachers and health staff and reduce impossible workloads in the NHS than exhortations to look after neighbours and resist dialling 999? And If not, why not?”

Response – Bimpe Oki, Acting Director of Public Health, Lambeth Council

We have seen a significant increase in flu and other viruses in the last few weeks. We know there are a range of measures we need to adopt to protect ourselves and others from infection alongside mask wearing such as good handwashing, using tissues to catch and bin sneezes, staying home if unwell and getting vaccinated. The numbers of cases seen can be partly explained by sub optimal uptake of flu vaccination. We want to reinforce that it’s not too late to get a flu jab via GPs and community pharmacy which helps reduce severe illness and hospitalisations. Mandating health protection policy sits with the UK Health Security Agency, not with us locally. We work closely with them in receiving advice and responding to local disease outbreaks.

Question 3 cont..

Response – Bimpe Oki, Interim Director of Public Health, Lambeth Council (cont.)

We run local public health campaigns over the winter season to promote measures to deal with viruses, this included features in Lambeth Talk, Lambeth Together and Council websites and social media channels. We have been working with NHS England and our local VCS on outreach to different communities. While we are not in a position to mandate activities to our population we will continue to work with partners locally to encourage our communities to keep safe and take up the vaccination.

Andrew Eyres, Lambeth Place Executive Lead, NHS South East London and Corporate Director of Integrated Health and Care, Lambeth Council

While we can't mandate to our population we can offer advice and you will see that individual healthcare teams are taking the decision to wear masks, asking patients to as well, So the extent to which that will be taken up is down to local teams and members of the public.

Patricia Mecinska, Assistant Director of Patient Experience – Kings College Hospital (KCH) in chat – KCH have updated visiting policy and introduced a requirement for people to wear masks in the Emergency Department (ED) and certain wards.

Question 4: Jane Mandlik on behalf of SELSON (South East London Save Our NHS) sent in advance by email

“No dates are currently available for meetings of the SEL ICP (Integrated Care Partnership) and the SEL JHOSC (Joint Health Overview and Scrutiny Committee). It is almost a year since the JHOSC met and the last meeting of the SEL ICP was held in July. Why have these meetings been suspended? These forums are very important as they enable elected members to formally influence and scrutinise the SEL ICS”

Response - Andrew Eyres, Lambeth Place Executive Lead, NHS South East London and Corporate Director of Integrated Health and Care, Lambeth Council

Thank you for your question and your interest in these meetings.

We referred your question to the South East London (SEL) team at the Chief Executive’s Office who have confirmed that future dates for the South East London ICP will be made available in February 2025. With it's partners, the ICB has taken the opportunity to review the current working of the ICP and meetings will recommence with the benefit of that work.

JOSC meetings are organized by the six south east London councils and not by the ICB. We understand that the next SE London JHOSC meeting, in public, is likely to take place late March/early April 2025. Once a date is set details can be found on this page:

<https://moderngov.lambeth.gov.uk/mgCommitteeDetails.aspx?ID=754>



Question 5: Nicola Kingston, Chair of Brixton and Clapham Park PCN Patient Group

“We are very disappointed that after the useful discussion before and during the last public forum, we have heard nothing from Alice Jarvis, or anyone else. We note that it is listed that there is an outstanding action from Nov listed, to publicise the Action plan with RAG ratings for all the Synnovis issues. This followed the discussion which included Jenni Rogers and other PPGs who are concerned too. But we had hoped to have notes of our meeting, with the action plan, and also a second meeting to pick up on the mental health issues and equalities issues surrounding all the Synnovis questions, in addition to the points raised by Gay.

Please can we now be given the timescales for this. We have another PPG meeting next week ,and would like something in writing for that.”

Question 6: Gay Lee, KONP (Keep Our NHS Public)

“We had a useful meeting with Alice and Synnovis staff re the problems with Swiftque and the lack of response to our questions about making public the quality data which Synnovis holds.



Question 6 cont..

As a result of that meeting several actions were agreed and it would be good to have:

- 1.A verbal report on resolving Swiftque problems (as well as the written one)
- 2.To learn the outcome of discussions on the mental health impact of the June Synnovis computer hack
- 3.A response to Alice's requested details of the Freedom Of Information Request Lambeth KONP made 2 years ago to obtain Synnovis' quality monitoring data, in order to find out why these details have not been given to us. We sent these FOI details in November and have yet to get a response."

Response to questions 5 and 6 – Alice Jarvis, Director of Operations and Partnerships, Guys and St Thomas NHS Foundation Trust (GSTT)

It will not be possible to cover this all off in the time we have in this forum but I will reach out to Nicola, Gay and others involved in this discussion and send through the notes of the meeting already held, and the rag rated document



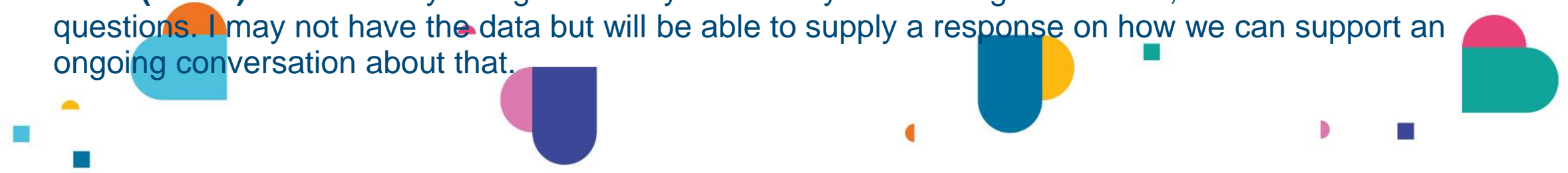
Response to questions 5&6 cont..

I can assure you that the work around communications and supporting patients to access the phlebotomy service is absolutely being worked through and activity has continued. But from what you say Nicola the work doesn't seem to be impacting correctly. We are having discussions around moving the phlebotomy service to the front of Gracefield Gardens building so patients are not walking through the building, so it's very much an active conversation on how we can better provide this service for patients.

What would be helpful is wherever you get patient complaints or specific examples of a lower quality service being delivered if those could immediately come through to me or to Synnovis so we can investigate in the moment. I will pick up the other issues and link in directly with Nicola and Gay.

Gay Lee – “Can I ask for a deadline? Does that include the query on quality as well as the Swiftqueue problems?”

Alice Jarvis, Director of Operations and Partnerships, Guys and St Thomas NHS Foundation Trust (GSTT) – I want to try and get that to you before your meeting next week , on both those questions. I may not have the data but will be able to supply a response on how we can support an ongoing conversation about that.



Response to questions 5 and 6 cont..

Lorraine Gordon, Interim Director, Living Well Network Alliance (LWNA)

I wanted to add that as well as linking in with Alice, I've linked in with the GP Severe Mental Illness (SMI) lead as well around the dashboard to check if there has been any disproportionate impact on people with mental health needs in terms of the Synnovis cyber attack. I will continue to link in with Alice on this subject.

Further update: 16.1.25

Alice Jarvis has provided an update on progress along with meeting notes on the questions around Swiftqueue and Synnovis to all involved in the discussions. This update can be found in a separate document alongside this one on the [board meetings archive page](#)





Question 7 : Sherine Thompson

“I had to access 12 weeks of Talking Therapy for mental health issues, and while I completed the course offered, I felt that in many sessions the therapy didn’t relate to my culturally sensitive needs, and I sometimes felt that things I was saying were going completely over my therapist’s head. Fortunately through Croydon BMA I was able to access the emotional emancipation circle which has been so helpful in helping me to get through my mental health issues. Could Lambeth find the funding so we could have access to emotional emancipation training for Black people accessing therapeutic support?”

Response – Lorraine Gordon, Interim Director, LWNA

Thank you for bringing this question into this space Sherine. I am driven to improve the cultural sensitivity of the approaches we use and for our staff to show that cultural awareness. In the past the LWNA bid to bring in emotional emancipation circles and I think it’s something worth revisiting, and would be keen to offer them in Lambeth if we can secure funding.

Guy Swindle, Deputy Director, LWNA

Offered to speak to Sherine offline about what she found was missing in the treatment received as that would help the LWNA to improve care.





Question 8: Kiran Bains, Sickle Cell Community Pilot Programme

“I have connected with the NWDA to highlight the needs of people with sickle cell at the primary care level, and my aim today is to try and connect on a Public Health basis to see how we can improve understanding and awareness of the needs of people with sickle who might access services, so a shout out from me to say hello and do please connect as I’d like to work together.”

Response – Di Aitken, Co-chair Lambeth Together

Thank you for introducing yourself and if you could put your email in the chat, that’s often the best way to start and I think you’ll find lots of takers!

