

Lambeth Together Local Care Partnership Board Public Forum

In person - in public at Brixton (Tate) Library
Thursday 15 May 2025

Responses to questions from members of the public*

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



Question 1: Eugenie Dadie, Patient and Public Voice (PPV) Board Member

How can we champion Patient and Public Groups (PPGs) systematically to ensure PPGs support place-based partnership and Integrated Care System (ICS) engagement structures and bring lived experience into service design? Secondly how can we support sharing insights gathered in PPGs to neighbourhoods as the model develops?

Response: Dr Di Aitken, Co-Chair Lambeth Together Care Partnership Board

GP Practices are contractually obliged to run PPGs, we've had PCNs for around five years now and we have a lot of variation as each PCN is configuring how they hear patient voice, so some PCNs have a PPG network, and other areas have individual PPGs in practices.

Graham Syme, Co- Chair of the Streatham Group Practice

Interesting comments Eugenie and I'd be interested in how Lambeth Together could support patient groups. I read the GP contract and understand it says GP practices must have a patient forum so they can engage periodically with patients for feedback. Many groups work on their own volition rather than part of the GP contract. Would be interesting to hear what kind of support patient groups might expect because they depend on the charity of the practice, they have no funding or resources.

Response: Oge Chesa, Director of Primary Care and Transformation

We can advise the teams, but practices are expected to deliver PPGs, they should provide venues and agendas. In terms of financial input each practice has it's own arrangements for supporting PPGs and these are at the discretion of each practice.



Question 2: Fraser Syme, Co Chair Streatham Hill Patient Group

How many GP Practices there are in Lambeth? How many have active patient groups (PPGs) or forums?

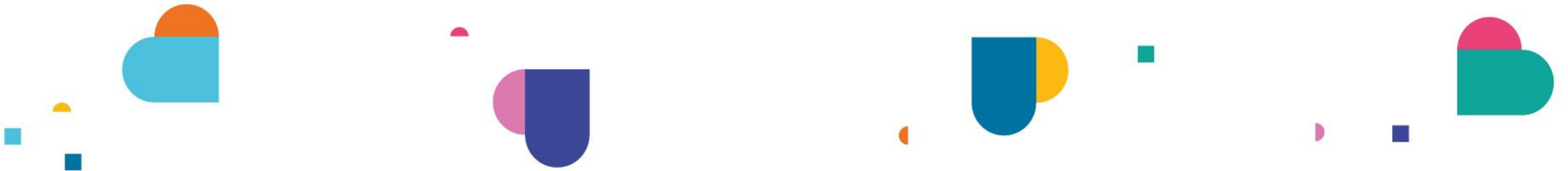
Response: Oge Chesa, Director of Primary Care and Transformation

We have 41 GP practices, and 38 have active PPGs, and three have plans to reinstate their PPGs.

Response: Andrew Eyres, Place Executive Lead (Lambeth) and Corporate Director for Integrated Health and Care

I think there is a new opportunity coming as we move to neighbourhood-based care, and there's an expectation that not just GP practices but other services work together. I think it's an opportunity to think again about engagement activities in a joined-up way at a neighbourhood level. PPGs can be a part of that,

There needs to be some new thinking that comes through with that, so watch this space A colleague at Waterloo Health Centre, George Verghese, is keen to emphasise that its not just every practice to evolve but to see it on a wider front. It's like what you are doing in Streatham and we can think about how our five neighbourhoods can take that forward.



Question 3: Graham Syme, Co-Chair Streatham Hill Patient Group

We would like to have a section on the practice website for patient groups (PPGs) to say what they are doing, upload pdfs etc rather than text messaging so we can engage with interested patients. We are unfunded and volunteers so ideally you should be making it easy for us to do what you want us to help you with.

Response: Oge Chesa, Director of Primary Care and Transformation

The question of websites is key as we are moving towards a neighbourhood health service. We have five neighbourhoods in Lambeth and we welcome your views and seek to involve you in that process and ensuring patient voice is heard and visible on websites. We are seeking to standardise practice websites to make them easier to navigate. So including a space for patients, thank you for that contribution and we will note it for plans going forward.



Question 4: Heidi Chiu, Minet Green:

What kind of agendas have previously been set for PPGs?

Response: Andrew Eyres, Place Executive Lead (Lambeth) and Corporate Director for Integrated Health and Care

Dr Raj Mitra can talk about his PPG because his practice has very particular circumstances as they are moving premises and having to put arrangements in place to continue to see patients while they are in transition. So that is a very good example of things that are of concern for patients and the practice. At other times, they talk about other things.

Response: Raj Mitra, Clinical Lead for Children and Young People, Lambeth Together

We had 150 people at our last PPG meeting. Sometimes we talk about blood tests, access and appointments.



Question 5: Gay Lee, Keep Our NHS Public:

Who is the Lambeth borough lead for the Synnovis contract? I understand it is Dr Di Aitken

Response: Dr Di Aitken, Co-Chair Lambeth Together:

I'm not the borough lead for the Synnovis contract. I'm am a clinical borough lead, and one of my roles is quality lead which involves going through quality alerts that my colleagues report.

Response: Oge Chesa, Director of Primary Care and Transformation

There is no specific borough lead that monitors the Synnovis contract for Lambeth, rather leads from all boroughs meet monthly to discuss all contracts that contribute to South East London Integrated Care System, and the Synnovis contract as held by GSTT is just one of these.



Question 6: Gay Lee, Keep our NHS Public:

This is the still relevant part of the original question we asked of the ICB in December 2022 which was subsequently turned into an FOI request:

- I would be grateful if you would let me have details of how and by whom the (Synnovis) contract is being monitored?
- Is the monitoring data reported to OHSEL/SEL ICS?
- Is this data available to the public? The previous answer was that the data is not available to the public, is this still the case?

Response: Oge Chesa, Director of Primary Care and Transformation

The Synnovis contract is held by and monitored by the Pathology Business Unit which is hosted by Guy's and St Thomas' NHS Foundation Trust and by Kings College Hospital NHS Foundation Trust. Monitoring data is shared with the Integrated Care Board. It remains the case that this information is not in the public domain.

Gay Lee, Keep our NHS Public:

It's difficult to navigate the website to reach the questions, we have noticed a number of broken links also.

Response: Cllr Manley-Browne, Co-Chair Lambeth Together

We will review the links on the website to improve and make any changes where necessary so the website continues to be as accessible as possible for everyone and up to date.



Question 7: Martin Heath, CoChair, Lambeth Branch National Autistic Society

The Annual Learning Disability Health Check is only available for autistic people with a learning disability, at the moment it's not available for all autistic people. Someone said a couple of months ago that this would open up further discussions, how far have those discussions gone and what are the next steps?

Currently there are 1435 autistic people in mental health hospitals, generally down to poor community services pre-admission and lack of services to support discharges.

The All-Age Autism strategy launched the universal access fund, a pot of £145,000 for projects that support autistic people. Nothing was awarded to projects that support autistic adults. Why was that allowed to happen?

Response: Jane Bowie, Director Integrated Commissioning (adults) Lambeth Council

We would like to get a more detailed response, particularly about the health checks. In terms of the funding allocation again I'd like to get a little more information but we did run a comprehensive process in terms of evaluating applications. It did attract a lot of interest, we had 24 submissions for the funding, we assembled a cross-team panel to make sure we were looking at them properly which did include experts by lived experience. We will do a summary and come back to you with more detail.



Updated: Response: Jane Bowie, Director Integrated Commissioning (adults) Lambeth Council

Annual Health Checks:

The NHS Long Term Plan 2024 included plans to pilot a specific health check for autistic people. National pilots are being evaluated with a view to expanding to other ICBs with one of the pilot sites being in Northeast London ICB which aims to look at how this can be implemented sustainably in practice across vulnerable population groups including people with autism.

Currently across Southeast London we are at an early stage of developing an Autism Dashboard that could help target health indicators e.g. asthma, mental health problems etc. In the meantime within Lambeth we continue to work with general practices and our health trusts to ensure reasonable adjustments are in place to support healthcare access including specific work being undertaken by South London and Maudsley NHS Trust and Guy's and St Thomas's NHS Trust are developing internal autism action plans to improve access to and experience of physical and mental healthcare..



Updated: response: Jane Bowie, Director Integrated Commissioning (adults) Lambeth Council

Universal Access Fund Funding – support to adults

The Universal Access Fund was open to all organisations, offering one-off, non-recurrent funding to those supporting autistic individuals of all ages across Lambeth. Criteria both for eligibility to apply and for determination of award of grants was based on an inclusive approach, to encourage applications from organisations that supported autistic people only and those that support people with autism who also had a range of other needs including those with a learning disability. Additional considerations were overall sustainability and alignment with the key priorities of the Lambeth All-Age Autism Strategy. As a result several funded initiatives will provide support to people of all ages including:

- Autism Voice -wellbeing sessions for autistic people of all ages
- Active Lambeth – Sensory play and aqua sessions at local leisure centres, offering a safe and inclusive environment for autistic individuals of all ages.
- The Multi-Activity Centre (MAC) CIC – A sensory retreat space in Brixton’s Rush Common, open daily for autistic adults (supporting up to 30 users each day).
- IRMO – Bilingual autism support workshops for Latin American migrant families, aimed at overcoming cultural and language barriers for individuals up to age 25.

We continue to explore opportunities to improve access to the right support in the borough, that promotes inclusion and independence.



Question 8: Lorna Powell, Wise Ram Theatre


I'm working with a theatre company in Lambeth and we are hosting some climate theatre workshops with a focus on improving health for participants. I'm interested to hear what health related issues we are seeing across Lambeth that are related specifically to local environmental issues or climate related challenges.

Response: Ruth Hutt, Director of Public Health, Lambeth Council

We'd like to have more information about your climate theatre workshops to share. We previously published an annual public health report about climate change and health as part of the climate justice strategy for Lambeth Council, details on the website <https://www.lambeth.gov.uk/environmental-services/climate-change-sustainability/council-commitments/lambeths-climate-action-plan>

Key issues in relation to climate adaptation and resilience are the impacts of extreme temperatures, people are much more vulnerable in the hot summers such as older people, people dependent on care and rough sleepers. London developed a severe weather emergency protocol for winter and summer. We do see impacts with high temperatures and poor air quality on respiratory diseases, some cardiac conditions and you can track some of that to admissions into emergency departments.

The public health team work closely with the climate justice team at the council to understand how we tackle climate change more broadly as a borough and I know that Guys and St Thomas' do a lot of work in their own teams both corporately and across the NHS. We can follow up outside the meeting on the work that is going on.



Updated: response: Ruth Hutt, Director of Public Health, Lambeth Council

Email introductions have been made to appropriate colleagues in the public health team along with an offer to link up with the climate change team at Lambeth Council.



Question 9: Deniece Campbell, Lambeth Carer Volunteer of the Year

I attended the Health Inequalities Summit in March, hosted by the Caribbean and African Health Network which hosts the Inspire programme. I heard that the health and wellbeing event that usually takes place in July is not going ahead this year, based on funding. Is this true and if so why? It has been very well received by the black community and is very inclusive. Also Lambeth is the lead borough for this event so it would be a shame if it no longer runs.

Response: Ruth Hutt, Director of Public Health, Lambeth Council

Lovely to see you Deniece and we know you contribute so much to the borough and the work we do. You're right to call out the great work done by Inspire, locally and now nationally. We have had three events now in Lambeth, really well received by the community and a great opportunity to bring people together. But we want to get to a really sustainable system where we don't just hold an event once a year but that we have an approach to engage with our black communities which is really embedded in the way our system works for people. People do like events and the opportunity for people to come together. It is true that there is nothing scheduled at the moment, not to say that we can't schedule something and there might be other ways of doing it. So we'll take that away and discuss how we might factor that in. I wanted to point out there are lots of events going on while not targeted in exactly the same way, if you see gaps in them for particular groups let us know, as there are many ways to engage and the feedback is really helpful to improve access and remove barriers.



Updated: response: Ruth Hutt, Director of Public Health, Lambeth Council

Discussions around events and embedding learning from previous events are ongoing, and we will share feedback when it is available. We are grateful for bringing this to our attention and understand the value previous events have brought to our communities.

Q9 Cont.

Deniece Campbell:

The event has always been held at St Mark's Church in Kennington and is very inclusive, and because the church is very small, unlike St Martins for example, which is very big and gives sensory overload for that particular cohort of residents, who have fed back to me that somewhere familiar would be preferable and this should be taken into consideration as well as for older residents who access the church every Sunday, and come to events as well. They are mistrusting of GP practices and hospitals, so these are factors that need to be considered when thinking about community events.

Response: Cllr Manley Browne, Co-Chair Lambeth Together

Thank you for feeding that back Deniece we will note it and pass it onto the team.



Question 10 : Graham Syme, Co Chair Streatham Patient Group

Looking at the previous minutes for the meeting 6 March, and limited answer to Qu 6: I had an odema on my legs, the practice sent me to A&E, but they didn't want to touch my legs. The district nurse, and a member of the board said they were only available for people with mobility issues, and because I was ambulatory I wouldn't qualify for a district nurse to come and help. My interpretation is that because I could actually walk, I could not get any treatment and what is the situation as to what I should be doing or how I should be treated? It didn't seem right to be left on my own to get on with it. I couldn't understand that there was no nursing resource in the whole of Lambeth that I could be sent to with any capacity that could do my dressings. Could a GP surgery have access to an emergency fund so a patient could be sent to a hospital or something when a dressing is required, and there is no one available to do it?

Response: Andrew Eyres, Place Executive Lead (Lambeth) and Corporate Director for Integrated Health and Care

There is more work to be done in this area and is one of the areas our community provider networks is taking some work forward on. Working that through in a better way that meets the needs of patients in a more responsive way, we've not cracked that yet. So I think we'll need to come back to you with some further information about how that work may be progressing. You've just made the case for integrated care at a neighbourhood level, and how one organisation can't always offer the care that you need, and we have to get it coordinated.



Q10 cont.

Alice Jarvis, Director of Partnerships, Guys and St Thomas NHS Foundation Trust

Along with Lambeth Together, Oge and I chairing the delivery group on integrated neighbourhood teams, with 3 pillars of work - children and young people, frailty and multiple long-term conditions. The intention of that work is to better draw together the way we are able to deliver care across primary, secondary care and all the partnerships that exist within that. We have been working on improving this care for a number of years now and feel we may be able to bring an update to the board in the near future . There is a service delivery model that is in place in Southwark, and we are rolling that out in Lambeth. There is a specific skillset required and we need to support our patients to access that care.

Updated: response: Oge Chesa, Director of Primary Care and Transformation, , NHS South East London (Lambeth)

We are in the early development stages of determining how a wound care service in Lambeth would operate and what is feasible within neighbourhoods. For this work, we are drawing on examples of good practice both nationally and locally within other parts of SE London. These are collaborative discussions between Guy's and St Thomas' NHS Foundation Trust community services and general practice in Lambeth to ensure a comprehensive and cohesive offering.