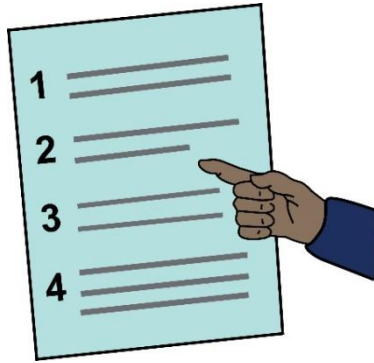


Priority 5 – Understanding, Listening and Making our Services Better

Priorities: here, this means the most important issues around health and wellbeing for our residents.



This part of the document looks at our fifth priority for dealing with **health inequalities** in Brent. These priorities are part of our **Health and Wellbeing Strategy**.

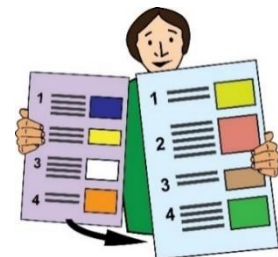
Strategy: this means a big-picture plan.

Joint Health and Wellbeing Strategy: this is our plan to make people's health better in our communities. We want to remove health inequalities.

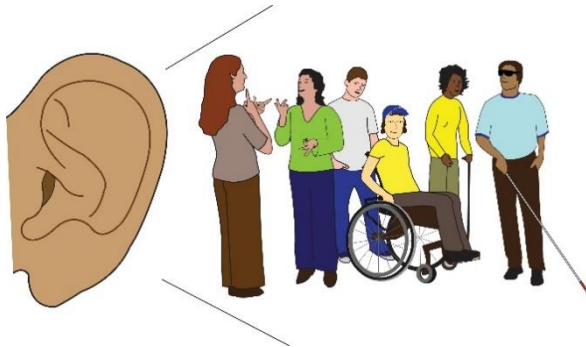
Health inequalities: this means when groups of people have unfair differences in health because of things they can't control. These inequalities happen because of the way big systems work in our society. People face inequalities because of things like where they live, how much money they have, or the services they can access.

Please make sure you have read these parts before you read about our fifth priority:

- Part 1 – Introduction.
- Part 2 – How we wrote our Joint Health and Wellbeing Strategy
- Priority 1 – Healthy Lives.



- Priority 2 – Healthy Places.
- Priority 3 – Staying Healthy, Part 1 and 2.
- Priority 4 – Healthy ways of working



Here is our priority for understanding, listening and making our services better:

I can speak up and take part in making changes to the way services are run. The people I care for can also do this.



The **Brent Health and Wellbeing Board** has good information and knows a lot about health inequalities in our communities.

Brent Health and Wellbeing Board: We are a group of councillors, doctors and residents who work together to make health and social care better in Brent.

1. Understanding and listening to our communities



- **Working together:**

Brent Health Matters was set up by the Health and



Wellbeing Board. It was set up to deal with health inequalities. It is led by the community.

Brent Health Matters was set up by these groups:

- Brent Council
- Brent Clinical **Commissioning** Group
- Central North West London Mental Health Services
- Northwick Park Hospital
- Local community leaders
- Local GPs/**General Practices**

Commissioning: this means planning services and looking at which areas need funding.

General Practice or GP: this means the doctors in your local community. You can go and visit them here when you have a health problem that is not an emergency.



The programme will work to understand people's health needs in Brent. It will work to understand the challenges that different groups face when accessing healthcare.

It will look at how to deal with these challenges.

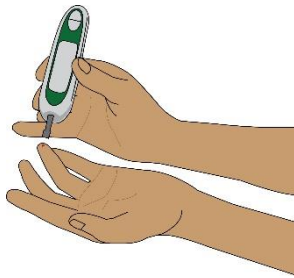


We will make sure communities take part in thinking of solutions for dealing with health inequalities.



Now, we will look at some examples of events and groups. These events and groups are great examples of working together with communities to reach our goals:

Brent Health Matters Community Forum of Diabetes:



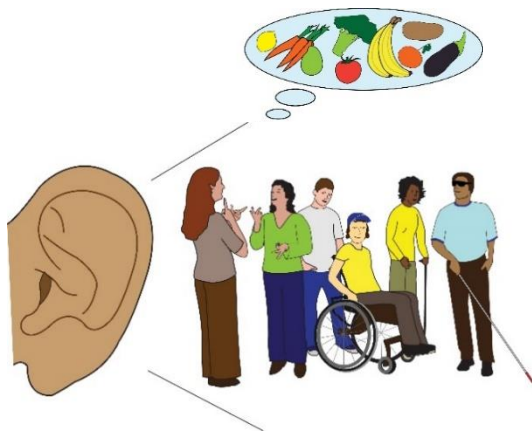
This was a meeting for members of the local community. We worked to tell people about health inequalities across Brent.



Brent community champions:

We reached out to members of our community to ask them for help with dealing with inequalities.

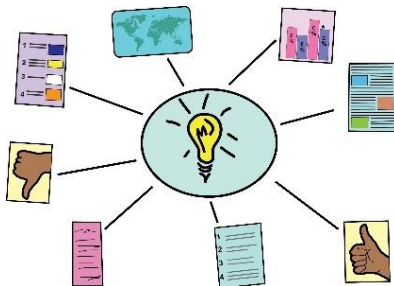




Community champions are people who volunteer their time to share health messages in their communities.

Time to Talk Event:

This was a meeting run by Brent Health Matters. It was all about working with communities to deal with health inequalities. It aimed to listen to residents' views about how to support people in the community to live healthier lives.



- **Finding better information.**

The pandemic showed us that people from certain groups were more likely to face health inequalities.



For example, we found that people from certain **ethnic groups** were more likely to die from **Covid-19**.

Ethnicity or ethnic group: this means different groups that share the same race, culture or country. For example, a person could be Black, White, Asian or Mixed Race.

Covid-19 or Coronavirus pandemic: this is the virus that has spread all over the world in 2020 and 2021. It has changed the way that people live and work. It has affected people in different ways. For example, it has affected disabled people in particular because often, they are in danger of getting very ill if they catch the virus.

Pandemic: this is when a virus spreads all over the world.



We need to understand more about which health issues affect different groups. To do this, we need to find better information.

2. What steps will we take to reach this priority?



- **We will carry on our work around local health and wellbeing:**

You told us that you wanted our support to deal with health inequalities.



We know that communities know best about having access to the right services, in the right place, at the right time. Communities know best if services are accessible for the people who need them.



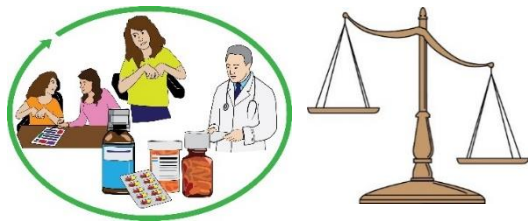
We will work with communities who face the most inequalities. We will support them with **resources** so that they can decide on the best ways to remove health inequalities.

Resources: this means time, money, staff or anything else that is needed.



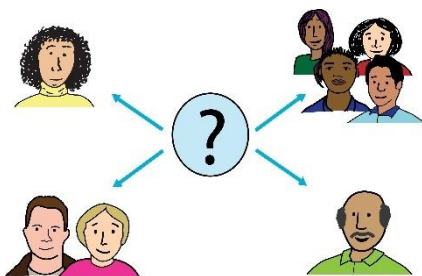
The Brent Health Matters Programme puts communities in charge. We know that we must make big changes to health systems if we want to make changes that last for a long time. The programme aims to:

- Tell more people in the communities about services.



- Get more people to sign up with GPs.
- Get rid of inequalities between communities who face long term health conditions.
- Work with partners to look at the big things in society that lead to health inequalities.
- Deal with the effects of the Covid-19 pandemic.
- Support more people to get vaccinations for Covid-19.
- Get rid of the inequalities around **life expectancy**.

Life expectancy: this means the average amount of time a person is expected to live. This is different for different groups of people.

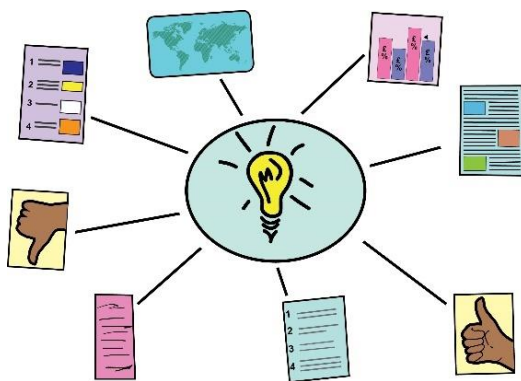


Our community co-ordinators help to build up community and support networks. 17 new services or community activities have been set up because of Brent Health Matters.



We will carry on putting time and money into the Brent Health Matters Programme. We will carry on reaching out to communities and other programmes that are aiming to improve health.

- **We will find and use information in a better way:**

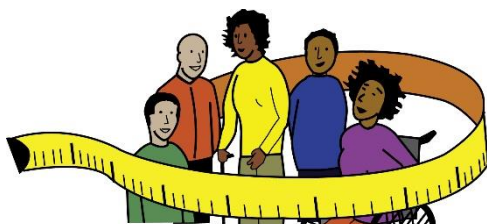


The Covid-19 vaccine programme showed us that there is a better way of collecting information.

We are using information to look at inequalities. We are starting to deal with these inequalities.



We will use as much detailed information as possible.



This is the best way to meet the needs of different communities who are facing inequalities.



We will use this information across neighbourhoods. This is to make sure everyone understands the needs of our communities and how to meet these needs.



- **We will think about health inequalities in our equality impact assessments:**

Equality Impact assessments: this means when we look at our projects, decisions and policies to make sure they are fair. Our projects and decisions must not lead to barriers for people in our communities. They must be inclusive for everybody.



We know that health and wellbeing is affected by lots of different things. The organisations we work with will make sure they look at health inequalities.



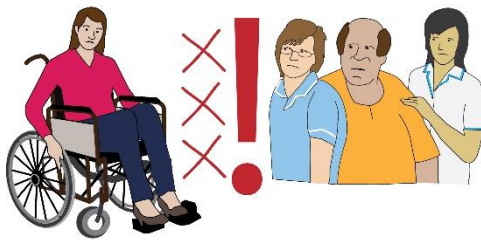
They will do this when they are making decisions about equality impact assessments.

Everyone must think about these responsibilities when they are trying to improve health and wellbeing.

- **We will carry on using technology in new ways. We will make sure no one is left behind with this:**



We know that using new technology is a great way to make sure more people can access services.



However, you told us that some people are worried about being left out. People were worried that if they can't access technology, they won't be able to access services.



After Covid-19, more services, activities and events are online. This will carry on as we work on new ideas.

For lots of people, this makes accessing what they need easier. However, we





know that for some people it does not. We will make sure that services are accessible for everyone who needs them.

3. How will other strategies allow us to understand and listen to the community? How will they try to make services better?



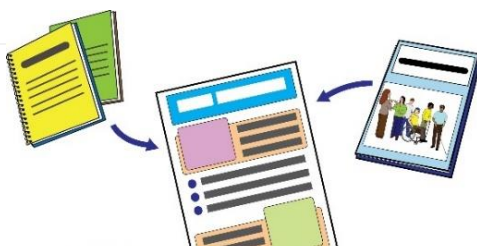
Now we will look at what other strategies are doing for this priority.

Digital strategy:

Brent's digital strategy aims to improve experiences of technology for residents. It aims to give residents:

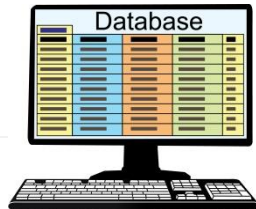
- Better access to technology.
- Better internet connection.
- Better digital skills.

Another part of the strategy looks at how we could use information in a better way. It looks at working on and using a data lake. This is a system where we can keep



information about our borough online.

This information can be used to understand our communities better.



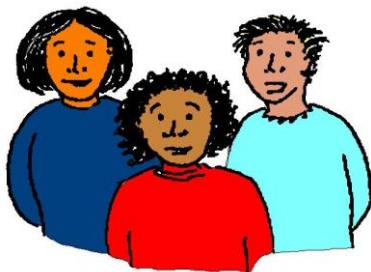
The Black Community Action Plan:

This plan looks at supporting the black community and volunteers. It looks at getting funding for volunteer organisations.



It looks at:

- Reviewing where funding goes.
- Getting funding to support black community projects.
- Support for black volunteer and community groups.



The other important aim is about supporting the black community take part in the work of the council and

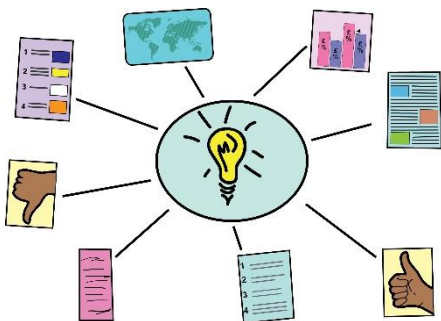


other organisations. This is so black people can make their voices are heard.



- **The Stronger Communities Strategy:**

This is all about working with communities and local groups. It looks at setting up Hubs for communities across the borough. These are places where communities can meet.



- **Dealing with health inequalities across North-West London:**

Our vaccination programme helped us to find out the best ways to use information. It showed us that it is important to work with local community groups to understand how to meet their needs. This plan looks at four important messages that will be part of their work in the future:





1. Communities do more when they make their own choices.
2. Community and faith spaces are the places where local action happens.
3. Inequalities in society have a really bad effect on the health of our communities. People who are left out of society are affected the most.
4. We must look at what is important for people. We will work with residents and communities to agree on our aims. We will find out what kind of changes they need.



- **National Health Service Long Term Plan:**

National Health Service or NHS: this is our public health care system that everyone living in the UK can access for free. It is responsible for looking after our health and wellbeing. It consists of different services and groups such as hospitals, GPs and community services.



This NHS plan aims to give people more control over their own health and the care they get. The plan wants to support these groups to work together:

- GPs
- Their teams
- Community services

These groups can work together as **primary care networks**.

Primary Care Networks: these are groups made up of different general practices. These general practices work together to make healthcare better across their communities.



This means they will be able to offer services as a group.

It will lead to more NHS organisations working with their local partners as **Integrated Care Systems.**

Integrated Care system: this is a partnership of National Health Service organisations and local governments. They work together to plan health and care services and to meet the needs of their local communities.



These groups will work together to plan and run services which meet the needs of their communities.

The aim is to use information and technology in a better way. We will give patients better access to services and health information.



The new NHS App will give people better access to services. It will give NHS workers better access to their patients' records. The app will change the way services are planned and run. It will look at data about patients and



communities. This will help to run the best possible services.



This is the final part of our document. Thanks for reading!