

Tackling Neighbourhood Health Inequalities in Newham Primary Care

Docklands Primary Care Network



Project 1: Migrant communities living in temporary accommodation

Aim

To support migrant communities living in temporary accommodation by developing tailored health interventions and improving access to mental health and primary care services.

Key outcomes

- Through working with partners a guide was developed on how to access/navigate NHS health and social care services
- Migrant Health Directory developed for front line staff
- 3** Health events held
- 6** Referral pathways created tailored for migrant communities

Main actions

- Signed up to the Safer Surgeries programme
- Worked collaboratively with Clear Springs hotel management to identify health needs of residents and support required
- Worked closely with Family Navigators providing support to residents
- Ensured that the Newham and North East London wide health and migrant planning was informed by our work

Next steps

- Look to offer / provide on-site **health checks** and **exercise classes**
- Newham is striving to become a '**borough of sanctuary**'.
- Introduction of **migrant health champions** in primary care



Project 2: Serious Mental Illness (SMI) patients- monitoring of diabetes in Clozapine patients

Aim

Identify diabetic / pre-diabetic SMI Clozapine patients who require proactive interventions, and improve systems of sharing information between primary care and ELFT.

Key outcomes

- Demonstrated that Clozapine patients are well managed in primary care
- Shared suggestions with Clozapine clinic on improving monitoring of patients' physical health
- Strengthened relationships between practice staff and ELFT Health Care Assistants

Main actions

- Conducted audit for 17 Clozapine patients in PCN
- 82% had HbA1c result within past year
- 88% had an on target value at their last HbA1c
- All diabetic patients with off target results were contacted by Clozapine clinic

Next steps

- To maintain current performance
- Primary care to review process of documenting Clozapine treatment



Proactive Social Prescribing Projects

Physical Health Checks for SMI Population

Patients were identified for further follow up and early intervention through physical health checks. A patient satisfaction survey was also developed.



Park Run – led by Patient Participation Groups (PPGs)

With support from PPGs, Docklands PCN promoted Park Run through the PCN newsletter and banners, and secured additional funding from Keeping Well NEL to purchase water bottles for all staff.



Repurposing external practice spaces for community gardens

Developed garden spaces at member practices with patient input, with the aim to eventually give patients ownership of the community garden.

A 'Food Growing Toolkit for healthcare settings' was developed by Tollgate Medical Practice in partnership with a food growing expert from Newham Council. This was entered into the NEL Green Team competition and won second place.

