



*In this edition of my Chair's Report I talk about the changes made at King George's Emergency Urgent Care Centre, I am always pleased to see improvements in the care patients receive. It is particularly pleasing when a service that was previously rated inadequate jumps to a rating of Good.*

*I am delighted to report on Barking & Dagenham's success within the London Healthy Schools Programme, we are one of the top 5 boroughs in the capital in terms of the number of awards achieved. We were also successful in bidding for partnership to deliver the Early Years Transformation Academy, and finally I report back on Thrive LDN and work underway to enable Thames ward to flourish by working together to plan, develop and deliver the healthy new town.*

*Best wishes,  
Cllr Maureen Worby, Chair of the Health and Wellbeing Board*

## **King George Urgent Care Centre's CQC rating jumps from Inadequate to Good**

King George's Emergency Urgent Care Centre (EUCC) in Ilford has been rated Good by the Care Quality Commission. Previously it had been Inadequate.

King George's EUCC was rated Good for being safe, effective, responsive and well-led. It was rated Requires Improvement for being caring, following an inspection in March 2019. The service is run by the Partnership of East London Co-operatives (PELC) Limited.

Inspectors found that action had been taken to deliver high-quality and person-centred care. There had been improvement in how the service assessed and monitored patients. This included availability of appropriate clinical equipment and introduction of new protocols and training to support how clinicians 'streamed' or assessed patients.

Action had been taken since the last inspection to improve the service's physical layout and make it more conducive to maintaining patients' privacy.

There was a strong focus on continuous learning and improvement at all levels of the organisation.

However, areas where the provider should improve include:

- To further improve how the physical layout ensures patients' privacy.
- Monitor how long patients wait in the queue.
- Take action to ensure electronic patient feedback terminals are available in languages other than English.

You can read the inspection report in full when it appears on CQC's website at:  
<https://www.cqc.org.uk/location/1-351993193>

## Healthy Schools update

Barking & Dagenham is one of the best performing boroughs within the London Healthy Schools Programme. Current engagement is as follows:

- 57 schools registered (95% of all schools)
- 37 Bronze awards
- 36 Silver awards
- 15 Gold awards

36 Silver and 15 Gold awards places us in the top five boroughs in London in terms of numbers of awards achieved at this level and at or near the top in terms of awards achieved as a proportion of all schools.

There is excellent engagement with schools, with 26 actively working towards awards at present, including Parsloes and Eastbrook working towards their Gold awards. 12 schools have either developed, or are working towards, a silver award action plan focused on improving emotional wellbeing and mental health and within the last half term, Dorothy Barley Junior School have achieved both their Bronze and Silver awards.

Our locally commissioned provider for the programme, Health Education Partnership, are strategically placed in the borough and sit on our Sexual Health Board, Tobacco Alliance and CAMHS Local Transformation Plan partnership. They regularly provide resources and updates to 155 borough school contacts as well as 55 partners.

For further information please contact [Erik.Stein@lbbd.gov.uk](mailto:Erik.Stein@lbbd.gov.uk)

## Early Years Transformation Academy

Barking & Dagenham have partnered with the Early Intervention Foundation (EIF) to deliver the Early Years Transformation Academy (EYTA). The bid for partnership was a competitive one and the borough is one of five successful partners nationally.

The Academy offers applied learning opportunities to selected staff across local Maternity and Early Years services. Staff across Early Years, Community Solutions, Participation and Engagement, Public Health and Children's Commissioning have started work with health colleagues to deliver this vital programme. With the support and learning of the Academy the local team (EYTA team) will develop a maternity and early years transformation plan, based on best practice and guidance from experts at the EIF. This support will help the borough put early intervention at the centre of interaction with residents and supports delivering the strategic objectives set out in both the Corporate Plan 2018-2022 and Joint Health and Wellbeing Strategy 2019-2023.

Senior sponsors across the key partner organisations will support the EYTA team to deliver the academy aspirations with a specific focus on: vulnerable parents, speech language and communication as well as support for parents. Stakeholder and community engagement have begun to inform the team's planning process with graduation from the Academy set to take place in Spring 2020.

For Further information please contact [Hollie.Stone@lbbd.gov.uk](mailto:Hollie.Stone@lbbd.gov.uk)

## Thrive LDN

Thrive LDN is a citywide movement to improve the mental health and wellbeing of all Londoners. It is supported by the Mayor of London and led by the London Health Board.

Thrive LDN has the following aspirations for the city:

- a. A city where individuals and communities take the lead
- b. To enable a citywide movement for all Londoners that empowers individuals and communities to lead change, address inequalities that lead to poor mental health and create their own ways to improve mental health and wellbeing. To support more Londoners to access a range of activities that help them to maintain good mental health and wellbeing.
- c. A city free from mental health stigma and discrimination.
- d. To work with partners to develop a programme that ends mental health stigma and discrimination in London. Ensuring support is available to help improve people's understanding of mental health and push for more mental health first aid training to be provided so London becomes a city that is more mental health aware and equipped to act.
- e. A city that maximises the potential of children and young people.
- f. To build on the exciting developments happening across London to engage children and young people in mental health, encourage them to lead initiatives, and develop training and resources for youth organisations, schools, and student societies.

Barking & Dagenham has commissioned the **Mental Health Foundation** (MHF) to develop a range of services and courses to improve mental health and wellbeing of children, young people, working age adults and older adults in the Thamesview ward. They have been running a programme since December in the ward on the following topics:

- Parents Together
- Peer Education Project
- Tree Shepherd
- Standing Together
- Health and Happiness Training
- Engaging the Community

MHF have also been working with another organisation called Our Time who will be delivering training to staff at Thames View Infants school and hopefully the Juniors too about mental health. Their focus is on helping young people who are affected by parental mental illness, the school felt their input would be helpful to them. The training consists of an awareness raising session to introduce the subject of parental mental illness. It will include an assessment of the school's needs and how they discuss mental health currently. A follow up session will be offered that explores materials and methods teaching staff can use to support discussions about mental health and ultimately enable staff to become familiar with the terminology, concepts and way of explaining mental illness.

For more information please contact [clare.brutton@lbbd.gov.uk](mailto:clare.brutton@lbbd.gov.uk)

## **Enabling Thames Ward to Flourish – working together to plan, develop and deliver the healthy new town**

A workshop was held in April to discuss health and wellbeing in Thames Ward – it focussed on the health hub, the built environment and how we should partner with local community groups to deliver wellbeing for residents. There was great energy and input at the event and positive feedback was received including from community members, which provided a strong collaborative platform across the stakeholders on the project and the opportunity to do something **really exciting** in Thames Ward.

Some of the key issues discussed were:

- How do we ensure the Health Hub, the Thames View Health Centre, are progressed in a way we all feel proud of?
- How do we make sure the local area and environment becomes health promoting?
- How do community projects get integrated with health in a better way?

Three working groups were set up to look at community-led programmes, the built environment and collaboratively designing what the Health Hub will look like including finding a popular name for it.

For further information please contact: [SarahMcCready@barkingriversideltd.org](mailto:SarahMcCready@barkingriversideltd.org)

## **Future Dates for the Health and Wellbeing Board**

- BHR Health and Wellbeing Event – 12 July 2019, 10am – 3pm at Care City Barking
- Health and Wellbeing Board meeting – 10 September 2019, 6pm at Barking Learning Centre