**Southwark PCN/Federations Response to Healthwatch Latin American Access Report**

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|  | **Healthwatch recommendation** | **PCN/Federation Response** |
| 1 | Provide information about health and social care services in Spanish and Portuguese online, in community media and in hard copies disseminated in spaces that are frequented by Latin American communities. | The Southwark PCNs and federations will work in partnership with commissioning colleagues to respond to this recommendation.  The NHS South East London website has a translation tool that can translate all information on their website into different languages including Spanish and Portuguese and it has a link to our language support services. We are investigating how this can be applied to the PCN/Federation websites.  We will work with ICB communications and engagement colleagues to produce an information leaflet in Spanish and Portuguese to explain how the English health system works. This piece of work will build on the work undertaken within the ‘use the right service’ campaign nationally and developed further within south east London. The information will be designed to help people from Spanish and Portuguese speaking communities to access the health system in Southwark in a timely, effective and equitable way.  We will support the dissemination of this information for display in our member practices |
| 2 | Improve accessibility of interpreters. Recruit more Spanish-speaking staff where possible, as respondents specified they want to be able to communicate with healthcare providers directly. Primary care services should reflect local communities and Spanish-speaking staff should be available on site. | This is supported by the ICB which works with primary care and has commissioned DA Languages to provide translation services until April 2025.  Commissioning colleagues are engaging with residents, service users and staff to help us design the service and then to select the most appropriate and effective future provider.  The PCNs and federations will highlight the importance of workforce community representation to our member practices and ensure this is an agenda item at our member and neighbourhood meetings. |

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| 3 | Provide information about migrants' entitlements to health and social care in Spanish and Portuguese. Co - ordinate with Latin American community organisations and the Home Office to disseminate this information. | We have highlighted the importance of Southwark GP practices signing up to become Safe Surgeries.  Everyone has the right to free care from a GP. |

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| 4 | Reintroduce offline communications such as postal letters. | Letters will be used for hard-to-reach groups in addition to texts and personal contact. |
| 5 | Increase the availability of face-to-face appointments, particularly for patients with additional needs. | General practice is providing record numbers of patient appointments with the majority conducted face-to-face.  Primary Care Networks and Practices in Southwark ensure that patients can access the most appropriate appointments in a timely manner  Capacity is reviewed and adjusted in accordance with patient needs. Face to face appointments are available when requested |

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| 6 | Liaise with Latin American community organisations to disseminate information to Latin Americans in Southwark and facilitate ongoing review of health and social care accessibility for this group. | As active members of Partnership Southwark we will seek to work closely with groups and further develop relationships.  We will partner with the ICB and Council communications and engagement |
| 7 | Revise diversity monitoring forms to include Latin Americans and capture internal differences such as country of origin and dialects spoken. | Local discretion is limited. The national aim is to make registration less cumbersome. Practices will respond if patients ask for this information to be recorded to help improve navigation of healthcare.  As members of Partnership Southwark we will work with business intelligence and public health teams to better understand the communities within the Borough and how we can better capture information associated with them.  NHS South East London’s public engagement activity is underpinned by a consistent diversity and monitoring form which seeks to better understand the communities of individuals responding to our work. This will be continuously monitored and developed to ensure we hear and reflect the diverse voices within Southwark and South East London |
| 8 | Diversity and inclusion training for health staff, e.g. receptionists. | All practices are required to undertake mandatory training on diversity and inclusion. We support practices to seek out and implement further training.  Diversity and inclusion training for front line staff is included in the induction programme and is also mandatory for our staff. |

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| 9 | A GP booking system which gives patients more flexibility for when they can make a booking and the date and time of appointments | We are working with the ICB, national systems (the NHS app), as well as other providers, such as NHS 111 to offer a variety of ways to book appointments.  Demand for appointments is high and practice staff are working hard to meet the challenges of offering timely and compassionate care in an accessible and flexible way.    Practices have access to the Enhanced Access hub and can therefore refer patients into these services (for example, if appointments are not available at the practices or appointments are required in the evening or at the weekend to improve access  We will continue to work with partners to improve the booking system wherever possible. |
| 11 | Scrap charges for letters and other documentation, particularly for low-income patients. | Patients should be able to access their notes free online, usually through the NHS App  There are no charges for letters and other documentation that are covered by the national GP contract.  Local discretion is limited by national policy. Individual GP practices may charge for letters and other documents that are not covered by the national contract. These charges are available on request from all practices |