

## OPSP Network meeting 19<sup>th</sup> June 2018 at the Abbey Centre

**Attendance** – please see contact list below

**Notes from last meeting:** transport services for older and disabled people in Westminster are a complex maze of services – sometimes hard for staff to sort out availability and entitlement, let alone service users. Notes with details of some of the schemes are available [here](#).

**Integrated Services:** the Chair introduced the session, referring to the circulated draft report from Healthwatch ‘Co-ordinated Care?’ on services in Westminster for people with long term health conditions, which will be going to the local CCGs and the Health and Wellbeing Board. Copy is available [here](#).

The meeting broke into small groups to explore what is working; what isn't; what is ok but could be better; and make suggestions for ‘quick win’ improvements.

1. Different models of integrated care (NHS and Voluntary Sector providers) between the CLCCG and WLCCG. WLCCG has GPs linked to voluntary sector services as part of the My Care My Way programme; CLCCG has had an unfunded social prescription system through care navigators and One Westminster.
2. General consensus that referrals system from GPs to the voluntary sector is not working well – especially in the Westminster part of WLCCG.
3. There was concern that referrals were sometimes made of people who would need extra support to access the services they were being referred to – without that support being available.
4. There was some discussion about directories and the different ways people – both service providers and service users – find the information they need. Critical to directories of any sort is 1. Who is the directory for? (note: this means both those who use it and those whose data informs it) and 2. Who and how will create and update it? There are a number of directories and information sources currently available in this area – some of which are listed below.

**Next meeting:** Wednesday 26<sup>th</sup> September 10-12.30, venue tbc. The topic will be Isolation.

### SERVICES INFORMATION sources

1. Easy to read information about health & social care and related services in the local area on the People First website [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)
2. BME Health Forum has both a services directory <http://www.bmehf.org.uk/index.php/directories/services/> and on organisations directory <http://www.bmehf.org.uk/index.php/directories/local-organisations-2/>
3. One Westminster has a directory of Westminster voluntary organisations <http://www.onewestminster.org.uk/directory>
4. The Silver Line is a free, confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year. See the website [www.thesilverline.org.uk](http://www.thesilverline.org.uk) or you can call them anytime on 0800 47 08 090
5. If you need help and advice, Age UK has an extensive list of supporting services. See the website [www.ageuk.org.uk](http://www.ageuk.org.uk) or you can call them for free on 0800 334 5056.
6. Open Age [www.openage.org.uk](http://www.openage.org.uk)
7. Second Half Centre [www.thesecondhalfcentre.com](http://www.thesecondhalfcentre.com)
8. Action on Disability, Westminster <https://actionondisability.org.uk/>
9. Dementia Connect is a national database of local services for people with dementia and their carers. [www.alzheimers.org.uk/find-support-near-you#!/search](http://www.alzheimers.org.uk/find-support-near-you#!/search)
10. My Care, My Way is a new integrated care service in the West London CCG area for anyone aged 65 and over. It has been designed by local patients and GPs. <http://mycaremyway.co.uk/about-us/>

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