

Notes of the HAREF network held on 5 December 2017 at Bamburgh House, Newcastle

Participants

Paul Whitlock	Advocacy Centre North, Newcastle CVS
Clare Bethell	Advocacy Centre North, Newcastle CVS
Katie McSherry	Asylum Matters
Lesley Hutchinson	Children North East
Anita Davies	Elders Council of Newcastle
Anne Raffle	Elders Council of Newcastle
Becci Varnham	Gateshead Carers Association
Helena Ali	HAREF, Newcastle CVS
Lyndsey Yarde	Healthwatch Newcastle
Dan Duhryn	Involve North East
Jeannie Fraser	MESMAC Newcastle, Newcastle City Council
Jo Murphy	Newcastle CAN, Newcastle City Council
Rachel Parsons	Newcastle Carers
Nazrul Islam	Newcastle City Council
Pam Jobbins	Newcastle CVS
Hamna Begum	Newcastle CVS
Lucy Hall	Newcastle upon Tyne Hospital NHS Foundation Trust
Iqbal Syed	Nunsmoor Centre, Newcastle City Council
Andi Kewley	Patchwork Project
Barbara Douglas	Quality of Life Partnership
Christine Larson	Riverside Community Health Project
Petra Ondrova	Riverside Community Health Project
Johanne Mears	Search
Judith Cronin	Stroke Association
Pippa Kedal	The Comfrey Project
Harold Norcott	The Comfrey Project
Sophie Metcalfe	Tyneside Women's Health

Apologies

Sarah Herdman	British Red Cross
Jack Summerside	Gateshead Support, Newcastle CVS
Caroline Beckett	Gateshead Support, Newcastle CVS
Vicki Harris	HAREF, Newcastle CVS
Melanie Bramley	Healthwatch Newcastle
Sow Fong Cole	South Mountain Chinese Older People's Association
Pangani Svatwa	the4Cs
Jo Price	The Comfrey Project

Welcome and introductions

- Pam Jobbins and Helena Ali welcomed all to the meeting

Newcastle CAN

- Jo Murphy provided an update on this project which is being run across Newcastle. It is a healthy eating and weight loss project that people can sign up to. Leaflets and information were provided. There is also a website www.newcastlecan.com, if you need more information

HAREF update

- HAREF has new staff and is sitting within a new organisation Newcastle Council for Voluntary Service, but the same issues still exist with health inequalities and Black Asian and Minority Ethnic (BAME) communities.
- The HAREF network is about health inequalities for BAME communities and improving access into services. One change is that we now cover Gateshead as well as Newcastle.
- Inequalities in society are greater than ever. We have more cuts in local authority budgets, NHS budget deficits continue to grow and the Newcastle Gateshead Clinical Commissioning Group is restructuring. We have the impact of Brexit on communities with hate crime on the increase. We see the impact of welfare reform and the roll out of Universal Credit, whilst the funding available for community and voluntary sector being squeezed all the time. HAREF itself is under review with the CCG contract ending in March 2018, and we are still waiting to hear the outcome of their review and any future contract with them.

Around the HAREF network

To understand what currently are the main issues for organisations, we asked all to feedback about:

Key concern for organisations

Issue	Organisations
Funding, uncertainty and unable to plan development work	Tyneside Women's Centre, Advocacy Centre North, Children NE, Involve NE, Newcastle upon Tyne Hospital NHS Foundation Trust, Quality Of Life Partnership, Search, Newcastle Carers, Riverside Community Health Project, Gateshead Carers Association, The Comfrey Project
Lack of face to face contact with clients, less contact time with BAME communities	MESMAC and Shine, Newcastle City Council, Stroke Association, Elders Council of Newcastle, Newcastle Carers, Gateshead Carers Association, Newcastle upon Tyne Hospital NHS Foundation Trust, Search
Less services available and increasing demands, not enough time to see all those that need help	Nunsmoor Centre, Search
Charges to healthcare services for asylum seekers, refuges and migrants	Healthwatch Newcastle , Asylum Matters
Staff moving on and losing their experience	Patchwork, The Comfrey Project

Key health issues facing service users

Health issue	Organisations
Mental health for adults and children, and asylum seekers and refugees	Tyneside Women's Health, Newcastle CVS Advocacy Centre North, Children NE, Newcastle upon Tyne Hospital NHS Foundation Trust, Nunsmoor Centre, Elders Council of Newcastle, Search, Newcastle Carers, Gateshead Carers Association, Quality of Life Partnership, Elders Council of Newcastle, The Comfrey Project, Newcastle City Council
Impact of government cuts to health agendas	MESMAC and SHINE, Involve NE, Asylum Matters, The Comfrey Project, Newcastle upon Tyne Hospital NHS Foundation Trust
Finances, benefits system, welfare rights and poverty	Advocacy Centre North, Newcastle upon Tyne Hospital NHS Foundation Trust, Nunsmoor Centre, Search, Asylum Matters, The Comfrey Project, Newcastle City Council
BAME communities not accessing services	Advocacy Centre North, Newcastle upon Tyne Hospital NHS foundation trust, Search, Newcastle Carers, Healthwatch, Newcastle, Asylum Matters, The Comfrey project, Involve NE
Social care	Nunsmoor Centre, Elders council of Newcastle, Newcastle Carers, Quality of Life Partnership
Infant mortality	Newcastle upon Tyne Hospital NHS Foundation Trust, Children NE, Asylum Matters
Housing	Newcastle upon Tyne Hospital NHS Foundation Trust, Children NE
Strokes	Stroke Association
Diabetes	Stroke Association, Riverside Community Health Project
Smoking	Riverside Community Health Project
How to improve people's health	Riverside Community Health Project
Children's dentistry	Patchwork
Sexual health for the over 60s	MESMAC and SHINE

HAREF Action Plan: overview

In 2016 HAREF completed an activity to gather information from the network about health issues and which were the most important. These were:

<p>Mental health and wellbeing</p> <ul style="list-style-type: none">• Impact of austerity and universal credit on mental health and wellbeing• Social isolation: need for activities to encourage a sense of belonging• Post-natal depression
<p>Access / knowledge, information, language barriers</p> <ul style="list-style-type: none">• Tackling islamophobia, homophobia, and Hate crime in all its forms and ensuring people get signposted to appropriate advocacy• Providing accessible information on services and carers support• People not being eligible for health care, or made to feel not welcome in services, NHS charges regulations• Accessibility issues: making appointments, information provision, interpreters
<p>Prevention and early intervention</p> <ul style="list-style-type: none">• Prevention and early diagnosis of health issues:• Diabetes, Mental health, Blood pressure, Heart disease, Sexual health, Bowel cancer, Breast cancer, Smoking cessation• Engaging with men more effectively

In this session we looked at

- **What actions organisations are taking to tackle the issues highlighted- see separate action log**
- **What we can do as a network about the issues**

What HAREF could do as a network to address the issues?

Round table discussions looked at how we as a network can take forward the issues of health inequalities. The following ideas were raised:

- At any event/meeting we should ask: Have you considered the needs of asylum seekers or refugees?
- Look at better ways for:
 - Joint working
 - Brokering joint funding
 - Sharing skills and information
 - Sharing expertise, resources and opportunities
- Disseminate information on a range of issues:
 - Research that HAREF undertakes with CCG
 - Developments regarding failed asylum seekers not being eligible for health care
- Act as a conduit to statutory sector decision makers to ensure views, experiences and issues of BAME communities are included in the processes
- Accredite GPs who support charitable activities to become more accessible to BAME communities

- Include more refugees in the network
- Help improve accessibility for BAME communities into organisations
- Raise awareness in BAME communities about the impact of and how to deal with:
 - Dentistry
 - Sexual health
 - Mental health concerns and accessing services
 - Diabetes
 - High blood pressure and strokes

Conclusion

The aims of today were to:

- Let organisations have a voice about their concerns for them and about health inequalities for their service users
- An opportunity to gather those voices and information together, and use this to lobby statutory services, organisations and raise the profile of the issues
- To help raise awareness of all the great work being carried out by organisations to try and tackle these massive issues that are affecting our communities.
- To make individuals feel less isolated and that there is strength in being part of a network, and to look at what we can do as a network to tackle health inequalities

Next steps:

- The information from the HAREF network will be sent out in the New Year. We will then look at how to take forward the work highlighted and how to raise awareness of the main health concerns affecting service users, and the issues affecting organisations
- Future meetings of the HAREF network will be in June 2018 and November 2018
- If anyone is having a community event please contact Helena at Helena.ali@cvsnewcastle.org.uk so she can come along to meet service users and gather information about their health issues and concerns
- There is monthly HAREF e-bulletin with information for practitioners and local people with details about events, resources and reports. This is an excellent way to let others know about what you are doing, and for everyone to share information. Contact Vicki Harris at vicki.harris@cvsnewcastle.org.uk if you have information that you would like to include in the bulletin.

Feedback about the HAREF network event:

'I thought yesterday was a fantastic event. I found out about organisations I hadn't previously known of, and some I knew of but didn't know we had shared interests. There was a great balance between structure and time for networking, and the agenda provided talking points to help organisations connect. The atmosphere was collaborative and really encouraged connection with others, partially through highlighting some of the elements that are common to all. I thought it was well facilitated and would recommend to others with relevant remit.'

'Thank you very much – it's a very valuable network'

Thank you for attending and all your hard work at the event, and also every day working with communities

HAREF network 5 December 2017 notes

