



One Bromley Local Care Partnership Communications and Engagement Activity Report 2022/2023

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Benefits of public engagement

- Services designed with people will better meet their needs and are a better use of resources.
- Insight from residents improves decision making.
- Personalised care, designed to meet needs helps to improve safety and quality.
- Supports transparency in decision making and accountability.
- Empowers those sharing their views.
- Reduces health inequalities.

1. INTRODUCTION

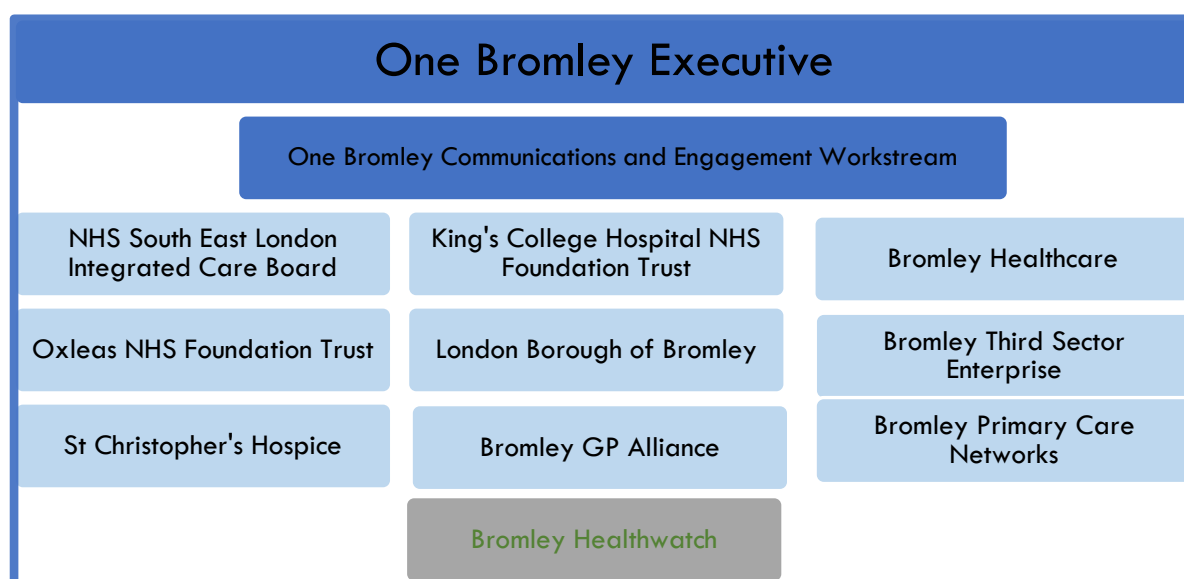
Welcome to the 2022/23 communications and engagement activity report for the One Bromley Local Care Partnership. This report describes how Bromley health and care services are working with people and communities in the borough to inform and engage them in their care and our services. It includes:

- One Bromley Integrated Programmes.
- Bromley services working together.
- Individual organisational activity.

Communications and engagement is one of a number of enabling functions that support the successful delivery of proactive, personalised, and integrated care. Working with Bromley people and communities in a timely and meaningful way will create a much better chance of ensuring our services meet their needs, improve their experience and health outcomes.

To support this work in Bromley, the One Bromley Communications and Engagement Workstream reports directly into the One Bromley Executive. Made up of One Bromley partners plus Healthwatch Bromley, the workstream is responsible for supporting the delivery of One Bromley programmes, advising the One Bromley Executive on the messaging and approach to communicating with internal and external stakeholders and the engagement of key partners, particularly the public so they can meaningfully influence integrated care. The workstream also supports system working and produces a regular staff briefing as well as urgent communications relating to service and system pressures and escalations.

Membership of the One Bromley C&E Workstream, which reports into the One Bromley Executive



2. ONE BROMLEY LOCAL CARE PARTNERSHIP

The One Bromley Local Care Partnership is part of the South East London Integrated Care System (SEL ICS) which covers Bexley, Bromley, Greenwich, Lambeth, Lewisham, and Southwark. The SEL ICS has developed its people and communities strategic framework which outlines the ambition and approach for working with people and communities. This framework informs our approach in Bromley and is based on the following foundations:

- Being accountable to local people and ensuring we are transparent.
- Making decisions, setting direction and priorities in partnership with people and communities.
- Working with people and communities in new ways to transform health and care and support health and wellbeing.

SEL ICS has also established a new 'Let's Talk Health and Care' platform for people and communities to share their ideas, discuss important topics, provide feedback and



The One Bromley Local Care Partnership brings together local NHS health providers, the council, commissioners, and voluntary sector to work together more formally to deliver better care for all. Working together in this way means services can be better coordinated and help residents get the help they need when they need it.


In 2022, the new One Bromley web pages were created as part of the South East London Integrated Care Partnership. These pages provide information on a

One Bromley

One Bromley place based Local Care Partnership brings together health, care and voluntary services to provide more joined up, proactive and personalised care for Bromley residents.

Working together in a joined-up way means we can coordinate services better. This will help Bromley residents to get the help they need when they need it.

[Find out more](#)



range of initiatives undertaken by One Bromley, including a description of partners, our developments, how to get involved and keeping well. Find out more at www.selondonics.org/OneBromley



The One Bromley twitter account is used to promote partnership working and programme initiatives. Our twitter handle is @OneBromley We rely on partners amplifying our social media activity on their various platforms to ensure we have more reach to our communities.

3. WORKING TOGETHER

Bromley has a long and successful history of working collaboratively together to communicate and engage with people and communities. The One Bromley communications and engagement workstream meets monthly and this report covers the areas that have been supported, and the activities undertaken during 2022/23. In addition to One Bromley organisations, our strong and collaborative relationships with Community Links Bromley and Healthwatch Bromley enable us to reach and interact with many more voluntary and community groups.

Effective communications and engagement, clear and sound messaging, good co-working, engagement with staff, partners and the public are essential to delivering the aims and priorities of One Bromley Local Care Partnership. Working collaboratively on shared priorities enables us to have greater reach across all stakeholder groups and communities by using all the various networks available to all partners.

In addition to routine feedback on services, we also engage and involve the public and other stakeholders in a variety of ways, based on how much influence they can have and what would be proportionate to the change or improvement we are considering. We always look at the intelligence we already have which has either been captured through previous engagement or through patient experience data. This provides us with a good starting point to plan what else we need to find out and who we need to reach and hear from.

We have a One Bromley Patient Network with over 200 members and a Community Champion programme. Both enable us to gather views from Bromley people and communities and contribute to the delivery of high-quality care. Other ways in which we engage include:

- Targeted work with those people and communities most likely to be impacted by any service changes and improvements.
- Invites to the general public and those with lived experience to take part in surveys, focus groups and events to share their experiences and inform our plans.
- Patient/service user led groups working with our Bromley organisations.

Our engagement must be meaningful and evidence how people and communities have shaped, informed, or challenged our thinking.

4. ACTIVITY

4.1 One Bromley Integrated Programmes

This section describes how we have communicated and engaged with Bromley people and communities to develop and deliver **One Bromley programmes of integrated care** during 2022/23. Some of these programmes have involved working with other multi-disciplinary teams and programme leads across the Bromley system.

WINTER PLANNING

Communications and engagement is a key pillar for delivery of the One Bromley Winter Plan and is critical to supporting delivery of important system messages around service provision, pressures, resilience and escalation and public messages on keeping well self-care and using the right service. A One Bromley C&E winter sub-group was established to manage winter activity. This work won the One Bromley Enabler Award at the 2022 One Bromley Staff Awards



WHAT WE DID

System:


- Regular comms through the One Bromley E-Bulletin.
- Identifiable winter branding.
- One Bromley system event to launch winter efforts and share a range of service videos promoting winter schemes and services.
- Winter service directories explaining what was available and how to refer.

Public:


- Localisation of national, regional and SEL campaigns and information on vaccinations, using the right service at the right time, keep warm, keep well and self-care for local residents.
- Winter health booklet distributed to every household.
 - Regular winter health advertorials in the local newspaper and online.
 - Information shared through partners and outreach through Community Champions and the One Bromley Health Hub.

- Continuing advice to care homes and care settings throughout the winter period.


SPEAKERS INCLUDE:




Dr Andrew Parson
Bromley GP and clinical lead for South East London Integrated Care System (Bromley)



Dr Angela Bhan
Executive Director for the South East London Integrated Care System (Bromley)



Dr Lucia Anthonypillai
Bromley GP and Clinical Lead for Urgent and Emergency Care



Keeping Health and Social Care Staff Well in South East London

TOGETHER THROUGH

Winter

in Bromley

OUTCOMES

Positive feedback on the Guide. *“Clear, easy to understand and provided me with lots of information I didn’t know about”.*



NEXT STEPS

Learning from this winter to be used to inform future winter planning.

URGENT CARE REDIRECTION

To support individuals to get the right care in the right place, a more formalised approach to redirecting people away from urgent and emergency care services was put in place. Information was shared with the public to encourage them to use the right service at the right time and not to use emergency and urgent care services for primary care needs.






Get the right medical care in the right place from the right service

If you go to Bromley urgent and emergency services with minor ailments that can be treated by your GP or pharmacist, you will be redirected back to those services. This is so emergency staff can focus on treating people with serious conditions.

WHAT WE DID

- A letter (tested with patients) is given to those attending Bromley urgent care treatment centres with a need that can be better dealt with by primary care services. The letter explains that they are being redirected back to the appropriate primary care service for their treatment.
- Online and print media was used to explain the process and encourage people not to attend urgent and emergency care with primary care needs. Focus was on enabling urgent and emergency staff to have the time to treat those with serious and life-threatening conditions.
- Senior clinicians in A&E and primary care featured in the communications to drive home the important information about using the right service.
- Posters displayed in waiting and reception areas.

South East London
Integrated Care System

NHS

Get the right medical care in the right place from the right service

Bromley urgent and emergency care services are extremely busy. Only use those services when you have a serious health emergency or have been asked to attend by NHS 111.

If you attend urgent and emergency services with a minor ailment or ongoing health condition that can be treated by your GP, pharmacist, optician or other community service, you will be redirected back to those services for your care.

This is so urgent care and emergency service staff can focus on treating those with more serious conditions such as heart attacks, strokes, child health emergencies, major injuries and broken bones.

SELF-CARE: Treat minor illnesses such as headaches, cuts and bruises, coughs, and colds at home. Use over the counter medicines, drink plenty of water and get some rest. If the symptoms persist please see your pharmacist or GP.

PHARMACY: Qualified staff can advise on medicines and the treatment of minor ailments and injuries. No appointment is needed.

GP PRACTICE: If you are feeling unwell and it's not an emergency. Appointments are also available on weekday evenings and Saturdays.

URGENT TREATMENT CENTRES: For urgent needs only. Use an urgent treatment centre when you are referred to by NHS 111. These are urgent treatment centres at the Princess Royal University Hospital and at Beckenham Busco.

NHS 111: Check out your symptoms and seek further advice at 111 online. If you can't get online, then call 111. If you have an urgent medical problem or your GP is closed, NHS 111 will provide advice and if necessary, make an appointment for you at a local service.

999/A&E: Only use this service if you or someone else is seriously ill and their life is in danger.

Dr Lucia Anthonypillai, Bromley GP and Clinical Lead for Urgent and Emergency Care in the borough said, "We are urging our residents to always consider if going to A&E or an urgent treatment centre is the best option for them. Many times, it is better to see your pharmacist or GP services. If you use emergency services for minor conditions, you will be redirected to another service. Please help your NHS by using the right service and keep urgent and emergency services for those who really need them."

"When you feel ill, please think self-care, pharmacy, GP or NHS 111 first. GP practices in Bromley are open five days a week with additional appointments available in the evening and on Saturdays".

OUTCOMES

- Reduction in attendances at urgent treatment centres seen shortly after campaign launch.
- Other south east London boroughs are looking at the communications approach we have taken to inform their redirection activity.

NEXT STEPS

- Review impact over longer period and consider further communications to enable longer term behaviour change.
- New signing in arrangements on arrival at the urgent care treatment centres will assist with redirection.

AUTUMN VACCINATION PROGRAMME

To encourage individuals to have their vaccinations to protect them from flu and COVID-19. Partners from across Bromley were actively involved in either providing and/or promoting the vaccination offer and encouraging people to come forward and get protected. During the Autumn, we also promoted the London campaign to offer all children a polio vaccination booster following the discovery of poliovirus in sewage samples in North London.

BOOST YOUR IMMUNITY
WITH THE FLU VACCINE
+ COVID-19 BOOSTER

People aged 75 and over can now book their autumn COVID-19 booster.

Protect your child from polio.

Children aged 1 to 9 years old in London are being offered a dose of polio vaccine.

WHAT WE DID

- Promoted the availability and importance of flu and COVID-19 vaccinations through a range of online, printed, telephone messages and face to face communications. This involved partners across Bromley promoting localised national messaging to encourage uptake.
- Established a Bromley sub-group to deliver a comprehensive and robust campaign, alongside the work undertaken by the Bromley Vaccine Hesitancy Inequalities Group.
- Two day community roadshow held in the Glades shopping centre.
- Range of promotional videos also made available in GP practices and on social media.
- Targeted outreach via faith groups, community champions and other community networks to reach seldom heard population.
- Promoted pop up clinics and the vaccination service at the One Bromley Health Hub.
- Outreach and bespoke materials provided to seldom heard communities, facilitated through the vaccination inequalities group.
- Information on vaccination included with delivery of food parcels via the Food Banks.
- Promoted the importance of polio vaccination and other routine childhood vaccinations.
- Promoted the additional Polio booster clinics.



OUTCOMES

- Bromley has the highest number of vaccinated residents in south east London.
- Positive feedback on accessibility of vaccinations.
- Relationships developed with groups that work with communities more likely to be vaccine hesitant.
- Information on why people are not having their vaccinations captured and continues to inform future planning.

NEXT STEPS

- Review what worked well to consider for further vaccination promotions. This includes new work undertaken during the early part of 2023 to encourage uptake of childhood vaccinations.
- Foster relationships developed throughout the campaign with community networks for further support in reaching seldom heard communities.
- Continue to work through 'trusted voices' and community leaders to reach those groups not having their vaccinations.
- C&E task and finish group developed as sub-group of the Bromley Immunisation Board.

MENTAL HEALTH SUPPORT AND ACCOMMODATION

As part of the Bromley Mental Health transformation plan, capture views from current and former mental health service users on the support provided by adult mental health recovery and rehabilitation services to inform improvements. Work with users to co-design a service specification for the new Support@Home service.

WHAT WE DID

Bromley Experts by Experience were commissioned by the NHS Integrated Care Board and Bromley Council to undertake a peer-led engagement exercise to capture views (including from those receiving accommodation based support) on the rehabilitation and supported housing services available to those with serious and ongoing mental health conditions. Engagement was undertaken in two stages.

Stage one

- Online and printed survey shared with 210 individuals.
- Range of engagement events in accessible locations (including in the park, drop ins and joining established events) to talk to individuals and get their views.
- Feedback report provided to commissioners to inform improvements and the next stage.

Stage two was focused on codesigning a service specification for the new Support@Home Service.

- Seven individuals worked with staff to codesign the service specification.
- Shared views on what is good support, what is possible and how to measure impact and success.

OUTCOMES

- 70 individuals shared their views, stories, and experiences of current services which are being used to make improvements.
- Mixed experiences of using services and supported housing.
- Improvements highlighted include better communication between services; more support for healthy living; improve staff knowledge of opportunities and activities happening in the wider community; support to reduce digital exclusion and more choice when being placed in supported accommodation.
- The codesign group is directly informing the Support@Home service specification which will support people wherever they live and performance indicators to measure successful delivery.

NEXT STEPS

Individuals with lived experience will be involved in the tender evaluation for the new Support@Home service.

YOUNG PEOPLE'S AREA LOCAL OFFER

Improve communication with children and young people and their parents/carers through development of the Local Offer¹. To include the development of an area on the children and young people's online hub to enable views and stories to be shared, demonstrating lived experience and outcomes.

WHAT WE DID	
<ul style="list-style-type: none">• Met with Bromley students from a range of local schools to discuss their educational health care plans and how to have more involvement and play an active part in their reviews.• Engaged with students from primary, secondary and college education.	
OUTCOMES CYP hub to be made more accessible with relevant and engaging content. Use a mixture of words, symbols, cartoons, pictures, and films.	NEXT STEPS <ul style="list-style-type: none">• Work with other professionals across Education, Health and Social Care with regards to content, linking to their websites / local offer pages where possible.• Establish a steering group to oversee this work made up of young people, parents, and professionals from each of the key areas.

ORPINGTON WELLBEING CAFÉ

July 2022 saw the opening of the new Orpington Wellbeing Café at Orpington Methodist Church. Developed by Bromley Healthcare and Orpington Primary Care Network, it provides a fortnightly drop in to help connect local residents to each other and to local services. As well as refreshments and activities, there are regular health related talks and discussions.

WHAT WE DID	
<ul style="list-style-type: none">• Established the new Orpington Wellbeing Café and widely promoted this in the local area.• Targeted at vulnerable residents, who are asked what kind of health talks would be useful to them when they attend the café.• Attendance has included staff from various services explaining how they can help. This has included Bladder and Bowel service, Talk Together Bromley, Community Matrons, Podiatry and Falls Team.• Workshops are available including digital skills and love to move fitness sessions.	
OUTCOMES <ul style="list-style-type: none">• Reducing loneliness and isolation.• Supporting older and more vulnerable residents to stay healthy and well.	NEXT STEPS To be used as a framework for setting up further

¹ A Local Offer gives children and young people with special educational needs or disabilities, and their families, information about what support services the local authority think will be available in their local area.

- Providing a warm space and support during the cost of living challenges.
- Very positive feedback from participants.

"I phoned up the doctor as I was a bit worried about an elderly relative, and he said to bring him to the Café. The Matrons were here that day and I asked them for their help. It's reassuring to know there is something there that can help you if you need it – even if it's just reassurance". Bridget, Orpington resident

wellbeing cafes in primary care network areas. This includes the new Penge Wellbeing Café which opened this year and the Beckenham Café. Development of an integrated health hub in the Orpington/Crays area will be linked to the Orpington Wellbeing Café.

CHILDREN AND YOUNG PEOPLE INTEGRATED THERAPIES

To work with children, families, parents, and carers to develop a new online resource about the range of integrated therapy services available. Website available at www.bromleytherapyhub.org.uk/



WHAT WE DID

We engaged with parents, families, and professionals to develop a new website focused on providing information on therapy services for children and young people in Bromley.

A working group with user representatives had been set up to manage production of the website. Two engagement events with parents and professionals were held to capture views on what was needed and to inform any improvements to the website.

OUTCOMES

Engagement events ensured those primarily using the website (parents) could directly inform what was available. Feedback received informed changes including accessibility.

Parents told us that the website should be shared with all mainstream schools so that all children could benefit from the information shared on the website. The website has been promoted through school bulletins and at all ongoing engagement events with schools and pre-schools.

NEXT STEPS

The website continues to be promoted through Bromley services and feedback is being monitored. So far this has been positive. "I think it is a positive and useful website. It is easy to read".

BROMLEY HOSPITAL AT HOME

To ensure that adults were able to influence the development of the hospital at home service and co-design the pathways of care. This service aims to provide intensive, hospital-level care for people with conditions that would normally require a hospital bed or regular visits to a hospital, in their own home. A major focus in developing this new service is to ensure that it meets people's needs and the care is holistic and person-centred. The adult programme follows on the successful delivery of the children's hospital at home service. Hear from [Daisy](#), a young Bromley resident who is benefiting from the children's service.



WHAT WE DID

- Engaged with the public on our approach to delivering hospital at home services through a survey which captured their experiences and views on the proposed pathways of care. Over 200 people responded, and their views shaped the four pathways of care identified as suitable for delivering care at home rather than in hospital.
- Established a co-design group made up of individuals with lived experience, clinicians, and other professionals to focus on people's experience and journey through the pathway. The group has focused on:
 - Workshop 1 – Creating a vision – what we would like to see happen
 - Workshop 2 – Designing the journey – what are people's needs and giving everyone a good experience.
 - Workshop 3 – What have we learnt and what actions do we take forward.
 - Workshop 4 – Checking in and reassessing.
- Measures put in place to ensure people can take part in a meaningful way including supporting the housebound to take part through volunteers.

OUTCOMES

- Four pathways of care for hospital at home identified (respiratory, frailty, intravenous antibiotics, and end of life care).
- Co-design group has held four workshops with outputs used to shape service delivery.

NEXT STEPS

The co-design work continues and a full engagement report on activity and outcomes will be published later this year on completion of the work.

BROMLEY ALL AGE AUTISM STRATEGY

The [Bromley All Age Autism five-year Strategy](#) was launched in 2022, informed by the views of individuals with Autism, their families, carers, and friends. It aims to “enable people with Autism to live their lives as they choose as part of their community, with the right support at the right time”.



The Bromley All Age Autism Partnership (BAAP) has representatives from education, health and care and voluntary services and is committed to hearing from those with lived experience. It strives to deliver outcomes across the five priorities of the Bromley all-age Autism strategy. These include providing an equality of access to services for people with Autism.

WHAT WE DID	
<ul style="list-style-type: none"> Autism sub-groups were created to hear from parents, carers, and people with Autism of their lived experience and outline areas of collective need. The priorities of the Autism strategy and the sub-groups are: <ul style="list-style-type: none"> Increase awareness and understanding of Autism. Build sustainable education placements. Support independence and skills to employment. Reduce health and care inequalities. Provide the right support at the right time. <p>These groups run quarterly, a month prior to each board meeting so that outcomes can be fed into discussions. The parent and carers sub-group meets face to face and the young people and adults sub-group meets online.</p>	
OUTCOMES	NEXT STEPS
<p>There is now two way dialogue between the Bromley All Age Autism Board (BAAB) and those with lived experience to enable issues to be quickly raised and responded to.</p> <ul style="list-style-type: none"> Outcomes from the sub-group discussions are shared at each BAAB meeting. This includes raising any needs which are not being met. These are discussed and actions put in place to address them. Actions taken by the BAAB are then fed back to the Autism sub-groups to inform and reassure what is being put in place to respond to their feedback. 	<p>A new Autism sub-group is being created to hear from school age pupils around their experience.</p> <p>All sub-groups will run four times a year for the five year lifespan of the strategy. This ensures we continue to respond quickly to meet needs and understand ongoing lived experiences.</p>

ONE BROMLEY HEALTH HUB

The One Bromley Health Hub is a space in the Glades Shopping Centre set up to deliver proactive and joined up services from One Bromley partners. It provides an accessible venue to receive a range of healthcare interventions for Bromley residents. The aim was to raise the profile of the hub and the services available there. This has primarily focused on provision of vaccination services for now.



WHAT WE DID

- Organised a formal launch of the One Bromley Health Hub including photographs and interviews with staff and volunteers.
- Arranged online and newspaper advertising about the hub.
- In response to feedback that some people were not aware of the vaccination service delivered at the hub, additional advertising was undertaken including virtual advertising boards in the Glades and on the high street, flyers and posters in shops and further newspaper advertising.
- Promoted the hub through a two day FLU/COVID community engagement event in January 2023 – signposting people to where they could get a walk in vaccination.
- The venue is also available on national COVID booking pages as an option.

OUTCOMES

- Coverage in the local paper of the opening.
- More people aware of the facility (evidenced by walk in vaccinations).

NEXT STEPS

- Further promotion will be undertaken as use of the Hub is developed to offer proactive and preventative health care services.

ONE BROMLEY CELEBRATION EVENT

The event was arranged to recognise and celebrate One Bromley staff and the wide range of integrated services and programmes of care they deliver to Bromley people and communities.



WHAT WE DID

A small sub-group from the C&E and workforce workstreams managed the delivery of a celebration event for staff working across One Bromley services. There were a range of award categories and teams were encouraged to apply. Winners and runners up were agreed by an integrated judging panel and over 200 staff attended the celebration event in May 2022. Branding was developed for the awards and local sponsorship used to provide staff refreshments and printing.

OUTCOMES

- Opportunity to bring staff working across One Bromley organisations together and promote understanding of the excellent work being undertaken.
- Positive coverage of the awards in the local newspaper.
- Examples of integrated care suggested for national awards. The Bromley Homeless Health Clinics which won the Mary Cooke Award for Reducing Health Inequalities went onto win the [national Innovate award for reducing inequalities](#).

NEXT STEPS

Review how we continue to reward and recognise the efforts made by staff working as an integrated care system.

4.2 Other Bromley Partnership Work

This section provides examples of how Bromley organisations have worked together in partnership to help promote campaigns, health programmes and initiatives to support local people.

CHILDHOOD VACCINATIONS

To promote the importance of childhood vaccinations, encourage uptake, provide information and signposting and answer questions.

Childhood Immunisations Advice Drop-In

Blenheim Children & Family Centre
Monday 20 March / 9:30am - 11:30am

Community Vision Children & Family Centre
Tuesday 28 March / 10:30am - 12:30pm

Cotmandene Children & Family Centre
Thursday 30 March / 11:00am - 1:00pm

Castlecombe Children & Family Centre
Thursday 6 April / 10:00am - 12:00




South East London
Inspired Care

NHS

Calling all parents – Protect your child with the MMR Vaccine

Bromley doctors are calling on parents and carers to ensure their children are up to date with their free measles, mumps, and rubella (MMR) vaccine, and all other routine childhood immunisations. These vaccinations are crucial in protecting children against preventable diseases. If you haven't had the vaccine, you are more likely to catch these diseases.

The MMR vaccine is safe, quick, and free as part of the NHS routine immunisation schedule. In the UK, millions of MMR doses have been given since it was introduced in 1988.

Before vaccines can be used, they are thoroughly tested for safety and approved by the UK's independent regulator.

At the end of 2022, 92% of Bromley children had their first MMR and 87% had their second. We need to be at 95% to avoid outbreaks of these dangerous diseases.

Measles, Mumps and Rubella are all viruses. They are spread to those not vaccinated by being close to others who are infected. Measles in particular is very infectious.

Measles	Mumps	Rubella
Measles is very infectious. Nearly everyone who catches measles will have a high fever, a rash and generally be unwell. Children often have to spend about five days in bed and could be off school for ten days. Complications from measles effects around one in every 15 children and include chest infections, the infection of the brain and brain damage. Measles can kill.	Mumps can lead to fever, headache, and painful, swollen glands in the face, neck, and jaw. It can result in permanent deafness, and meningitis. Infection of the lining of the brain and meninges. Mumps leads about seven to ten days before the MMR vaccine was introduced. Mumps was the most common cause of viral meningitis in children under 15.	Rubella (German measles) in children is usually mild and can go unnoticed. It causes a short-lived rash, swollen glands and a sore throat. Rubella is very serious for unborn babies. It can seriously damage their sight, hearing, heart, and brain. In the first three months of pregnancy it causes damage to the unborn baby in or to nine out of ten cases. In many of the cases, pregnant women caught rubella from their own, or their family, children.

Not sure if your child is up to date with their vaccination? Check your Red Book or talk to your GP practice.

You need two doses of the MMR vaccine. In Bromley these are given at 1 year and at 18 months old.

If you have missed one or both, you can still be vaccinated.

To find out more about the MMR vaccine, please visit www.seelondonics.org/childhoodvaccinations for more information.



Activity	Outcome
<ul style="list-style-type: none"> Advice drop-in sessions at various Children and Family centres. Promoted across social media and through the Council's resident e-newsletter with 70k subscribers. At some drop ins, facepainting and other activities were available. Promotion of the important of childhood vaccinations incorporated into the winter vaccine programme. Newspaper adverts on the importance of MMR, using trusted clinical voices was promoted in the local newspaper and online. Series of GIFs, images and videos were created to support a social media campaign which featured Public Health and GP. Targeted work with the Gypsy Romany Traveller community with drop ins, videos and Whatsapp messages disseminated by community leaders. South east London wide childhood immunisation campaign widely promoted including useful cards for parents with timetables of vaccinations which were handed out at events and in public places. 	<p>Opportunity to learn, ask questions and emphasise the importance and safety.</p> <p>Trust between clinicians and parents.</p> <p>Increased awareness and parents given tools to enable them to keep up to date with childhood vaccinations.</p>

GROUP A STREP

Winter 2022 saw an increase in children with Group A Strep which can cause many different infections, ranging from minor illnesses to very serious and deadly diseases. The impact on local services was considerable. System communications were put in place to manage the increased demand and parents were encouraged to ensure their child is up to date with all their vaccinations.

South East London Integrated Care System **NHS**

The nasal flu vaccine may help reduce cases of group A strep

Bromley parents are urged to have their children vaccinated against flu to help reduce group A strep infections

The flu nasal spray vaccine which offers protection to children against flu may also help reduce the risk of group A strep infections*

Flu is a common and infectious disease caused by a virus. It is more severe than a cold. The children's nasal spray flu vaccine is safe, effective and is offered every year to children to help protect them against flu. It is complementary to other flu vaccines and reduces the spread of infection to other children and adults. It will protect your child and prevent them getting sick with flu and missing time off school or nursery.

Even healthy children can become seriously ill from flu. In some cases, flu can lead to complications. These can include bronchitis, pneumonia, painful middle-ear infection, vomiting and diarrhoea.

Children who catch flu are at greater risk from subsequent infections, including group A strep infection. This is another reason for children to have their vaccine at a time when there are unusually high rates of group A strep infection across the population.

Dr Bhushika Mittal is a Bromley GP and mother to two young children. Both have had their flu nasal spray.

"The best thing any parent can do for their child is to make sure they are up to date with all their childhood vaccinations, including the yearly flu vaccine. Young children catch and spread the flu easily. But if they are vaccinated, they are less likely to be really ill and less susceptible to other infections like group A strep."

Flu is circulating in Bromley, and we are seeing many more cases than in previous years. It can be really unpleasant for children, especially those with long-term health conditions. Children may be super spreaders too so really gives the virus on to other family members and the wider community. It is never too late to have your child vaccinated and protect them and other vulnerable people."

Helen Poulak, from Orpington has vaccinated her children. "I protect my children every year with the flu nasal spray. It's quick, easy to have and painless. It gives the great peace of mind that they have the best protection. It's better to have the vaccine than have the flu."

When should my child have the flu vaccine?

Child's age	Where to have the flu vaccine
From 6 months until 2 years (both long-term conditions)	GP surgery
From 2 years until child starts primary school	GP surgery
All children at primary school	School
Year 7 to year 11 secondary school children	School
Children in reception to year 11 (both long-term conditions)	School or GP surgery
Home-schooled children (same age as reception to year 11)	Community clinic

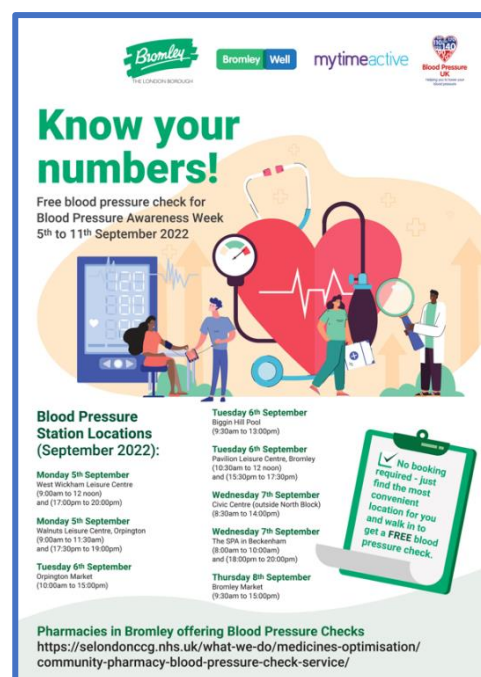
The Bromley primary school vaccination programme has finished for 2022/23.
If your child has missed their vaccine, please contact your GP for an appointment.
For more information about the children's flu vaccine, visit www.seidnhs.org.uk/childhoodvaccinations. You can also watch our short video at <https://tinyurl.com/prufw59>

*Report from the UK Health Security Agency

Activity	Outcome
<p>Inform parents and carers and Group A Strep and how to act if you are concerned about your child. Information was included on websites and promoted through social media. Webinar sessions with clinicians were hosted by the South East London Integrated Care System and these were promoted locally.</p> <p>Parents were encouraged to ensure their child has their flu vaccine, as this could reduce the risk of Group A Strep. This was promoted on the website and through social media and local newspaper advertising.</p>	<p>Opportunity to learn, ask questions from an expert panel.</p>

KNOW YOUR NUMBERS

The national 'know your numbers' campaign to promote the importance of blood pressure checks was widely promoted across Bromley, led by the Public Health Team. The aim was to provide residents with blood pressure advice, promote home monitoring and signpost to locations offering free blood pressure tests.



Activity	Outcome
Public Health, Bromley Well and MyTime Active set up a number of blood pressure stations at locations across the borough. Other Bromley partners and the One Bromley Community Champions helped to promote the stations.	Good attendance at the blood pressure stations during the awareness week. Opportunity to engage with residents on the importance of knowing your numbers and how to get to a healthier level.
Blood pressure information was on the council's website, promoted online and locations providing free blood pressure checks to residents for Blood Pressure Awareness Week appeared in national press release.	

PRINCESS ROYAL UNIVERSITY HOSPITAL MATERNITY VOICES PARTNERSHIP


The PRUH Maternity Voices Partnership (MVP) is a user led group, aiming to improve the experiences of those using maternity services, and review and contribute to the development of maternity care in Bromley. The MVP committee is made up of current and previous service users, maternity staff, and commissioners. More information on the MVP is [available on their website](#). A small group of enthusiastic and active volunteer service user members of the committee have been involved in various projects working in partnership with the Princess Royal University Hospital and King's College Hospital. Members attend various maternity meetings to provide a user voice.



Activity	Outcome
<ul style="list-style-type: none"> Built up a profile for the MVP by establishing a website, social media (including Facebook and Instagram), newsletter and recruiting more service users to the committee. Instagram live session has taken place, and more are planned to cover topics such as home birth, gestational diabetes, and the Oasis suite. <p>Active involvement in various projects such as:</p> <ul style="list-style-type: none"> 15 Step visits. This involved visiting the maternity units and providing feedback on what could be improved. Induced labour experiences. A survey captured experiences from 70 service users. Feedback sessions were held to find out more and improvements will be made to information about induction. Involvement in scheduled visits and meetings as a result of the Ockenden review. Ran an online poll to capture views on having access to a birthing pool. Capturing feedback each month on the postnatal ward. Collaboration with local community groups such as Mindful Mums. Launch of a 'NICU little library' providing books for parents to read to babies in special care. Creating and sharing a poll for renaming the 'birth without fear' sessions. Ongoing process to review and co-produce a range of maternity information leaflets, including surveying service users on their preferred format for accessing maternity information. 	<p>Enables more women to provide feedback on their care and understand the work being done to improve maternity services.</p> <p>More welcoming atmosphere on the maternity units, reduced clutter and birth friendly lighting introduced.</p> <p>The induction of labour leaflet is being reproduced and a new induction education session introduced for maternity staff.</p> <p>Service user feedback fed into the Ockenden review process.</p> <p>Data collected will form part of a proposal to bid for a birthing pool.</p> <p>New water coolers installed to provide easy access to water.</p> <p>Launch of a regular 'Jolly Trolley' mocktail hour – providing an opportunity for those on the ward to talk about mental health and available community support.</p> <p>Helps with bonding and outcomes of babies on the ward.</p>

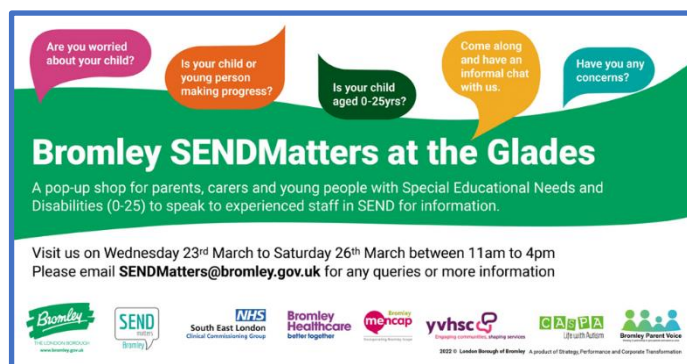
BROMLEY TRANSITION DAY

The Bromley Transition day in April 2022 enabled parents, carers and young people with special education needs and disabilities (SEND) to meet with a range of Bromley's service providers to learn about the support on offer as they develop independence and prepare for adulthood.

Activity	Outcome
<p>Working in collaboration with Bromley Healthcare and Oxleas NHS staff, alongside some 35 service providers, the Transition Day allowed the 70+ young people and their families who attended to meet and chat directly with staff about the options available to them as they prepare for adulthood at an informal setting.</p> 	<p>Attendees left the event informed on pathways and support services available to support children and young people with SEND, including health and wellbeing as they transition into adulthood.</p>

SEND MATTERS

In 2022, the SEND Matters Learning Space hosted in the Glades Shopping Centre, was widely promoted. Health and SEND staff met with parents, carers, families, and other residents at the Glades Learning Space to provide guidance and resources to help individuals better understand disabilities and additional needs and support children, young people and families access the necessary services.



Activity	Outcome
<p>The learning space was widely promoted online and on high street advertising boards and to those who receive the SEND Matters newsletter.</p>	<p>Increased awareness of SEND. Families who use SEND related services were able to learn more and speak directly with SEND and health staff.</p>

BROMLEY MENTAL HEALTH HUBS

The new adult community mental health hubs introduced in 2022 aim to provide a single point of access to mental health care and support. In early 2023, those either with or who have cared for someone with a mental health condition were invited to help shape the services provided. This work was led by Bromley, Greenwich and Lewisham MIND and Oxleas NHS Foundation Trust.

Activity	Outcome
Three focus groups were set up to help shape the Bromley Mental Health Hub website and the services being provided.	<p>Discussions captured feedback which is being used to shape the website and service provision. This included:</p> <ul style="list-style-type: none">• Accessibility and inclusivity – understand the barriers to access services.• Design of the website – ensure it meets the needs of service users and enables easy self-referrals.• Holistic approach and interventions on offer – feedback on what is available and how it need to adapt to meet needs.

SAFEGUARDING

The [Bromley Safeguarding Children Partnership](#) brings together many agencies and organisations working together in partnership to keep children safe. Over the last year, Children Looked After and those leaving care have fed their views and experiences into Safeguarding training and practice.



Activity	Outcome
Six care leavers joined an online Health and Primary Care academic half day Level 3 Safeguarding Training session, to share their experiences of being in and leaving care. This face to face event is for Bromley practice staff.	Experiences shared by young people at the event was used to inform safeguarding training for health professionals. Feedback from the event was shared with the Corporate Parenting Board.
In May 2022, the new monthly 'Come Dine with us' initiative commenced. Care leavers wanted to meet with health professionals in a non-clinical environment, improve their health and wellbeing, reduce their isolation, and improve independent skills by learning to cook. A range of partners are involved	Six to 15 young people take part each month and use the sessions to engage in cooking and discuss health and wellbeing issues of their choice each month. They plan to create a cook book in the future.

Activity	Outcome
<p>including Bromley Y (children's emotional and mental wellbeing service) and sexual health services.</p> <p>Come Dine with us originated from care leavers who contribute to the Corporate Parenting Board. The Board captures the voice of children and is chaired by an independent Councillor. This is one of the Board's Health and Wellbeing initiatives.</p>	

OTHER


- Support to the One Bromley Workforce workstream to promote the work being undertaken to widen participation and encourage young people to consider a career in health and care in Bromley.
- Preparations for the new One Bromley Careers campaign (due to roll out in May 2023). This has included new website content, a Bromley staff survey, and a communications toolkit to promote the campaign and encourage people to live and work in Bromley.
- Localisation of national campaigns and initiatives as relevant for Bromley communities. This included promoting carers week and self-care week with a range of events led by Bromley Third Sector Enterprise.
- Promote surveys to capture views on cancer care, cervical cancer screening uptake, carers strategy and other initiatives.



4.3 Organisational Engagement

This section shares examples of how One Bromley organisations have engaged with people and communities in Bromley to shape, inform and influence their own services. We routinely capture outcomes from community engagement undertaken by our individual organisations and share this across the Bromley system so that we understand what we are hearing from our residents and avoid duplication.

Purpose	Activity	Outcome
NHS SOUTH EAST LONDON INTEGRATED CARE BOARD (BROMLEY)		
To inform a new contract for the Bromley Urgent Treatment Centres	<ul style="list-style-type: none"> Survey of people using the two Bromley urgent treatment centres to gather views on the service. Patient focus group established to review the service specification. Two patient representatives recruited to be on the procurement panel for the new provider. Patient representatives supported the review of new patient materials about the service provider and new registration details on arrival at the urgent treatment centre (posters and leaflets) 	<p>New service was launched in April 2023.</p> <p>Comprehensive report on the engagement activity undertaken is available on the One Bromley webpages.</p>
To update on plans for a new Bromley Health and Wellbeing Centre	<ul style="list-style-type: none"> An online meeting was held with residents and stakeholders to update on the plans for the new Bromley Health and Wellbeing Centre, proposed for Bromley town centre. Presentation slides and Q&A were shared with all those who attended. 	<p>Well attended meeting, with useful feedback which was incorporated into the plans (including planning proposals) by the project team. New webpages created to provide ongoing updates and collect feedback on the plans for the centre.</p>
To inform a new contract for anticoagulation services.	<ul style="list-style-type: none"> Two patient representatives recruited to be on the procurement panel for the service. A new provider was commissioned, and a communications plan developed to inform and promote the new arrangements. 	<p>New service launched in April 2023.</p>
To inform and educate the public on the way general practice and other primary care services are working.	<p>A local campaign was developed at the request of Bromley primary care services following feedback from patients. This focused on five key messages:</p> <ul style="list-style-type: none"> How is primary care working (who is who in your GP team). How to get an appointment (use of online and apps as well as the phone) 	<p>Comprehensive web presence addressing many of the issues raised by patients. Shared on practice websites.</p> <p>Ongoing signposting to the campaign materials.</p>

Purpose	Activity	Outcome
	<ul style="list-style-type: none"> • Role of social prescribers (to take the pressure off GPs from managing non-medical issues) • How to self-refer to some services and save an appointment with your GP • Role of community pharmacists in supporting your health and wellbeing. <p>A campaign brand was developed and used to promote the messages above. Use of 'trusted voices' to deliver the messages. Task and finish group to steer and inform the campaign was set up to meet each week and included membership from primary care services. The campaign launched in the summer of 2022. Promoted through social media, print media, through newsletters, videos in primary care reception areas, posters, and a brand hashtag to share messages and promote visibility. The core messages were also included in the One Bromley Guide to Keeping Well over winter which was distributed to all households.</p>	<p>Positive feedback from print materials and online information.</p> <p>Evaluation to take place in 2023 through practice visits.</p> <p>Campaign picked up by other areas of the country who are adapting it for their use.</p> 
BROMLEY HEALTHCARE		
<p>Inform improvements at the Hollybank Respite Centre.</p>	<p>In order to provide an opportunity for parents, carers and families of young people with special educational needs and disabilities (SEND) to meet up and, speak with staff about the Hollybank Respite centre and their child's care, bi-monthly drop-in coffee mornings were set up. These enable people to get together, ask questions and capture views on the facility and care provided.</p>	<p>Parents and carers felt more supported and confident about their child's care. There was an improved understanding of the system and care their child received. Good opportunity to build networks with other parents.</p> <p>Contributed to the Healthwatch observation report. Hollybank Centre receives glowing Healthwatch</p>

Purpose	Activity	Outcome
		Observation Report - Bromley Healthcare
Ensure therapy service information is informed by users.	Two workshops were held with parents, carers, and guardians, hosted in partnership with the council's SEND team and Your Voice in Health & Social Care to capture feedback on web based information and ensure what is offered is clear, empowering, and outcomes focussed.	Reviewed and redeveloped our webpages based on insight and feedback provided by parents, including additional videos and resources, and changing the layout to make it more accessible. Occupational Therapy - children
Ensure the needs of local people are fed into plans for an integrated health hub.	<p>Joint initiative with the Orpington and Cray primary care networks to develop an integrated health hub linked to the Orpington Wellbeing Café. Ensure it meets the needs of local people, particularly those who are vulnerable, and that it supports the reduction of health inequalities.</p> <p>Co-design workshops and outreach with seldom heard and underserved communities. This included:</p> <ul style="list-style-type: none"> • Traveller population in Orpington and the Crays • People over 65 experiencing homelessness • People with physical and learning disabilities over 65 and their carers. 	A mix of 45 health and care professionals, local people and colleagues from the voluntary and community sector joined a workshop, which helped programme leads to understand people's needs and provide steer on what the hub will offer.
OXLEAS NHS FOUNDATION TRUST (BROMLEY ACTIVITY)		
Delivery and future updating of the Oxleas strategy and sharing of upcoming plans and priorities.	<p>Events held with Oxleas members, (both virtual and face to face). Members were asked:</p> <ul style="list-style-type: none"> • Do our strategic priorities remain the right areas to focus on? • What other areas do you think have become important since we developed our strategy? 	Feedback will inform the current strategic priorities and the updating of the strategy for 2024 onwards.

Purpose	Activity	Outcome
Seek views to inform estate and sustainability strategies	Survey to capture views on environmental issues relating to Trust sites. 153 people responded.	Responses to be reviewed by the Estates team and Membership Committee and consider how these will influence the estate and sustainability strategies.
The Co-Production Sharing Day Event in March 2023	The day provided an opportunity to bring together Oxleas staff and people with lived experience from various adult and learning disability groups and projects to learn about each other and the work they are doing. This included contributions from the Oxleas ResearchNet groups.	Successful event which provided an opportunity to learn about the various service user led groups operating across Oxleas and the work they do. Further events are planned.
Service user voice in Trust programmes, and committees	<p>Service users are included in a very wide range of committees across Oxleas as well as those programmes focused on delivery the Trust's priorities. Examples include:</p> <ul style="list-style-type: none"> • Patient experience groups, community transformation and transition from children to adult mental health services. • Programmes are many and varied and include Zero delays, acute care programme, Dementia improvement project, children and young people steering group, Great out of hospital care, improving lives programme, perinatal mental health steering group and NHS 111 mental health delivery team. <p>The Trust's Council of Governors has Bromley representation including members of the public and those who use services. It holds the non-executive directors to account for the performance of the Board and represent the views of members and the wider public.</p>	Ensures those with lived experience are able to contribute and share their valuable insight and views to help shape service improvement and delivery.
Bromley ResearchNet group is made up of people with lived	<p>Anti-Bullying Project</p> <p>Adults with learning disabilities were struggling to attend appointments during</p>	These sessions involved getting to know each other and build relationships



Purpose	Activity	Outcome
<p>experience, volunteers and staff members who have an interest in working together to improve the experience of patients and carers. There is also a ResearchNet group in Bexley and Greenwich.</p> <p>Over the reporting year the group has worked on a number of projects. The group is also undertaking a staff service evaluation to measure the effect they have on staff. Interviews and surveys will be undertaken.</p>	<p>school transport hours with many reporting bullying or harassment using transport during these hours.</p> <p>Bromley and Greenwich ResearchNets developed the 'anti-bullying project which was launched during Learning Disabilities Awareness Week. Members met with school children in the two boroughs and held an anti-bullying awareness session.</p> <p>Park Project</p> <p>Group members recognised that public toilets were closed in some of the parks which makes it difficult for people with learning disabilities to enjoy the park. They focused on Norman Park and approached local places near the park to ask if toilets could be opened up to those with learning disabilities.</p>	<p>through ice breakers and fun activities together, talking about the history of bullying and harassment of people with learning disabilities in the UK, showing a video of a role play and holding discussions about the role play and ways of managing it.</p> <p>Members identified that Norman Park Community Sports centre has toilets that are open to everyone. Crystal Palace Park has particularly good facilities. The next stage is to produce an information sheet to let people know about these facilities so they can continue to enjoy the parks.</p>

KING'S COLLEGE HOSPITAL NHS FOUNDATION TRUST (BROMLEY SITES)

To co-design patient information and literature	King's Patient Reading Group was established in May 2022 to coproduce patient information leaflets and ensure consistency of information across our sites. The areas of focus were identified via the National Patient Survey Programme.	This year the group has developed, amongst others, the following leaflets: Welcome to King's, A Guide to Leaving Hospital, A Patient Discharge Checklist, an Emergency Department Leaflet.
To ensure the patient voice is used to improve cancer care and	The King's Voices Advisory Group continues to meet regularly, made up of previous and current patients, to be a critical friend to King's and to challenge us to	People with cancer have been recruited to support the Cancer Board and all the workstreams that are part of

Purpose	Activity	Outcome
delivery across the Trust.	<p>improve the aspects of cancer care they feel most need action. They also provide a central point of feedback for patients involved in the workstreams.</p> <p>Highlights this year include:</p> <ul style="list-style-type: none"> • Listening to patients through a series of events and workshops • A cancer patient experience survey has been introduced to provide real time feedback from patients in some specialties. This has informed the work of the programme and allows us to track changes in patient experience as a result of improvement activity. • A dedicated national cancer collaborative project with NHS England allowed King's to focus engagement with women with English as a second language experiencing breast cancer to improve communication at the point of initial diagnosis. • Work to develop a cancer information and support service in Bromley centre, provided an opportunity to hear from members of Bromley Mencap about what information is important to them about cancer, and the formats they would like to receive this information in. 	<p>the cancer patient experience programme.</p> <p>In partnership with Macmillan, King's has been supported to create a network of patient representatives and to showcase their work across London and nationally. This led to being shortlisted for a Penna award for patient engagement in 2022.</p> <p>King's supported the development of an independent charity for LGBTQ+ people living with cancer, led by a King's cancer patient. Work has also taken place with a charity run for black communities experiencing cancer care.</p>
PLACE – National Audit	<p>King's took part in the national Patient Led Assessment of the Care Environment. 47 patient representatives took part in these audits over a week-long period.</p> <p>Working with staff they reviewed and scored our hospital site, looking at the cleanliness and standard of facilities provided for patients.</p>	<p>The scores of the audit have now been published nationally and we are working with our patient reps to develop and deliver a clear action plan for improvements.</p>

Purpose	Activity	Outcome
King's Young People's Forum	<p>King's Young People's Forum (KYPs) is a new group of 11-16 year olds that meets online monthly to provide a forum for discussion around improvement projects. The following areas have been discussed:</p> <ul style="list-style-type: none"> • Staying in hospital • Outpatient improvements • Youth room refurbishment • Ward 'chill out' areas • Staff interview questions • Psychology services • Blood testing and rooms • Discharge information/support • A&E experience • Admissions information and booklet • Parents rooms and ward bathrooms • Therapy activities 	<p>A new Children and Young Person's Admissions Booklet was developed in partnership with the group.</p> <p>In December 2022, members of the group visited King's (Denmark Hill site) and discussed their feedback with senior operational colleagues. They had their photos taken for the new admissions booklet and visited our security team and the helipad.</p>
BROMLEY COUNCIL (INCLUDING PUBLIC HEALTH)		
Promote Healthy Start to new parents and eligible residents in the borough.	<p>Shared Healthy Start leaflets as part of a pack given to all parents who register a birth in Bromley. This is typically around 4,000 births a year.</p> <p>Promoted Healthy Start to 70k subscribers via our Update e-newsletter.</p>	Parents are signposted to a service they may not have been aware of, that can provide health benefits without incurring an additional cost to families.
Early Years Event Signpost parents/carers to Early Years drop in session at Blenheim Children and Family Centre.	Promoted the drop-in session on social media, website and 70k subscribers via e-newsletter. The event provided an opportunity to meet with health staff to discuss the support on offer to help with childhood development.	Parents/Carers were able to meet with health staff in person to be signposted to support services and received advice on childhood development.

Purpose	Activity	Outcome
		
A Calendar of Bugs 2023 Increase awareness of seasonal bugs, symptoms, and preventative advice as part of Public Health initiative to promote infection control.	Collaborated with health staff on creating a calendar that details seasonal bugs, their symptoms and how to treat them. Tips on preventing contracting these illnesses were also detailed in the calendar. The calendar was sent to many health and educational settings and can be downloaded from the council website to print at home. 	An engaging calendar was created to encourage all ages to learn more about seasonal bugs, when they typically come around in the year, what symptoms to look out for and what to do if you have caught one.
BROMLEY GP ALLIANCE (BGPA)		
Promote, gather feedback, and build relationships between the Bromleag Care Practice and Bromley Care Homes.	Bromleag Care Practice management team went to each home to re-engage with care homes management team to gain feedback as to how the practice can improve and develop their working practice.	Personalised care provided to each home depending on the demand and needs. Stronger and more collaborative working between care homes and the practice. For example, support provided on medication changes and structured medication reviews. A template was created to capture relevant and appropriate details prior to practice visits.
To understand the need of the homeless population and	BGPA and Bromley Homeless Shelter ran a clinic each winter which was staffed with volunteer clinicians from other health organisations. The clinic was well received	Impact of the winter scheme led to the service being commissioned for three years

Purpose	Activity	Outcome
enable them to receive a range of healthcare services in an easy-to-access and safe environment	by the homeless shelter and the homeless population. Feedback on the clinic was fed into the service provision. The service won the One Bromley Mary Cooke Award for Reducing Health Inequalities in May 2022.	with a nurse-led clinic being run every day.
BROMLEY PRIMARY CARE NETWORKS		
To engage with practice populations on the new Enhanced Access Services, a national agreement on extended hours for primary care.	GP practices engaged with their practice participation group members and in many cases the wide practice population to capture their views on the new Enhanced Access Contract which all GP practices had to implement. The new contract would ensure that additional appointments were available in the evening and at weekends to meet the needs of registered patients. Face to face and virtual meetings took place as well as surveys to capture views.	Feedback from patient engagement was used to inform out of hours provision. In some cases, the additional out of hours appointments were used to provide better access and flexibility for those who work, and for routine screening appointments.
ST CHRISTOPHER'S HOSPICE		
Facilitate peer to peer support for those who are carers, bereaved or socially isolated for any reason. Provides an opportunity to hear about people's experiences for the continuous improvement of clinical services.	<p>Individuals are matched with a trained volunteer who provides support and, in most cases, has similar lived experience. The following groups are available in the community.</p> <p><u>Compassionate Neighbours</u></p> <p>Funded by the City Bridge Trust, Compassionate Neighbours is a community-led initiative for people living with or caring for a person with a long term, life limiting or terminal illness, or people who are older and socially isolated.</p> <p>It's a network of people who offer their time, companionship, and support to people living in their local area by:</p>	This initiative is extremely popular, and we've had another great year supporting many people across the community who would otherwise have no one to turn to.

Purpose	Activity	Outcome
	<ul style="list-style-type: none"> • Building a relationship to offer emotional support and a listening ear. • Helping others to stay connected to their friends and the community. • Directing to important support services • Providing practical support, such as making a cup of tea <p>Bereavement Buddies (pilot project)</p> <p>Funded by The Mercer Trust, this new initiative provides early intervention bereavement support. Individuals are matched with a bereavement buddy usually before the bereavement occurs.</p> <p>Born out of work with people who had lived experience of bereavement, we designed every element in collaboration, including the training which every Bereavement Buddy volunteer receives before they can be matched.</p> <p>Carer Champions</p> <p>Funded by the Women in Fellowship, this project sees volunteers who have been carers themselves partnered up with those who are currently caring for someone with a long term, life limiting or terminal illness.</p> <p>The volunteers offer companionship and collaboration to those who could otherwise feel quite isolated.</p>	<p>In just two months since launch, more than 50 people have volunteered to become Bereavement Buddies. There is such a need for this peer to peer support both before and immediately following the death of someone close when it can be confusing, overwhelming and frightening.</p> <p>St Christopher's Hospice supports carers in many ways. This one-to-one connection with someone who is able to understand the daily challenges and obstacles which face carers is invaluable.</p>
<p>Generate a safe space for people in the community to gather, talk and create together. Provides an opportunity to</p>	<p>Create and chat – weekly drop-in group where people can learn new art skills, meet other art group members, and have a chat about anything.</p>	<p>This group is well attended by a range of participants, including:</p> <ul style="list-style-type: none"> • Patients. • Family members of patients. • Friends of patients.

Purpose	Activity	Outcome
capture feedback for the continuous improvement of clinical services.		<ul style="list-style-type: none"> Those who are bereaved. Those who are socially isolated.
BROMLEY THIRD SECTOR ENTERPRISE		
Ensure ongoing feedback from unpaid carers	<p>Quarterly forums are held with unpaid adult carers to gather feedback on support and service requirements and use. Events are also arranged to consider specific challenges for unpaid carers.</p> <p>One example was the Bromley Well Mental Carers Service event in February 2023. This online event enabled carers of people with serious mental illness to feedback about the barriers those they care for face when accessing routine health checks through their GP. Eight carers attended alongside the Bromley Clinical Lead for Mental Health. The event provided an opportunity to discuss what can be done differently to encourage those with serious mental health to reach out for support.</p>	<p>Ongoing input to how and what support Bromley Well provides for unpaid carers.</p> <p>Recommendations included increasing awareness of eligibility for SMI health checks, more flexibility around appointments (especially where there are barriers to leaving the house) and other ways to reach and engage with diverse cultural groups.</p>
To provide young carers aged 4-19 with a bespoke App to support their health and wellbeing.	<p>A group of young carers were invited to attend our App Steering Group. They met with the App developer to share their ideas and discuss the development of the App. All registered young carers were asked during routine sessions, to vote on their preferred options.</p> <p>Young carers said:</p> <ul style="list-style-type: none"> We don't want too many questions. We want to be able to look at previous self-assessments to see if we feel better or worse. An animal would be good as an icon. 	<p>The App was launched with Bromley Well registered young carers on national Young Carers Action Day 15 March 2023.</p> <p>Young carers in Bromley have a free, bespoke App they can use to interact with Bromley Well support, help their wellbeing and provide a sense of community.</p>

5.1 One Bromley Patient Network

The One Bromley Patient Network is made up of over 200 residents who are interested in our work and want to get involved and make a difference. They support our work through sharing their views, joining meetings, focus groups, providing feedback on our plans and take part in decision making panels on procurements and new contracts. Individuals can get involved as much or as little as they like and receive regular updates on opportunities to have their say.

COMMUNITY OUTREACH

We work together to reach local communities through established events and other opportunities. This includes attending the Penge Festival, Health and Wellbeing Event in Anerley and the community celebration event organised by Churches together in Orpington. This provides excellent opportunities to talk to residents and share important health information and signposting.



5.2 One Bromley Community Champions

In 2022, we launched a new One Bromley Community Champions programme.

Champions are rooted in their community and bring local people and services together to improve health and wellbeing, transfer knowledge, and help reduce health inequalities across different groups. Their role helps to foster improved community engagement. They will have an important role in helping us to reach the seldom heard and co-design information and resources, so they meet the needs of different communities.

To date 40 champions have been recruited from a wide range of age, genre, ethnicity, religion and a variety of languages and connections. Effective information and support systems are in place to keep them informed about Bromley priorities. Contributions over the last year include:

- Supported our vaccination programmes by sharing information and talking to people in their communities about the importance of protection and how/where to get their vaccine.
- Promoted the One Bromley Health Hub by sharing information across social media and community connections.
- Advised on public facing materials to ensure they are accessible. This is wide and varied and has included Bromley Hospital at Home, Urgent Treatment Centre redirection, Winter Health guide, Primary Care Campaign, Bromley Child Health Integrated Partnership and GP website redesign.
- Supported various public health campaigns and service improvement surveys by attending events and promotion through their contacts.



Recruiting Champions at various events

Some of our Champions have participated in the south east London 'Spread and Scale Academy'² which provided an opportunity to reflect on the current status of our champion programme and future improvement goals.

A more detailed report on the One Bromley Community Champions will be published in May 2023 at www.selondonics.org/OneBromley

6. LOOKING AHEAD

In June 2023, One Bromley Local Care Partnership will publish a five year strategy setting out the priority areas for improvement and development. Our communications and engagement work will focus on supporting delivery of these priority areas and ensuring Bromley people and communities are able to inform, influence and shape high quality, proactive and integrated care.

7. FURTHER INFORMATION

For more information on the One Bromley Local Care Partnership and the organisations that make up the partnership, please visit www.selondonics.org/OneBromley

If you would like to join either the Community Champion programme or our One Bromley Patient Network to get involved and share your views, please email patientquery@selondonics.nhs.uk

Please follow us on Twitter: @OneBromley



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² The South East London Spread and Scale Academy is a training event designed to give people the tools and skills needed to spread improvements and innovations at scale across their organisations and beyond.