

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

PROGRESS CHARACTERISTICS

Red (R):

- Indicates critical issues or delays in implementation.

Criteria:

- No progress or significant delays in implementing actions.
- Key milestones missed without clear plans for recovery.
- Recommendations with high potential harm or risk remain unresolved.

Amber (A):

- Indicates moderate progress with some concerns or challenges.

Criteria:

- Some progress made, but not meeting established timelines.
- Challenges or obstacles identified that may impact successful implementation.
- Recommendations with moderate impact remain partially addressed.

Green (G):

- Indicates satisfactory progress with successful implementation.

Criteria:

- Progress aligns with or exceeds established timelines.
- Identified challenges are addressed effectively.
- Recommendations with low to moderate impact are fully implemented and effective.

Not applicable (N/A):

- Indicates whether the recommendation provided is applicable to the service.

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

Communication

Recommendation 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.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy’s & St. Thomas’ Trust	<p>The landing page of the Trust’s website has a link to language support services. We have a Language Robot in our Emergency Department and a tanyo to facilitate language support. Some services (e.g. sexual health) provide leaflets translated in different languages sent via SMS.</p> <p>We will initiate a review of services to understand the extent to which patient information leaflets are available in different languages. We have implemented a new Electronic Patient Record called EPIC. This will enable patients to identify their preferred language for communicating with the Trust.</p>	<p>Our health content team oversee all patient facing material and provide alternative formats on a request basis to comply with Accessible Information Standards.</p> <p>EPIC is enabling us to identify patient’s preferred language with a specific field available to capture this at patient registration.</p> <p>A project was recently completed to provide COVID recovery videos in Portuguese and Spanish and made available on YouTube.</p>	Complete	
King’s College Hospital NHS Foundation Trust	<p>Patients can request for information to be provided in a language of their choice by contacting our Patient Advice and Liaison Service by calling 020 3299 4826 or e- mailing at kch-tr.interpreting@nhs.net.</p> <p>The information is available in Spanish on our website at www.kch.nhs.uk/patients-and-visitors/help-and-support/interpreting/</p>	<p>Patients can request information in the language of their choice via PALS. There is an interpretation and "interpreters on wheels" service, this can be booked via EPIC. Staff can support patients with booking interpreters. Appointment time should not be affected by interpreter availability. Information about this service is available in hard copies around the hospital.</p>	Complete	
South London & Maudsley NHS Foundation Trust	<p>The Trust website and the Talking Therapies Southwark website is available in Spanish & Portuguese.</p> <p>Virtual carers surgeries have enabled Latin American families both in the UK & abroad to speak with ward staff and get</p>	Pending	Pending	

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

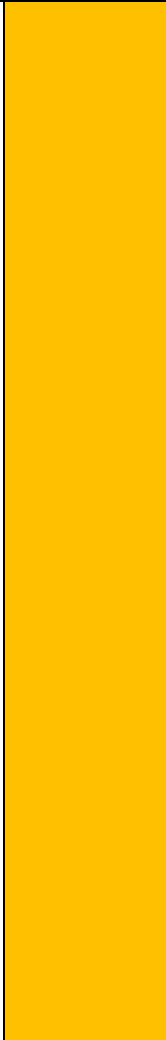

	<p>information/support. Families have access to interpreters for the surgeries.</p> <p>The guide for carers of people using inpatient services is available on the wards in both Spanish and Portuguese. Translated materials available to print/download from the website in Spanish & Portuguese include the leaflets: “what to do in a crisis” leaflet, and “how to make a complaint”. There are information sheets about medications in Spanish & Portuguese and a link to the NHS site with health information in other languages.</p> <p>Our Recovery College is keen to identify funding and resource to develop workshops in Spanish and Portuguese. We will also continue to develop relationships established through South London Listens, to support our communities to be informed about mental health, wellbeing and access to services.</p>			
<p>South East London Integrated Care Board</p>	<p>The NHS South East London website can translate all information into different languages including Spanish and Portuguese, and has a link to language support services.</p> <p>To support this recommendation further, we will produce an information leaflet in Spanish and Portuguese to explain how the English health system works.</p>	<p>Pending</p>	<p>Pending</p>	
<p>Southwark Primary Care Networks/ Federations</p>	<p>The Southwark PCNs and federations will work in partnership with commissioning colleagues to respond to this recommendation. We will support the dissemination of information produced (discussed above) for display in our member practices.</p>	<p>Pending</p>	<p>Pending</p>	

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

Recommendation 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.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy's & St. Thomas' Trust	We have contracts in place with external providers for telephone, video and face to face interpreting. We have 3 full time interpreters to supplement these contracts, who provide face to face interpreter services in Portuguese and Spanish. The Trust is currently in the final stages of introducing a new provider for our interpreting services. This new contract will centralise the services under one provider and provide a larger pool of interpreters and languages to support our patients. We are awaiting a start date for this contract. The procurement process has been managed through the ICS.	<p>Following feedback from patients and staff, we have moved to a new provider called DA languages for telephone, video and face to face interpreting as of 1st April 2024. This has enabled us to centralise all interpreting services via a single provider and contract to improve patient experience and service provision.</p> <p>We have 3.6 whole time equivalent interpreters employed by the Trust to supplement this contract, who provide face to face interpreter services in Portuguese and Spanish. In-house interpreters are prioritised for high-risk cases or those with particular sensitivities, benefiting from their experience working as an embedded staff member in the Trust.</p>	Complete	
King's College Hospital NHS Foundation Trust	King's College Hospital NHS Foundation Trust has an interpreting contract in place where access to interpreters is available on demand 24/7.	<p>Pan-London interpretation contract will be re-tendered, there has been some issues with provision. Healthwatch Southwark supported King's College Hospital to recruit participants for assessment of interpretation services.</p> <p>There has been a discussion around the possibility of indicating languages spoken on staff badges; this has been decided against as a safeguarding measure and to avoid misinterpretations.</p>	Complete	

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

<p>South London & Maudsley NHS Foundation Trust</p>	<p>The Trust has a contract with DA Languages to provide interpreting and translation services including telephone, video and face to face. This is available for all services. They can assist with rarer South American languages and dialects. Where there are issues with interpreters, staff can use the process agreed with the provider and the contract is overseen centrally within the Trust. Talking Therapies Southwark have a number of therapists who speak other languages and can be matched with service users. If this is not possible, they can use interpreters or make use of their partnership with Waterloo Community Counselling Multi-Ethnic counselling service.</p> <p>In terms of recruiting more Spanish speaking staff, this is not a specific target, but the Trust is committed to developing a workforce that represents the community that it serves. Some of the programmes to support this include: • Diversity in Recruitment Champion (DIR'S) are an integral part of the interview process for all posts band 8a and above. The DIR's take part in the shortlisting, sit on the interview panels and helps formulate the interview questions for the role. • We have launched Positive Action (under the Equality Act 2010) for all recruitment band 8a and above.</p> <p>Talking Therapies Southwark IAPT offer sessions by Spanish or Portuguese speaking therapists. They have recruited therapists that provide interventions at both step 2 and step 3 levels in either language. They have been able to offer a psychoeducation group in Spanish and are evaluating this project with a view to it becoming a regular intervention</p>	<p>Pending</p>	<p>Pending</p>	
<p>South East London Integrated Care Board</p>	<p>We have commissioned DA Languages to provide translation services for GP practices across Southwark, Lambeth and Lewisham until April 2025.</p>	<p>Pending</p>	<p>Pending</p>	

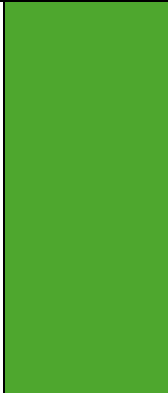
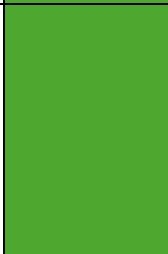
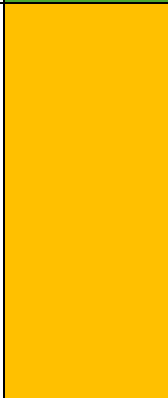

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

	<p>Our organisation is currently working to recommission this service and will be engaging with residents, service users and staff to help us design the service and then to select the most appropriate and effective provider. The insight provided by this report will help to inform this, alongside further public engagement activity.</p> <p>Although we employ staff who speak Portuguese and Spanish, it is not possible to confirm the exact numbers, as this information is not recorded in HR records.</p> <p>We are working with partners to advertise local roles at job surgeries for Health & Care Jobs which have been developed by NHS SEL's Hub Team. The Hub aims to support local people into work opportunities in health and social care and is a partnership of health and care providers and employment services. The next Southwark event is taking place on 25 March 2024.</p>			
Southwark Primary Care Networks/ Federations	<p>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.</p>	<p>Pending</p>	<p>Pending</p>	

Recommendation 3: Provide information about migrants' entitlements to health and social care in Spanish and Portuguese. Coordinate with Latin American community organisations and the Home Office to disseminate this information.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
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Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

Guy's & St. Thomas' Trust	<p>We do not provide written information regarding the entitlement of healthcare to migrants in Spanish or Portuguese languages. At the time of response, we are awaiting further confirmation from the Trust Communications team and if no material available across the Trust, we will look to produce this to support Latin American communities going forward.</p> <p>We deliver urgent and emergency care (including urgent maternity treatment) to those patients in need regardless of their immigration status</p>	<p>There are two pages on the Trust website that provide useful links and information about NHS services and entitlements: • NHS services https://www.guysandstthomas.nhs.uk/health-information/nhs-services • Refugees and asylum seekers service https://www.guysandstthomas.nhs.uk/our-services/refugees-and-asylum-seekers-service Our language support service provider DA Languages supports the translation of written information on request.</p>	<p>Pending</p>	
King's College Hospital NHS Foundation Trust	<p>Patients can request for information to be provided in a language of their choice by contacting our Patient Advice and Liaison Service.</p> <p>The information is available in Spanish on our website at www.kch.nhs.uk/patients-and-visitors/help-and-support/interpreting/</p>	<p>Patients can request information in the language of their choice via PALS. There is an interpretation and "interpreters on wheels" service, this can be booked via EPIC. Staff can support patients with booking interpreters. Appointment time should not be affected by interpreter availability. Information about this service is available in hard copies around the hospital.</p>	<p>Pending</p>	
South London & Maudsley NHS Foundation Trust	<p>There is currently no specific information about migrants' entitlements to healthcare in Spanish and Portuguese available on the Trust website or routinely available in paper form provided by the Trust.</p> <p>Going forward: Our communications department is keen to understand how this information could be developed across the integrated care system and then made available across our Trust. Locally our community services would like to develop information on this, perhaps linking with the Southwark Wellbeing Hub.</p>	<p>Pending</p>	<p>Pending</p>	
South East London Integrated Care Board	<p>Currently, we do not provide written information regarding the entitlement of healthcare to migrants in Spanish or Portuguese languages.</p>	<p>Pending</p>	<p>Pending</p>	

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

	Throughout 2021 and 2022, we worked with Latin American community organisations to emphasise about Southwark GP practices signing up to become Safe Surgeries. We will continue with this work and seek to work closely with Latin American community organisations to disseminate the information leaflet described above in the answer to recommendation one.			
Southwark Primary Care Networks/ Federations	We have highlighted the importance of Southwark GP practices signing up to become Safe Surgeries.	Pending	Pending	

Recommendation 4: Reintroduce offline communications such as postal letters.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy's & St. Thomas' Trust	<p>The Trust sends letters by post for both appointment confirmation and post appointment outcome letters, summarising the clinical detail of a visit. Patients receive a link via a text message to an electronic version of the appointment confirmation letter. This provides secure access to a portal where the patient can view their letter. However, if a patient does not access their letter electronically within 48 hours of being sent this link, we will automatically print and send the appointment confirmation letter.</p> <p>The option for printed correspondence is available upon request and telephone lines remain available to liaise with departments, as required.</p>	There has been no change to the below response since December 2023 as offline communications have been retained as an option for patients at all times	Complete	

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

King's College Hospital NHS Foundation Trust	Our patients can choose to receive correspondence via text, e-mail or post.	The Trust has a "digital first" policy since the implementation of EPIC. Patients are sent SMS links to access information. If the link is not opened, a letter will be generated. Since the implementation of EPIC, the number of patients who "Did Not Attend" appointments has decreased by 6% for those who signed up to EPIC.	Complete	
South London & Maudsley NHS Foundation Trust	Letters through the post are routinely available to our service users on request. Care coordinators discuss and note people's communication preferences.	Complete	Complete	
South East London Integrated Care Board	Our organisation is a 'digital first' organisation. However, printed materials or the request for phone calls or meetings is available to all.	Complete	Complete	
Southwark Primary Care Networks/ Federations	We have highlighted the importance of Southwark GP practices signing up to become Safe Surgeries.	Letters will be used for hard-to-reach groups in addition to texts and personal contact.	Complete	

Recommendation 5: Increase the availability of face-to-face appointments, particularly for patients with additional needs.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy's & St. Thomas' Trust	The Trust will provide reasonable adjustments to all appointment bookings when an additional need is identified, which includes face-to-face interpreting. Clinical teams can also request face-	Complete	Complete	

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

	to-face interpreters for appointments where bad news may be being discussed or where information is particularly complex.			
King's College Hospital NHS Foundation Trust	<p>We offer face-to-face, telephone and video- conferencing appointments. For many services, patients also can request follow-up care by themselves.</p> <p>EPIC makes it easier for administrative staff to identify patients' access needs so that the most appropriate appointment type can be offered, including providing additional time for consultation.</p> <p>Our Patient Advice and Liaison Service (PALS) is available to support patients to organise the most appropriate type of appointment for them.</p>	Complete	Complete	
South London & Maudsley NHS Foundation Trust	Since the end of the pandemic, the re-introduction of face to face appointments has been steady, with the provision of online consultations remaining an option for those who prefer it. There is a trust target to increase face to face appointments and the Southwark Community teams are working hard to meet this.	Pending	Pending	
South East London Integrated Care Board	<p>GPs and other primary care professionals within general practice are providing record numbers of patient appointments. This is done across a variety of platforms, with the majority conducted face-to-face.</p> <p>We will continue to work closely with Primary Care Networks and Practices in Southwark to ensure that patients can access the most appropriate appointments in a timely manner.</p>	Pending	Pending	
Southwark Primary Care	Capacity is reviewed and adjusted in accordance with patient needs. Face to face appointments are available when requested	Pending	Pending	

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

Networks/ Federations				
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Recommendation 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.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy’s & St. Thomas’ Trust	Seeking opportunities to explore this further, in collaboration with colleagues from Healthwatch Southwark, Partnership Southwark and organisations who support Latin American communities in the borough.	<p>Integrated Local Services aim to undertake a listening event with part of the local Latin American community in Southwark in Q3/4. This event will aim to share the recommendations and our actions, in particular around improving staff behaviour where relevant and understanding the challenges related to referrals into services provided by Integrated Local Services. Based on the outcomes of this listening event we will seek to involve Latin American community organisations in any further service improvements identified during the event.</p> <p>Integrated Local Services and Healthwatch Southwark are now in communication about the event.</p>	Pending	
King’s College Hospital NHS Foundation Trust	It is our strategy to enhance our engagement with local people and communities and we would welcome utilising the links developed by Healthwatch Southwark to better involve the Latin American community in helping us to improve the quality of care that we deliver.	King's Collaborator's Hub is due to launch in June 2024. This is intended to promote patient engagement through surveys, workshops, newsletters. Rewards and recognition policy is currently being designed, to decide how participants will be remunerated for their time.	Pending	
South London & Maudsley NHS	Over 40 people have participated in Spanish language training sessions for South London Listens “be well champions.” There are a number of “Be Well hubs” in Southwark where Be well champions are sited including PACT which offers Spanish	Pending	Pending	

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

Foundation Trust	<p>speaking space for parents. A pilot 6 week “mindful mamas” course has been run in Spanish “mamas empoderadas” South London Listens programme has also piloted community embedded staff where mental health professionals offer time in community groups to build relationships and offer support.</p> <p>Going Forward: To further relationships with communities, the local services would welcome contact with local community organisations / community leaders.</p>			
South East London Integrated Care Board	<p>We will seek to work closely with groups and further develop relationships developed through Partnership Southwark, the Community Southwark Latin American network and a grants panel.</p> <p>We will also feedback progress to Healthwatch Southwark as we address the recommendations in this report.</p>	Pending	Pending	
Southwark Primary Care Networks/ Federations	<p>As active members of Partnership Southwark we will seek to work closely with groups and further develop relationships.</p> <p>We will partner with the ICB and Council communications and engagement</p>	Pending	Pending	

Diversity and Inclusion

Recommendation 7: Revise diversity monitoring forms to include Latin Americans and capture internal differences such as country of origin and dialects spoken

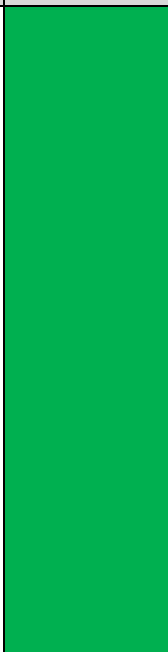
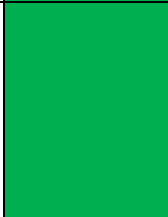
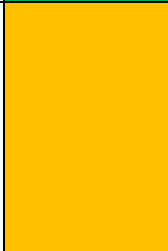
Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy’s & St. Thomas’ Trust	We are still understanding the breadth of functionality that our new EPIC system will enable. We will review what is possible in	Collection of country of origin as well as language preference is likely to be included in EPIC. However, there may not be capacity to record the dialects spoken	Completed	

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

	our current build and also with our new interpreting contract when it comes into place.	by patients and there are likely to limitations to the range of dialects that the language support supplier can offer.		
King's College Hospital NHS Foundation Trust	Our new patient record system includes demographic questions on ethnicity with options for South and Central American countries. Patients are able to indicate their preferred and written language with options for Spanish and Portuguese.	Countries of origin and languages spoken is now recorded through EPIC and for patients who did not sign up to EPIC. All services ask for this information, though patients can choose whether to disclose. This data is not at a reporting stage yet, nor is there a date for this. It is expected that this data will enable the trust to learn more about health inequalities and accessibility for this group.	Completed	
South London & Maudsley NHS Foundation Trust	The categories for our ethnicity monitoring have changed because the old categories impeded effective ethnicity data collection and analysis. The new categories were chosen to align with: The Mental Health Service Data Set (MHDS) and The 2011 Census. There is no requirement to ask or record dialect spoken.	Pending	Pending	
South East London Integrated Care Board	We will work with partners through our business intelligence team and the public health team at Southwark Council to better understand the communities within the borough and how we can better capture information associated with them.	Pending	Pending	
Southwark Primary Care Networks/ Federations	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.	Pending	Pending	

Recommendation 8: Facilitate diversity and inclusion training for service providers, particularly patient-facing staff such as receptionists. This training should include a focus on cultural awareness and supporting people who do not have English proficiency. Latin American community organisations/members should be deliverers of this training where possible.

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy’s & St. Thomas’ Trust	<p>The Trust offers 5 training programmes available to all staff. These form part of a wider suite of courses that available to staff. The first 4 are optional and the 5th one is listed as mandatory training for all staff. • Active Allyship • Micro Aggression • Beyond Bias • Cultural Competence • EDI Statutory/Mandatory programme module</p>	<p>The People Manager Programme (PMP) is mandatory for all GSTT staff with line management responsibilities, and includes a module on managing your team inclusively.</p> <p>The EDI Training Offer is under review to enhance engagement across the Trust. Although there is nothing specific to Latin American communities available in the Trusts’ training modules, there is a piece of work being undertaken with the Health Inequalities workstream to look at protected characteristics on EPIC and affiliated training for staff.</p> <p>Total attendance of training courses listed in initial response: 781 PMP Training (Jan '24 - July '24, 1,071 (21%) of our managers have completed our PMP module 2 E-learning and 439 (9%) have fully completed the module.</p>	<p>Completed</p>	
King’s College Hospital NHS Foundation Trust	<p>Our Equality Diversity and Inclusion Team is in the process of rolling out 'Cultural Intelligence' training programme, which will be available for all staff to book from January 2024. The programme aims to equip our staff with tools to assess and improve effectiveness in culturally diverse situations.</p>	<p>Training for staff is live. Staff uptake has been recorded and will be shared. Competency is self-rated.</p> <p>Uptake and means of impact and evaluation will be shared with Healthwatch Southwark.</p>	<p>Completed</p>	
South London & Maudsley NHS Foundation Trust	<p>Anti-Racism and Equality Diversity and Inclusion is embedded in all of the training we deliver and the new Trust Learning and Development board will have a standing item to review and discuss all training through an anti-racism lens.</p> <p>All Trust staff are required to undertake level 1 Seni Lewis Training “to improve experiences of mental healthcare and safety for</p>	<p>Pending</p>	<p>Pending</p>	

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

	everyone”: service users, staff, family members and carers. It focuses on fundamental principles of engagement & building positive relationships.			
South East London Integrated Care Board	NHS South East London and all practices are required to undertake mandatory training on diversity and inclusion. We also support practices to seek out further training as identified by those organisations.	Pending	Pending	
Southwark Primary Care Networks/ Federations	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.	Pending	Pending	

Appointments and Charges

Recommendation 9: Implement a GP booking system which gives patients more flexibility for when they can make a booking and the date and time of appointments.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
South East London Integrated Care Board	We are working with primary care, national systems (the NHS app), as well as other providers, such as NHS 111 to offer a variety of ways to book appointments. We will continue to work with partners to improve the booking system wherever possible.	Pending	Pending	
Southwark Primary Care	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.	Pending	Pending	

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

Networks/ Federations				
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Recommendation 10: Improve staff continuity and handovers to streamline referrals, particularly for patients with additional needs.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy's & St. Thomas' Trust	<p>EPIC should improve communication across teams such as GPs and local authority. The system enables smoother communication between the primary care systems and EPIC. The EPIC system we have implemented is shared across GSTT and King's College Hospital (including the Princess Royal University Hospital), this means that we are able to better manage the care for individual patients across our two hospitals. We will also be able to better use data to understand our population and ensure equity of access. EPIC will link with the NHS spine which will also allow staff to flag additional needs secondary care to a long-term disability.</p>	<p>We will develop a 'Contacting us' quality improvement project, phased over 2 years, with clear deliverables reflecting the multiple approaches that need improving for our patients. Success will be measured by monitoring the volume of patient queries and complaints about difficulties contacting a clinical area.</p> <p>A wide range of patient experience data is gathered through outpatient, inpatient, and community services surveys, as well as PALS, complaints, and patient and public engagement activities. This data offers insights into patients' experiences of communicating with the Trust and continuity of care. However, we cannot provide data specific to Latin-American communities' experiences due to limitations of the data recorded via demographic profiling questions.</p>	Completed	
South London & Maudsley NHS Foundation Trust	<p>Our Southwark Talking Therapies (IAPT) service have made changes to their referral system by translating a number of their letter templates into Spanish and Portuguese. They have developed specific treatment pathways for clients in these two languages, which specify the treatment modalities and bring together the therapeutic material on offer in both Spanish & Portuguese.</p>	Pending	Pending	

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

	Staff continuity remains a challenge in the current climate			
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Recommendation 11: Scrap charges for letters and other documentation, particularly for low-income patients.

Provider	Initial Response	6-Month Review	12-Month Outcome	Progress
Guy’s & St. Thomas’ Trust	There are no charges for letters and other documentation.	Complete	Completed	
South East London Integrated Care Board	There are no charges for letters and other documentation from NHS South East London. Individual GP practices may charge for letters and copies of certain documents. Patients should be able to access their notes for free online, usually through the NHS App. Practice teams can respond best when given clear reasons for the request. Practices can also refer to social prescribers for further support with providing the right information for applications.”	Pending	Pending	
Southwark Primary Care Networks/ Federations	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	Pending	Pending	

Impact Assessment

Overview of Responses to Healthwatch Southwark’s Latin American Access Report 2023-24.

Healthwatch Southwark are pleased that Southwark’s healthcare providers have engaged with our findings. The responses above demonstrate that actions have been taken both prior to, and in response to, the publication of our report. These actions respond directly to the needs identified by Latin American communities during our research. Where actions have not been taken, healthcare providers have explained why this has not been possible on this occasion.

The recommendations made in this report were categorised into 3 themes: **Communications, Diversity and Inclusion, and Appointments and Charges.**

Communications – Providers have highlighted new and existing mechanisms to facilitate language barriers – including technology such as Language Robots, tanoys, the new Electronic Patient Records System (EPIC) and the South East London-wide DA Languages interpretation service commissioned by SEL ICB.

Providers explained how patients can request and access these adaptations. As the interpretation services provider is due to be retendered, Healthwatch Southwark have circulated opportunities for Latin American residents to get involved in the consultation process to ensure that future services meet their needs. Providers have detailed new activities they will implement to incorporate patient voice into their strategies and service delivery.

Providers have also explained that whilst they have moved towards a “Digital First” approach to communications, patients can request letters and telephone calls through the means detailed above.

Diversity and Inclusion – Providers have detailed how EPIC has enabled them to capture more detailed equality, diversity and inclusion data which will help them to better understand patient demographics, and adapt services accordingly. As this system is newly implemented, providers have explained they are still testing its full capabilities and usage for expanded demographics data.

Providers have also provided or pledged to provide information about the uptake of EDI training amongst staff, as well as how the impact of this training will be monitored. This will be monitored in our 12-month reviews.

Appointments and Charges- Primary care providers have acknowledged the challenges patients experience when booking GP appointments, and have highlighted means of improving the process. They have also highlighted alternative means for patients to access their information, if their local GP has applied a fee for certain documents not covered by the national contract. Secondary care

Overview of Responses to Healthwatch Southwark's Latin American Access Report 2023-24.

providers have highlighted the role of EPIC in streamlining the referrals process, as well as increased availability of translated materials to support Spanish and Portuguese-speaking patients through referrals.