



International Forum on QUALITY & SAFETY in HEALTHCARE LONDON

Golborne Community: place-based partnerships between healthcare, local authority and third sector to serve the healthcare needs of a local population

Overview of visit

This unique experience showcases a community, rather than an institution. To serve the members of this rich and vibrant corner of West London, primary care partners with secondary care, local authority and third sector to conduct health promotion, outreach, preventative care, and holistic person and family-centred care.

Participants will experience community healthcare through visiting key sites including a General Practice (GP) clinic, a Community Midwifery clinic, and community centres that host health promoting activities such as cookery and parenting classes. We will discuss and explore the wider determinants that influence health and wellbeing. The Golborne community will showcase collaborative healthcare, including how community members have been included in the co-creation, design, and production of local healthcare services. Finally, we will reflect together on the challenges of healthcare delivery due to complex social needs, with an opportunity for participants to share their own experiences and reflections.

Itinerary

Itinerary	Location	Aims and objectives	Provisional timings
Arrival	Bay 20	Arrival with teas and coffee	08.45 - 09.00
Welcome	Bay 20	Explain the purpose of the day and logistics required	09.00 - 09.15
VSO	Bay 20	Demonstrate collaborative working with voluntary sector organisations and healthcare organisations Meet with different strategic VS leaders	09.15 - 10.45
Walking tour – divide into 2 groups	Bay 20 --> Museum of Brand --> Thorpe close --> Portobello Road --> Venture	Showcase the different parts of the community – and to experience community in health Ask delegates to reflect on the different determinants that impact health	10.45am - 11.45 am
Lunch	Venture	Demonstrate a community centre Experience their healthy lunches in action	11.45am – 1.30pm
Breakout groups	Holmfield House	Demonstrate collaborative community midwifery model	
	Goldborne Medical Centre	Demonstrate a collaborative primary care model Meet expert patient involved in designing the surgery	
Close	Meanwhile Gardens	Reflections on the day Call to action on how you can work with your community, identify their assets and co-create services	3.30– 4.30pm

Background on sites and area

Kensington and Chelsea Borough is home to both some of the wealthiest and healthiest populations in the UK, as well as some of the most vulnerable populations. The gap in life expectancy of residents in the most deprived compared to the least deprived wards in the borough is 15 years for men and 12 years for women. In Notting Dale ward, where we start our Experience Day, women live an average 15 years less than in neighbouring Holland Park just 0.3 miles away.

Golborne Road, where Venture Community Centre, Golborne Road Medical Practice, and Holmefield House Childrens Centre are located, was one of the areas where the Windrush generation first settled in. The road carries a richness of black history in the UK, and is also known for its Moroccan and Portuguese communities.

Each stop on our programme has been chosen due to historical and community significance. All have working partnerships in delivering healthcare, which is inextricably linked to housing, employment, access to green space, education, and anti-loneliness initiatives.

St Clements Church

St Clement's Church is a Grade II listed building, founded by the Reverend Arthur Dalgarno who acted as a servant to the community throughout his life. The church continues to work with an inclusive community spirit, as its site also hosts the Clement James Centre, a charity that supports education, employment and wellbeing. At 3am on 14th June 2017, St Clement's church became a relief centre in response to the Grenfell Tower fire.

Bay 20 Community Centre

Bay 20 is a community space where local charities can hire rooms to provide free/low cost services to local residents. Examples include an advice service, exercise classes, meditation and wellbeing sessions.

Venture Community Centre

Venture's mission is to "provide an improved quality of life in which local people, irrespective of age, gender, sexual orientation, ability, politics, religious or other opinion, are encouraged to come together to access a wide range of opportunities and support, to resolve needs, and to develop aspirations". Venture hosts the local Maternity Champions, which is a group of trusted local residents who have enhanced training and accreditations in health promotion. Maternity Champions partners with St Mary's Hospital and Queen Charlotte's & Chelsea Hospital to provide breastfeeding volunteers.

Logistics

Part of the London experience will be for participants to travel by public transport on the London Underground, to our meeting point, St Clement's Church.

St Clement's Church
Notting Dale, London
Greater London
W11 4EQ

Nearest underground station: Latimer Road

The Experience Day will involve some walking from the meeting point, with staggered groups experiencing a tour of the area including sites relating to health promotion and other related activities. We will meet at Venture community centre for lunch. The afternoon will visit two sites, a community midwifery practice and a general practice clinic, with discussion and rotation between the two groups. The Experience Day will close at Meanwhile Gardens, a nearby community garden with facility for indoor congregation should the weather require.

For participants with mobility requirements, there will be the option to travel between sites and participate in the tour either by car or quadicycle (to be confirmed).

