Reflections and feedback from IHI/BMJ Forum experience day At Imperial college Healthcare NHS Trust

10th April 2024

Photos

Fran Setting the scene

Ben sharing our equity & population health priorities
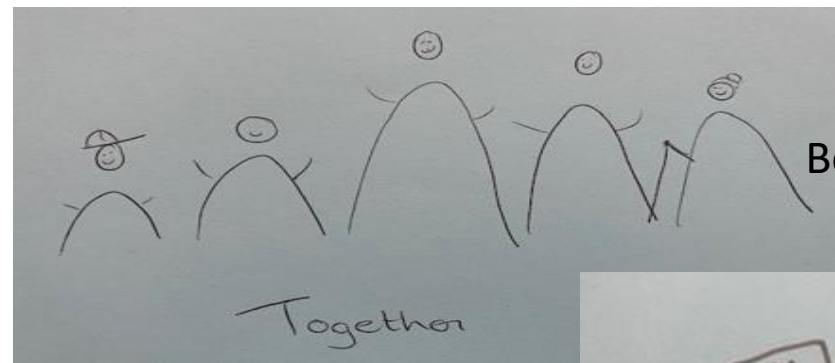

Forum attendees on the community walk
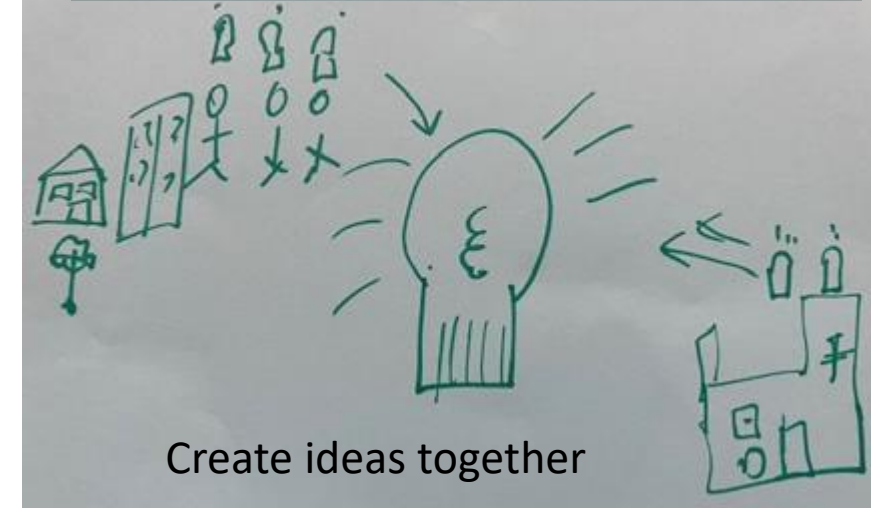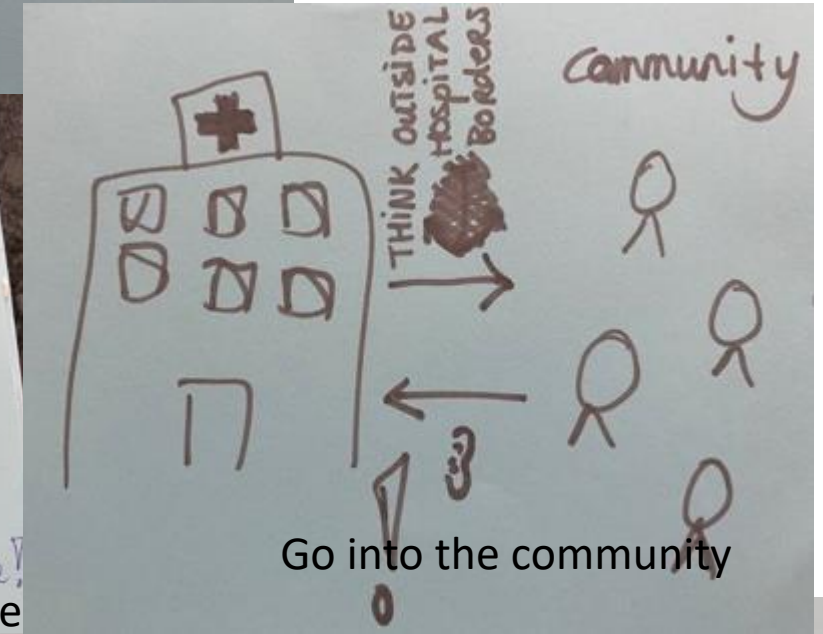

Celebrating new connections & networks

Delegates sharing reflections & experiences

Challenges

- Finance – how can we manage the finances to support working over our walls?

- Don't have an overarching organisation in our community like the NHS

- We still work between our hospital walls

- Defining health outcomes beyond the usual hospital matrix

- How to inspire my team to look to the whole system

- More attention for the network & lifestyle of the patient

- Education

- Time

- We don't not have insights into the local community as a hospital

- We have no oversight of patients avoiding healthcare

- Building bridges between groups

- Trust between all persons who are involved without knowing each other

- language

Walls

Time

People

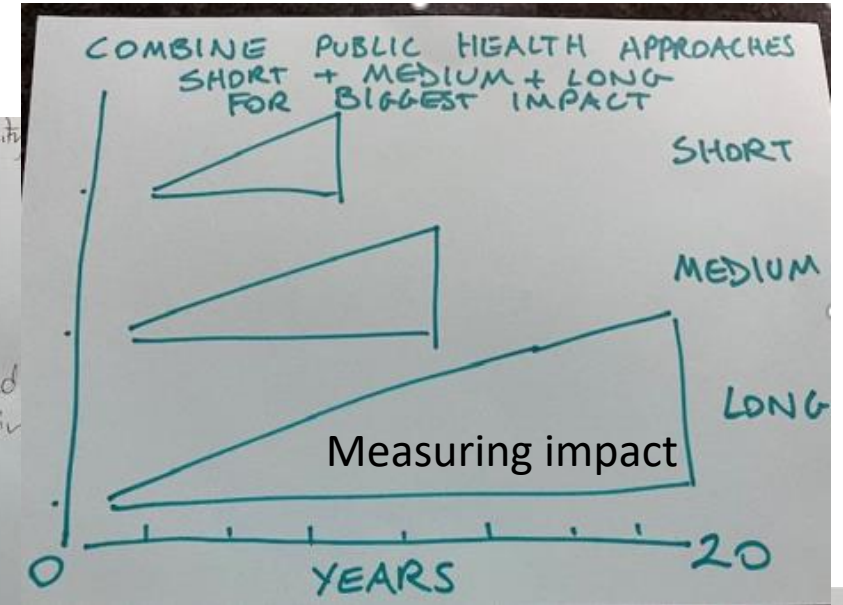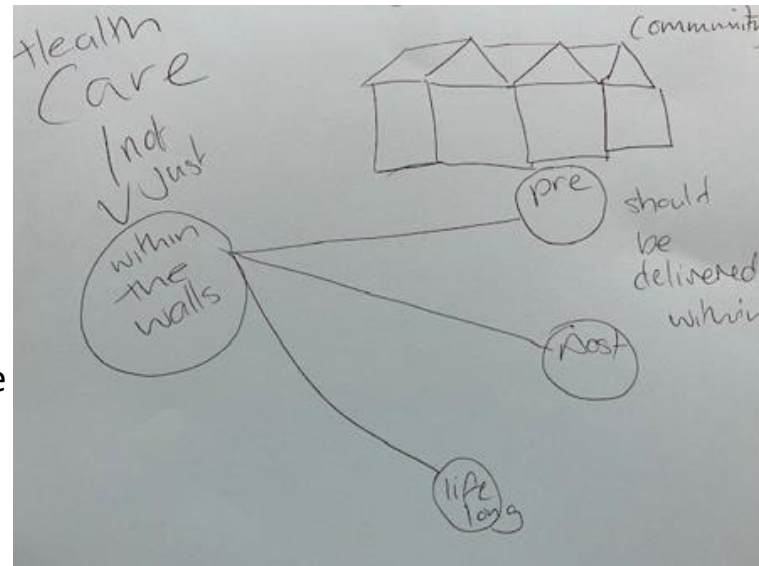Hospital walls

Money

System

Insights

- Health is influenced by the factors outside the healthcare system
- Engaging communities in building a better health
- Better health for life not better healthcare for life
- Much more power & influence in the community than we think
- Combine public health approaches for the short, medium and long term for the biggest impact
- Wider determinants of health
- Networks
- Collaboration between organisations
- Before, within, beyond the walls
- Go outside
- Data is not enough to tackle equity
- Overtime the current interventions will change the health effects for the future generations
- Good health is happiness, relationships, social security & a lot more than absence of disease
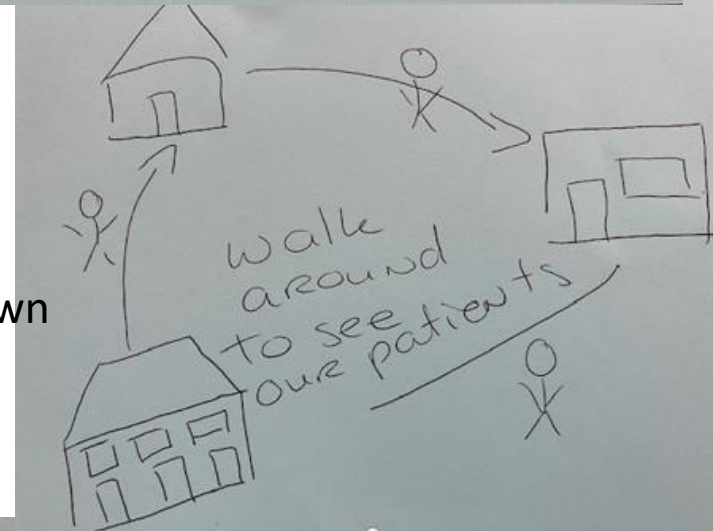- Involve companies

Better together

Open doors & go outside

Go into the community

Create ideas together

COMBINE PUBLIC HEALTH APPROACHES
SHORT + MEDIUM + LONG
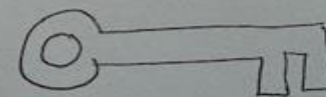FOR BIGGEST IMPACT

Measuring impact

- Understand if we treat patients equally
- Ring on doors to start conversations
- Start small, multiple solutions add up to big change
- Don't be the manager talk to the community
- Investing in well being will improve health
- Good care gives better outcomes for the future
- Using induction of new staff to meet the community they are going to work within
- Importance of recognition that ethnic diversity & socio economic status are relevant
- Integrated agencies – community, hospital, local government & the community
- Social supermarket
- How important an impact with a few people can make the local society better Re-define health outcomes beyond the usual hospital matrix
- Not measuring ill health but measuring well being
- Collaboration to invest in prevention & health care outside the hospital walls

Breaking walls down

Key to success

Actions & next steps

- Reach out to colleagues in the diversity & equity space
- Look for volunteering opportunities
- Call Judith
- Present my reflections to our committee
- Take time
- Connect
- Pan a visit to a community based organisation at home
- Share experiences with colleagues
- Collaborate with local government
- Follow up on new connecting
- Explore reasons for DNAs
- Tell my team about visit to Imperial
- Listen more
- Use stories to share patient experiences
- Delve deeper into the environment around our hospital
- Attention to patient education while in hospital
- Hospital workers to be based in the community
- Patient participation to problem solving
- Importance of language and how we communicate