

Disabled People and Primary Care

Presentation to LBTH Scrutiny Committee



Disabled People Leading Real Change

Disabled People and Primary Care

Jack Gilbert

Chief Executive, Real DPO



Disabled People Leading Real Change

Disabled People and Primary Care

About Real DPO

- Tower Hamlets oldest and largest Disabled People's Organisation
- Working with and for all Disabled people, taking into account our complexity of lived experience and intersecting identities.
- Social model of Disability



Disabled People Leading Real Change

Disabled People and Primary Care

Real's Mission

- Empower D/deaf and Disabled people to lead their best lives.
- Promote intersectional equity both in relation to services and in addressing structural barriers: in health and other (integrated) services, in employment and business, in the independent living/benefit/housing/criminal justice systems and in legalisation.



Disabled People Leading Real Change

Disabled People and Primary Care

Real's Work

- Engagement, Coproduction and Voice
- Advocacy for individuals and families
- Specialist advice and training
- Research and Policy



Real

Disabled People Leading Real Change

Disabled People and Primary Care

Real's Work

- Health and integrated services:
Primary Care, Accessible Communications, COVID, Loneliness, Vaccinations, Wheelchair services, Assistive technology, hospital trusts, adult social care, health equity, quality of life.
- Employment, businesses and workplaces
- Campaigns and community engagement



Real

Disabled People Leading Real Change

Disabled People and Primary Care

Real's Advocacy says:

“We encounter many Disabled people and their families who experience great difficulty accessing primary care and other community health services.”

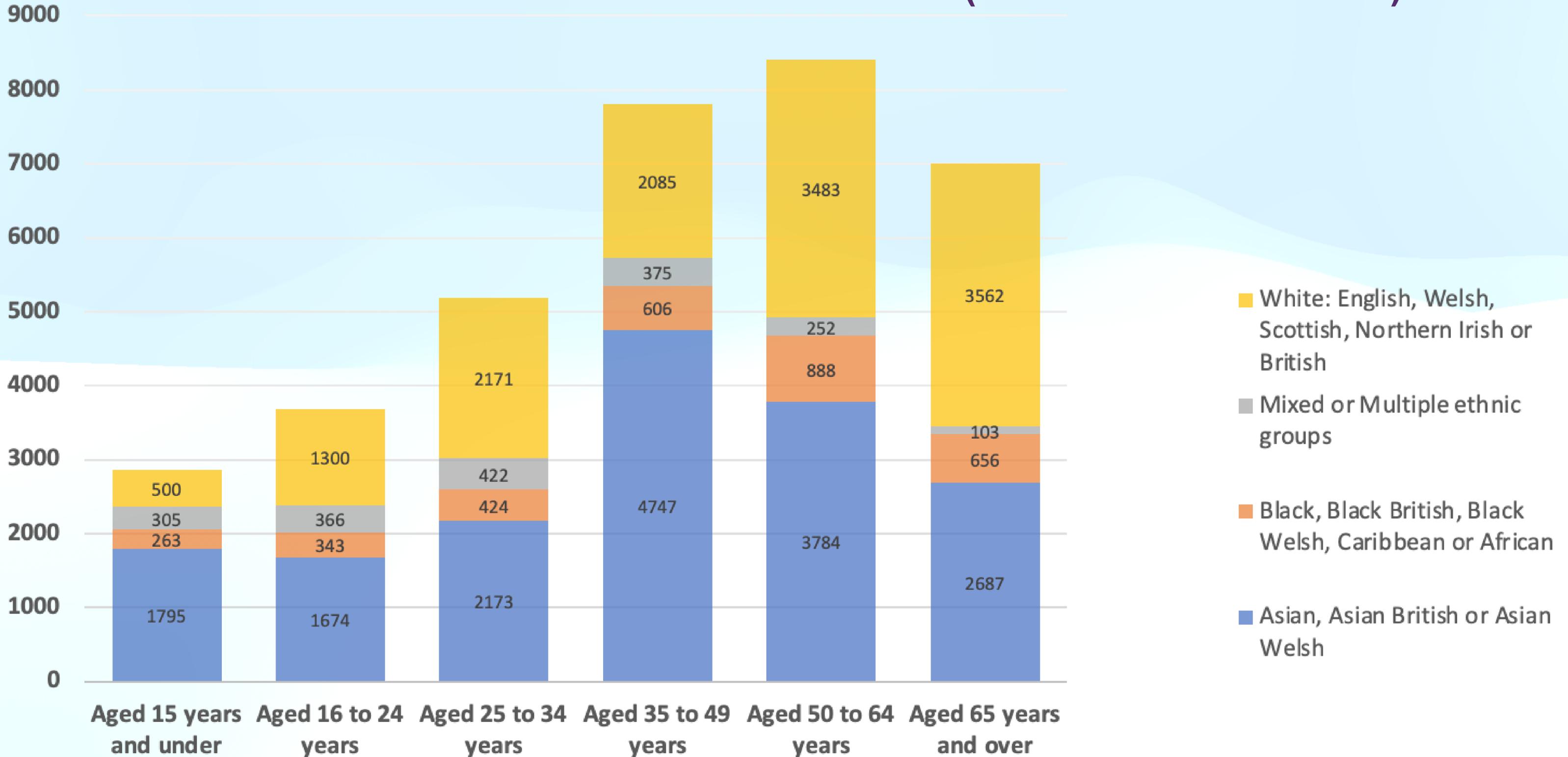


Real

Disabled People Leading Real Change

40,000+ Disabled residents in Tower Hamlets

(Source: 2021 Census)



Disabled People and Primary Care

Real's Recommendations

- Encouraging Disabled Access to Primary Care
- Accessible Communications (NEL Health Equity Fund)
- Broader LBTH and THT work
- Work in NEL ICB and pan London



Disabled People Leading Real Change

Disabled People and Primary Care

Real's Recommendations 1

- More Primary Care leaders need to make this a priority so that the impact of the extended disability access initiative can have maximum impact. There remain significant challenges in older locations, and in community pharmacies.
- There was a disappointing response from Primary Care and other NHS services eg Wheelchair services in relation to accessible communications, even when offered self assessment, training and guidance.
- The NHS Accessible Communications standards are not consistently implemented in practice. This includes in consultation mechanisms and service design eg women's health hub, leisure centre and healthy neighbourhood consultation programmes.

The logo for 'Real' is a purple speech bubble with a green outline, containing the word 'Real' in a bold, purple, sans-serif font.

Real

Disabled People Leading Real Change

Disabled People and Primary Care

Real's Recommendations 3

- There needs to be DPO involvement in the professional development of managers and leaders, to empower them to deliver culture and practice change.
- There are IT systems and information handling process barriers that severely impede effective delivery and the quality of data for JSNAs. These need to be addressed at NEL level and higher. We would urge Scrutiny to recommend this be a priority.

The logo for 'Real' is a purple speech bubble with a green outline, containing the word 'Real' in a bold, purple, sans-serif font.

Real

Disabled People Leading Real Change

Disabled People and Primary Care

Real's Recommendations 3

- Real endorses and would actively work to help deliver a co-produced DISABILITY ACTION PLAN across NHS/THT in Tower Hamlets.
- We go further, and ask Scrutiny to recommend that the DAP co-production process also includes the local authority more widely including Community Safety, Employment, Housing, Young People, Customer Service and other areas of delivery not in THT. This would be a substantive programme working in partnership with a DPO and through them other partners to both with involve and empower disabled people's voices and support managers' professional development.



Real

Disabled People Leading Real Change