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## Patron's Message

Since its inception, the Nishkam Healthcare Trust, which was first registered in 2012 has grown from strength to strength. In 2013, the Trust opened its Pharmacy as well as a Footcare and an Emotional Wellbeing Service. It was most pleasing to witness the expansion of our services with Nishkam Dental Care opening in 2017. This is especially important given the pressures on NHS-provided dental care. The Healthcare Trust has been active in partnering and collaborating with our neighbourhood stakeholders, which has meant that we have been able to expand the services that we offer.

These pioneering services have catered to vital health issues that our community faces and were established in line with The Kings' Fund vision for the future of community-based health services. The fund reached a broad consensus that in order to achieve high-quality, sustainable health and care services that can meet the changing needs of the population, there will need to be a radical shift in the focus of care from hospital to community health services.

At Nishkam, this has allowed for loving, respectful care to be delivered to some of our most at-risk members. To be able to discuss issues and concerns with highly qualified medical personnel who are volunteers, dedicated to serve, has already paved the way for a different type of healthcare service – one that is infused with faith-inspired values. Such an innovative approach necessarily means that there is a great deal of attention on prevention, healing and patient empowerment.

The Nishkam Healthcare Trust is a core part of the five centres of excellence that have been established to transform lives and empower people through faith-based values and ethos. Here, you will encounter highly qualified individuals who are dedicated to Nishkam values, providing a single facility multidisciplinary community healthcare centre, which focuses equally on both the patient's healthcare experience (values-based care) and on the delivery of high quality care (clinical excellence). It is imperative that we expand our services to include a GP Surgery. A GP surgery is essential to realising our Healthcare Trust vision since GPs are integral to providing excellent healthcare.

Bhai Sahib Mohinder Singh Ahluwalia OBE KSG Patron, Nishkam Healthcare Trust Chairman, Guru Nanak Nishkam Sewak Jatha



#### Bhai Sahib (Dr) Bhai Mohinder Singh Ahluwalia OBE KSG

Spiritual Leader / Chairperson - Guru Nanak Nishkam Sewak Jatha & Nishkam Group of Organisations

Bhai Sahib is the third in line of spiritual leaders serving the transnational, Sikh faith-based organisation, Guru Nanak Nishkam Sewak Jatha (GNNSJ). Inspired by the legacy of Guru Nanak Dev Ji (the founder of the Sikh faith) it strives to serve humanity based on the principle of being nishkam (altruistic or selfless).

Bhai Sahib also heads the Nishkam Group of Organisations where he is actively engaged in vision-building and partnership-building in fields such as education and healthcare, with the aim of making significant contributions to community regeneration, heritage conservation and infrastructure development. He is passionate about empowering individuals and organisations through mobilising values and virtues

- Recipient of the official title of Bhai Sahib from the five Sikh Jathedars (highest office bearers of the five sacred Sikh Takhats thrones or seats of spiritual authority in India).
- Recipient of the Shiromani Panth Ratan Award ('Jewel of the Global Sikh Community') award for his dedicated and selfless leadership in completing the heritage conservation of the five most sacred Sikh Takhats, the Harimandir Sahib (Golden Temple, Amritsar) and other Gurudwaras in India, as well as his worldwide contributions to sharing the practice of Sikh principles.
- Recipient of the Papal Knighthood of St. Gregory the Great (KSG).
- Officer of Her Majesty the Queen's British Empire (OBE).
- Recipient of the 2017 Global Thinkers Forum Award for Excellence in Peace and Collaboration; the 2016
  African Interfaith Harmony Award of the Year, United Religions Initiative-Africa; the Juliet Hollister Interfaith
  Award from the Temple of Understanding, New York; the Guru Nanak Interfaith Award from Hofstra
  University, New York; and the GCGI Award for Public Service in the 'Interest of the Common Good' from the
  Globalisation for the Common Good Initiative.
- Chair and Trustee of the proposed Museum of World Religions (UK) and Co-Convenor of the International Peace Charter for Forgiveness and Reconciliation, which was adopted by the 10th World Assembly of Religions for Peace International in Lindau, Germany from 20-23 August 2019.
- One of fifty Co-Presidents and a Trustee of Religions for Peace International. Also a member of the Religions for Peace International World Council.
- Patron of the ground-breaking Sikh ethos multi-faith, virtues-led Nishkam School Trust, which operates three primary schools and two secondary schools, as well as two privately funded nurseries.
- Patron of St Ethelburga's Centre for Reconciliation and Peace.
- Patron of Anoncare and Nishkam Civic Association.
- A member of the Advisory Forum of the King Abdullah Bin Abdulaziz International Centre (KAICIID).
- Three honorary doctorates from UK universities for interfaith and peacebuilding work.
- Retired Civil and Structural Engineer with 27 years of practice across three continents in the fields of engineering, town planning and housing, appropriate local materials research and policy formulation.

## History of Guru Nanak Nishkam Sewak Jatha

Guru Nanak Nishkam Sewak Jatha (GNNSJ) is a faith-based charitable organisation that has its origins in a modest community in Kenya which congregated around our founding Saint, Sant Baba Puran Singh Ji of Kericho. It has grown from strength to strength on the back of a very deep commitment to community, and embodies the values of shared responsibility with the belief that there is considerable strength in unity.

Drawing on the ideals of *Nishkam Sewa* – selfless service, its members have embraced a Sikh faith based ethos that has at its core the principles of sarbat da bhala - may everyone prosper. In this way, the agenda of a 'shared society' is highly resonant with our ethos and values. It is about empowering the community that we live in and making a difference to our society. From an integrated health and social care perspective, it is about promoting the wellness of people through a culture of self-help and community participation.

GNNSJ is a truly global organisation deeply rooted in the local communities where it has been established. It has an especially strong following in East Africa, India, and the United Kindgom.

This brochure gives a short background to GNNSJ and the history of Handsworth, which underpin the reason why a healthcare centre specifically in this area is felt to be important. It also gives some insight into the healthcare geography in and around Handsworth.

# Nishkam sewa across three continents

#### India

Guru Nanak Nishkam Sewak Jatha has been blessed to have been bestowed the prestigious spiritual service of heritage conservation and restoration of the five Takhats in India (sacred pillars of authority in the Sikh Dharam). We have also been blessed with the service of six other Gurudwara conservation and restoration projects, as well as supporting other community infrastructure projects including schools, hospitals and bridges.



Takht Sri Patna Sahib, Bihar India



Takhat Sri Kesgarh Sahib, Punjab, India



Sri Akal Takht Sahib, Amritsar Punjab India



Takhat Sri Damdama Sahib, Punjab, India



Takht Sri Hazur Sahib, Nanded, India

#### Africa

Our founding Saint, Sant Baba Puran Singh Ji, known affectionately as Babaji, emigrated from India to the small town of Kericho in Kenya in 1917.

In commemoration to Babaji's legacy of helping others in their local town, GNNSJ has undertaken many projects in Kericho over the years including:

- Construction of Africa's largest Gurudwara, which also conserves Babaji's modest workshop and family residence
- Construction of the Ministry offices and civic town works
- Annual medical camp

- Setting up the Sant Baba Puran Singh Ji Institute for Education
- £4 million pound investment in town infrastructure
- The Zero Hunger with Langar initiative in Malawi currently feeds up to 150,000 meals a month to children at places of education.

## United Kingdom and Europe

The headquarters for GNNSJ are in Birmingham, although there is also a large congregational following in London and Leeds.

Within Birmingham, GNNSJ has sworn an allegiance to Handsworth and has been involved in regenerating the area since 1978. This began through prayer and spiritual regeneration, then later expanded to physical regeneration through its five centres for excellence: the Gurudwara, a community co-operation (Marg Sat Santokh), a civic centre, flagship schools, and now a healthcare centre.

Other UK-based projects include the development of the Museum of World Religions. The goal of these is to consider and test what it is that people have lived for, and lived by, in order to shape our modern character and society with universal and shared values.

Since 2000, GNNSJ has been actively involved in the interfaith movement for peace building, conflict resolution and nurturing good ethics and values. It has collaborated with the Parliament of World's Religions, Religions for Peace International, Goldin Institute, European Council of Religious Leaders, United Religions Initiative, European Council of Religious Leaders, King Abdullah's International Centre for Interfaith Dialogue, St Ethelburga's, and the Birmingham Faith Leaders Group.

## History of Handsworth

#### 1086

Domesday Survey: Handsworth was a holding of William Fitz-Ansculf, the Lord of Dudley

#### 1760-1850

An epicentre for the Industrial Revolution. Matthew Boulton resided in Soho House.



Soho House, Handsworth

#### 1939-45

People from British colonies brought over to work in munitions factories.

#### Mid 1900s

Waves of migrants began to arrive to assist with the reconstruction of the area. Handsworth became a hub for Birmingham's Afro-Caribbean community. In the next wave of migration, it was the Indians, principally Sikhs.

#### 1400-1900

Handsworth was a small village in the county of Staffordshire



'Haymaking, Handsworth' William Ellis, 1859

#### Mid 1800s

The philosophy of the Civic Gospel emerged in Birmingham

#### 1851 - 1881

Handsworth expanded from 6,000 to 32,000 inhabitants

#### 1911

Handsworth parish transferred from Staffordshire to Warwickshire, and became a part of Birmingham.



Police officers equipped with riot gear at Handsworth during the civil disorder in 1985.

#### 1981, 1985, 1991

Handsworth riots were an overspilling of racial tensions. Now an inner-city socio-economically deprived area, with increasing prevalance of drug and alcohol dependancy.



Joseph Chamberlain

#### **Activism and improvement**

George Dawson, a nonconformist preacher at the Church of the Saviour, taught a philosophy of community activism and improvement in Birmingham during the mid-19th century. He developed the concept of the Civic Gospel, and he called upon his congregation to help to "improve conditions in the town and the quality of life enjoyed by its citizens." His views influenced key members of not only the Church, but also the wider community of Victorian Birmingham. This included Joseph Chamberlain, who implemented the Civic Gospel philosophy into his work as the Mayor of Birmingham. "True Religion", Dawson believed, was "social, unitive, and brotherly in its spirit."

The Civic Gospel was about creating a community where people helped each other - a relationship which transcended social and political class.



George Dawson

# History of GNNSJ in Handsworth

#### Mid-1900s

Like other ethnic minorities before them, Sikhs were essentially economic migrants who initially worked in the most menial jobs enduring harsh conditions. Far away from their home countries, estranged in a new land, often separated from their families, Sikhs worked long hours and exhibited an unparalleled work ethic. The industrial factories where they predominantly worked were also the places where they were inevitably alienated from, but gradually, families migrated to join the single Sikh men who had begun to establish themselves in the local community.

#### 1970s

It was against this backdrop that Sant Baba Puran Singh Ji migrated to the UK, where they had a profound impact on UK Sikhs, and in particular on his successor, Bhai Sahib Norang Singh JI and the Sikhs of Handsworth.



A photo of Sant Baba Puran Singh Ji and Sant Baba Norang Singh Ji accompanied a few eminent Sikh leaders

Bhai Sahib Norang Singh Ji had begun a process of spiritual transformation and worked unceasingly to bring disparate, disaffected Sikhs together through prayer meetings at various Gurudwaras in the area. Eventually, these Sikhs underwent a major spiritual regeneration.

Spiritual regeneration followed by physical regeneration

The catalyst for this remarkable change was eleven days of continuous prayer for the benefit of all humanity that was held in London (Mangat Hall, Southall). This was a transformative moment for many British Sikhs when a large contingent of them under the tutelage of Bhai Norang Singh Ji became bapatised with the blessings of Babaji.

Initially, they continued to practice their faith with prayer meetings at different local Gurudwaras. As the community grew, it became evident that a more formal organisation and premises were required for the group.

With spiritual regeneration through prayer, an ethos of self-help, self-reliance and community participation, the Gurudwara on Soho Road was lovingly built, and the congregation began the process of physical regeneration in Handsworth

A hundred families purchased ten properties on Soho Road, marking the start of GNNSJ's architectural enhancement of the Handsworth landscape.



Opening of the Gurudwara on Soho Road in 1978

#### GNNSJ's Contribution to Architectural Enhancement & Beautification of Heritage in Handsworth over 40 years



#### GNNSJ's Contribution to Architectural Conservation & Restoration of Heritage in Handsworth over 40 years



## The pillars of Handsworth

# FAITH

St Mary's Church, Handsworth

## COMMUNITY

International Women's Day, Nishkam Civic Association

### EDUCATION



Theresa May visits Nishkam Primary School, 2017

#### HERITAGE



Soho House, Handsworth



First vaccine given at Nishkam COVID-19 Vaccination Centre, 2021



Since the 1970s, GNNSJ has sworn an allegiance to Handsworth and to all of its people. It recognises that there are five pillars integral to the flourishment of Handsworth.

#### 1. Gurudwara

Place of worship

#### 2. Marg Sat Santokh Manufacturing (MSS)

Specialist joinery cooperative established during peak unemployment period in 1979 to enable community members to be self-reliant

#### 3. Nishkam Schools Trust

Multi-faith schools inclusive for all, established on the Sikh ethos. Four Governmentfunded, and three non DofE schools. A nationally leading multi-academy schools' trust.

#### 4. Nishkam Civic Association

Provides civic need for the local community, including wellbeing, welfare, adult education and a Sikh Cultural and Heritage Centre.

#### 5. Nishkam Healthcare Trust

Infusing faith-inspired values-led care with clinical excellence. Focusing on disease prevention, health promotion and patient empowerment.



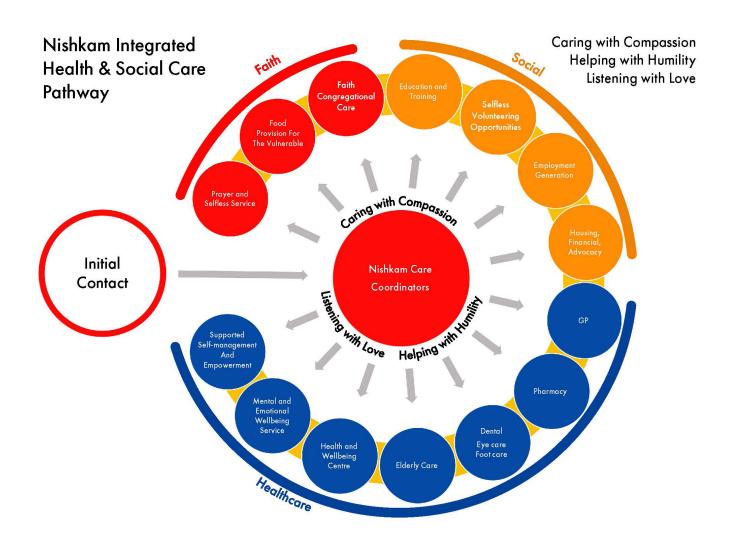
### Nishkam Healthcare Trust

#### Vision:

Driven by faith-inspired and values-led care, our purpose has been focussed on the following points:

- Engaging and mobilising the community to further health regeneration
- **Empowering** patients
- Improving health through clinical excellence
- Caring with dignity, respect and humility
- Caring and counselling those in need
- Uplifting and rejuvenating an interest for healthy living
- Promoting a sense of 'Chardi Kala' (constant optimism)
- Encouraging professionals to serve with compassion

Our future model is based around an integration of services focussing on a high quality of care, delivered with compassion and benevolence.



## Key hi











Pictured (from top to bottom): Nurse working in Nishkam Healthcare Centre; Dentists with patient; Vaccine patient; Pharmacists sorting through prescriptions; Medicines in Pharmacy

#### 21st December 2012

#### **Registered charity**

Nishkam Healthcare Trust registered as a charity on this date



#### 18th January 2013

#### Nishkam Pharmacy

Launch of Nishkam Pharmacy: the only 100-hour Pharmacy in the locality and is therefore invaluable to the local community

2 pharmacists, 3 volunteers, 5 dispensers, 1 pre-reg pharmacist, 1 driver

2012

#### **March-December 2012**

#### Construction of Nishkam Health Centre

Building and construction work of the Nishkam Healthcare Centre undertaken by hundreds of volunteers



£1.4 million of community donations

More than £500k savings made through volunteering

#### 20th October 2013

#### Nishkam Mental and Emotional Wellbeing Service

(Formerly named Emotional Wellbeing)
Values-led, culturally sensitve befriending
service, listening ear, psychotherapy



On the Post-COVID mental health pathway for Birmingham and Solihull CCG

10 active volunteers and 60 current patients

#### 18th May 2013

#### Nishkam Footcare

Commencement of Footcare service: lovingly served some 500 members of the GNNSJ congregation



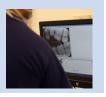
500 elderly people were loving served in this time by a team of 3 dedicated volunteers

## ghlights

#### 8th October 2017

#### **Nishkam Dental Care**

Opening of Nishkam Dental Care: a private clinic with a charitable ethos. Inclusive of everyone and affordable for all



Setup costs were around £ 100k which was all donated by the community.

90% workforce today remains voluntary

6 dentists, 2 nurses, 1 hygienist

#### 24 March 2021

#### Phase 2

Opening of Nishkam Healthcare Centre's second phase working towards an envisaged General Practice surgery, the principal gate-keeper of healthcare provision





#### **Present**

#### 6th March 2017

#### **Healthy Lives service**

Launch of Healthy Lives Service: an innovative pilot addresing the physical and psycho social needs in one appointment; addressing poly-pharmacy and inspiring healthy living

#### This innovative 12-month pilot focussed on:

- Empowering patients to tackle their own illness
- 2. Medical de-prescribing3. Social prescribing

"I lost 5 kilos in 6 weeks! I feel lighter, I feel happier. I used to have back pain, leg pain. Now my pains are gone! I recommend everyone to come here please."



#### 13th March 2021

#### **Nishkam Vaccination** Centre

The Centre was launched by £12k of community investment, and is a volunteer-led initiative

Worked in collaboration with Sandwell and West Birmingham CCG, Public Health England and the University of Birmingham to deliver outreach programmes for some of the most vulnerable communities, including homeless people and undocumented migrants

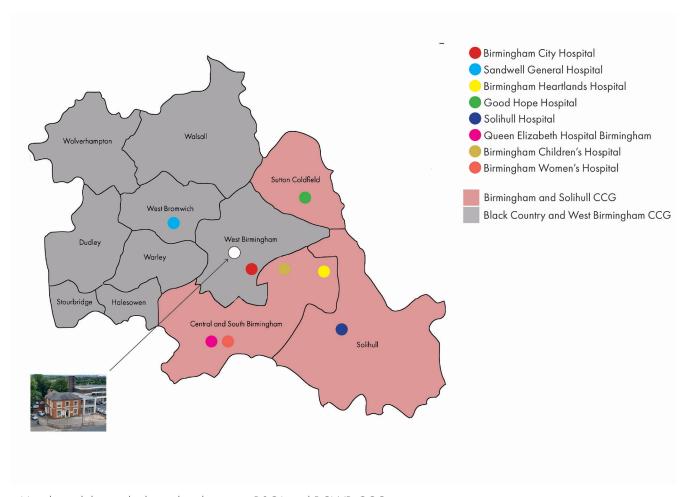






Pictured (from top to bottom): Nurse working in Nishkam Healthcare Centre; Patient at listening ear service; Dental clinic; Centre's stairway; Nishkam Vaccination Centre

# Healthcare boundaries around Handsworth

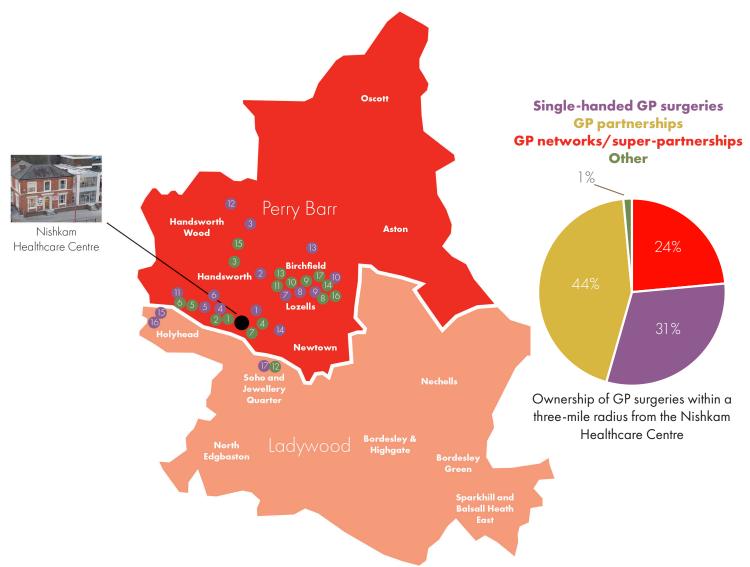


Handsworth lies at the boundary between BSOL and BCWB CCGs.

## Local healthcare provision

# Pharmacies within a mile radius of Nishkam Healthcare Centre: 1. Lloyds Pharmacy, Soho Rd 2. Marks Chemist 3. Healthstop Pharmacy 4. Lloyds Pharmacy, Terrace Rd 5. Bluecross Pharmacy 6. Soho Pharmacy 7. Deu-Chem Ltd 8. Rana Dispensing Chemist 9. Al-Shifa Pharmacy 10. Co-Chem Pharmacy 11. Calster Pharmacy 12. Tesco Instore Pharmacy 13. Heathfield Pharmacy 14. Chemipharm 15. Well Handsworth Wood 16. Mirage Pharmacy (Laurie Pike Health Centre)

# GP surgeries within a mile radius of Nishkam Healthcare Centre: 1. Enki Medical Practice 2. Dr R B Chitre (Handsworth Surgery) 3. Dr Uday Abhyankar 4. Soho Road Health Centre 5. Kirpal Medical Practice 6. Dr Sunil Bhalla 7. Burbury Medical Centre 8. Finch Road Primary Care Centre 9. Lozells Medical Practice 10. Heathfield Family Centre 11. Handsworth Medical Practice 12. Handsworth Wood Medical Centre 13. Crompton Road Surgery 14. Newtown Health Centre 15. Holyhead Primary Health Care Centre 16. St James Medical Centre 17. Hockley Medical Practice



# Health inequalities in Handsworth

Handsworth has an ethnically diverse and relatively young population. Even with the existing healthcare provision, including many GP surgeries, pharmacies and dentists, Handsworth has poor health outcomes compared to the city and national average. The area is under-doctored, and there are clear barriers to accessing healthcare such as language, variation in health-seeking behaviours, transient population groups and long waiting times. The COVID-19 pandemic has widened this health inequality gap further.

11,733 living in
Handsworth

1,137,150
living in
Birmingham

Handsworth is in the

10% most deprived in Birmingham, meaning people are

3 times more likely to:



be admitted for treatable conditions



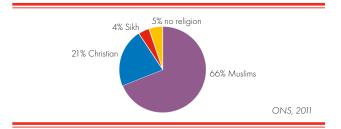
die prematurely from preventable conditions



be in contact with mental health services



have a long-term health condition



Between 2013 to 2017, Birmingham saw over

**102,000 migrants** registered with GPs across the city

1 in 4 children live in poverty

**42.1%** of the Handsworth population are from BAME groups

**79.3** is the average life expectancy in Handsworth, compared to:

77.8 (most deprived ward) 84.1 (most affluent ward)

Unemployment:

18.5% in Handsworth

12.9% in Birmingham

## Nishkam Community



Aerial view of Guru Nanak Nishkam Sewak Jatha

#### **Gurudwara**

- 6,000 annual (external) visitors
- 10,000 people per week
- > 100 volunteers at any given time
- 203 students enrolled at Gurmat School (teaching of written and spoken Punjabi and devotional hymns)
- 25,000 meals served per week
- 200 volunteers participating in-person and virtually

## Nishkam Schools in Birmingham

- 102 children in nursery
- 421 children in primary school
- 660 students in secondary school

## Nishkam Community Co-operative

• 50 staff members

#### Nishkam Healthcare Trust

- 15 employed staff
- 35 regular volunteers
- 10 regular Modality staff
- 800 pharmacy walk-in customers per month
- 217 regular dental patients
- 800 Modality patients at Centre
- 68 repeat clients at Mental Health and Emotional wellbeing, in total offered 96.5 hours of voluntary time

#### **Nishkam Civic Centre**

- 15 members of staff
- 120,000 people used the Nishkam Civic Association in 2019
- The Nishkam Civic Association contributed 3,400+ volunteer hours supporting the community during COVID-19



Volunteers helping to wash dishes at the Gurudwara



Volunteers gathering to serve food to the homeless in central London.

# Nishkam COVID-19 pandemic response

The Nishkam Group of Organisations have worked together to support the community through the COVID-19 pandemic by prioritising:

- genuine consideration for the most vulnerable and needy in society
- valuing and paying tribute to healthcare workers, teachers and all other key workers
- combatting the escalation in social problems such as unemployment, poverty, fraud and exploitation

The pandemic put a mirror to our human condition. By confronting us with our mortality, it pushed us to think more deeply about life's meaning and purpose.

"We were very grateful to have received an unexpected phone call from the Nishkam Dental Care nurse because I was suffering with tooth pain and didn't know how to access help since we were self-isolating. The dental nurse reassured us, sought advice from the dentist, then dropped off medication to our home".

Nishkam Dental Care elderly patient

#### The Gurudwara (Sikh place of worship):

- Weekly support calls to over 500 people in vulnerable or shielding groups
- Preparation and distribution of food and care packages to NHS and care home staff
- Preparation and distribution of food and care packages to those in need including the elderly, food banks, families of children no longer accessing free school meals, and local residents
- Collective prayer online and via weekly conference calls whilst the Gurudwara was closed.

#### Nishkam Schools Trust:

- Provision of stationary and paper-based learning for children unable to access online learning
- Regular contact with children and parents
- Online learning for children.

#### Nishkam Pharmacy:

- Assisting care homes with coronavirus adaptations regarding the provision of medication to residents
- Comprehensive medication delivery service

#### Nishkam Dental Care:

 Calls to 217 existing patients to provide advice, reassurance and triage to NHS emergency dental services and signposting for individuals identified as in need through the above activities.

#### Nishkam Mental and Emotional Wellbeing service and Sikh Chaplaincy:

 Provision of the Mental and Emotional Wellbeing Service and Sikh chaplaincy service for patients and staff at the London Nightingale Hospital.

#### Nishkam Healthcare Trust volunteers:

 A team of healthcare professional volunteers provided telephone-based healthcare advice and signposting for people identified through the above activities.

#### Nishkam Centre:

 Significantly increased demand for services providing debt advice, housing advice, and employment support.

#### Nishkam SWAT:

 8000 to 10,000 free hot meals per week for people encountering financial difficulties in five cities across the UK.

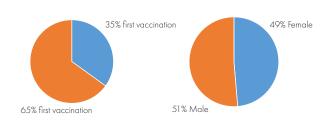
## Nishkam COVID-19 Vaccination Centre

- Unique volunteer-led operational model
- Appointment based and walk-in facility, open to all eligible patients.
- Average wait time is 10 minutes

Site opened on 13th March 2021

**28** weeks in operation so far

25,682 given vaccinations in total



Data taken from week commencing 13th September 2021

Worked in collaboration with **SWBCCG**.

**PHE** and **UoB** to deliver outreach programmes for some of the most vulnerable communities, including homeless people and undocumented migrants

**125** volunteers from different backgrounds and ethnicities have delivered over **7,000 hours** 

Volunteer roles include Governance, Clinical Leads, Operational Leads, Vaccinators, Admins, Stewards, Cleaning team, Construction, Maintenance & Setup, Training

Volunteer age range between 16-70

#### year olds

£12k worth of community contribution

95% volunteer-led initiative

'It is clear to see that you and all the team at the Nishkam Vaccination Site have truly gone above and beyond for your local community and are making a real difference to many people... Please thank all of your colleagues who are volunteering.... What you have set up and achieved is

Dr Emily Lawson, SRO Vaccine Deployment, Chief Commercial Officer NHS England



# Nishkam COVID-19





**Tel:** 0121 348 7500

**Email:** enquiries@nishkamhealthcaretrust.com **Web:** www.nishkamhealthcaretrust.com

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