

# Annual Report



**2013 – 2014**



# Health in Lewisham

Population 284,000

## Health Issues

17,900 children live in poverty in the borough

Almost a ¼ of year 6 children are obese, higher than the national average

Life expectancy is lower than the national average for men and women

Rates of sexually transmitted infections and smoking related deaths are worse than the England average

## Good News

More people are eating healthier

Fewer young people are being admitted to hospital due to alcohol related harm than the England average

More women are not smoking during pregnancy and more babies are being breastfed

The rate of hip fractures is better than the England average

Priorities in Lewisham include lifestyle and behaviour change, tackling obesity, alcohol and smoking. For further information see [www.lewishamjsna.org.uk](http://www.lewishamjsna.org.uk)

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# FOREWORD

Welcome to the first annual report of Healthwatch Lewisham April 2013 to March 2014.

It is not always easy to get your voice heard and I am delighted to be Interim Chair of an organisation that is creative about how it supports and empowers individuals to speak up about health and social care issues that affect them and the people in their community. Healthwatch Lewisham has worked hard to be fully set up and deliver a comprehensive community engagement programme in its first year. I know this will provide great grounding for all the future work and challenges ahead.

The staff and governance structures are now firmly in place and the staff team, along with a wonderful group of volunteers, have been carrying out vast amounts of community engagement and responding to issues raised by carrying out research, Enter and View visits and through formal escalation processes as appropriate.

With changes in the health and social care sector ongoing, the work of Healthwatch Lewisham will continue to be vitally important in supporting individuals and organisations to influence the planning and commissioning of health and social care services in Lewisham. I would encourage you to be part of the answer by signing up to Upbeat, following us on Twitter @HWlewisham, or attending a bi-monthly reference group meeting as advertised on our website <http://www.healthwatchlewisham.co.uk>.

I know that Healthwatch Lewisham will carry on engaging with people and organisations across our community, to identify areas of concerns but also to highlight good practice in health and social care to help see improvements and celebrate good news.

I hope you enjoy reading the outcomes and achievements of Healthwatch Lewisham so far.

Chris Freed  
Interim Chair



# MISSION AND VALUES

## Mission

Healthwatch Lewisham is an inclusive network that enables people and organisations in Lewisham to have a say and influence the planning, commissioning and delivery of health and social care services to improve the health and well-being of patients, service users and members of the public.

## We Value

- ❖ Equality and diversity
- ❖ Inclusion
- ❖ Public engagement & participation
- ❖ Transparency
- ❖ Accountability
- ❖ Effectively representing the voices of patients, service users and residents of Lewisham



*"I can't tell you how much I appreciated our chat last night.*

*As I said the last place I really wanted to be after a day's training was at the local assembly - but my strong sense of duty dragged me there!*

*The meeting was tedious, on the whole, but you brought it alive, but most of all after our chat about my mother's situation and applying to the local authority for long-term residential care, you were so supportive and understanding, and for the first time in a few weeks I felt a glimmer of hope, and felt supported in this lonely journey. I'm so grateful to what you and your team are doing to support and advocate for those without voices. I shall be shouting about you from the rooftops!"*

Local resident

# INTRODUCTION

Welcome to the first annual report of Healthwatch Lewisham, the local consumer champion for health and social care in the borough.

The Health and Social Care Act 2012 set out that local Healthwatch will be established in April 2013 in every local authority area in England.

Each local Healthwatch is an independent organisation, able to employ its own staff and involve volunteers, so it can become an influential and effective voice of the public. The aim of local Healthwatch is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. As a member of Health and Wellbeing Board, Healthwatch will provide evidence based reports to influence commissioning.

This year has been a privilege and a challenge as we aim to understand and champion the views and wishes of people living in Lewisham for good quality, safe, appropriate and effective health and social care services. Our main challenge has been the time taken to set up Healthwatch including the governance structure and completing staff recruitment. We are delighted that Chris Freed has stepped in as interim chair while we undertake formal recruitment for a Chair. Our staff team consists of Miriam Long, Manager and Community Engagement team: Marzena Zoladz, currently on maternity leave; Jade Fairfax; Simone Riddle and Gary Davis.



One of our main achievements has been to develop the collaboration with our South East London Healthwatch partners. This has built on the previous work undertaken by LINK and has developed to support collaborative working across the region.

We are pleased through this collaboration to have developed joint Enter and View policies, training and visits.

Community engagement has been the main aspect of our work. We have been busy carrying out over 100 community engagement and outreach activities to over 3,000 individuals at Local Assemblies, public events, health and social care settings and community groups, providing face to face and written information. This work helped develop our priorities which include: access to primary care; mental health; enablement and integrated care. We are pleased with our work with young people especially our Youth Champions.



## Marketing and Communication

Marketing and communication is a major factor in making sure that Healthwatch is known across the borough. Healthwatch Lewisham is part of the Healthwatch England network and has a Healthwatch trademark licence to use the Healthwatch logo in all our publications. Over 1500 people subscribe to Update, the Healthwatch Lewisham monthly electronic bulletin and as of 31 March 2014 we had 467 Twitter followers. Healthwatch articles have been written for the Voluntary Action Lewisham bulletin and newsletter, Lewisham Pensioner's Gazette and Lewisham Homes publication. The Healthwatch website is continually updated with health and social care news and resources, Healthwatch leaflets have been distributed throughout the borough at local libraries, GP practices, shops and public venues and a further 10,000 have been reprinted in March due to demand.



### Healthwatch Lewisham Reference Group

Healthwatch Lewisham has a reference group which meets every two months to discuss Healthwatch priorities and is open to the public for people to bring issues and concerns and help inform the work.

Current membership includes service users, and professionals from the public, private and the Community and Voluntary Sector.

29 people attended the reference group meeting on 17 March. The meeting focused on Access to Primary Care. Healthwatch Lewisham facilitated discussion around primary care and a health professional delivered a workshop on getting the best out of your GP appointment. The group's agenda planning is led by members and includes feedback from engagement work. The reference group has two sub groups, a data analysis group that meets monthly to analyse Healthwatch comments and feedback and a reading group of volunteers who read and analyse Healthwatch documents.

Healthwatch Lewisham has been fortunate to have the support of 17 volunteers during the year who have worked with us to engage with local people; gather patient and service user experiences; analyse feedback, record data and represent at various meetings. I would like to thank all our fantastic volunteers and staff team who make our work possible.

This annual report is an overview of our work however; more information is available from the Healthwatch office and on our website on [www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)

Miriam Long  
Manager





**healthwatch**  
Lewisham

**Wellvember Fayre**

Have your say and find out more about your health and social care services

Care bingo  
Facepainting  
Treasure Hunt  
Raffle Buffet  
Massage Music  
Art workshop  
Prizes

**Monday**  
**25 November**  
**4pm - 8pm**

**All welcome**  
**Free!!**

Lewisham Town Hall  
Civic Suite SE6 4RU

# You Told Us



Access to GP's is a real issue for the young people transient communities and non-English speakers

There is a gap in enablement support for people who do not meet the criteria for care services

Carers often feel they are not included in care planning and are left to cope in their caring role

Services need to communicate better with patients, service users, carers and each other in order to provide adequate integrated care

People who use mental health services and their carers told us that medication is not always the right solution. Stress caused by environment and circumstance is a key factor in mental ill health. Services and staff need to work with service users and carers to explore the root cause of people's ill health and behaviours.



# COMMUNITY ENGAGEMENT

Lewisham is a richly diverse borough, so we have tailored community engagement to specifically meet the needs of local people including seldom heard groups. We engage with the community and voluntary sector mainly through the Adult Health and Social Care Forum where we facilitate discussion and gather feedback on services relating to our priorities.

Healthwatch Lewisham's overriding aim is to engage with Lewisham's diverse community and the voluntary sector so an initial task was to identify which local groups are aligned to Healthwatch priorities as well as identifying statutory commissioners and providers.

Healthwatch Lewisham has focused on identifying our work priorities, reflecting the key issues local people face. We have engaged with young people; older people; homeless people; people from black and ethnic minority and refugee communities; Carers and people who receive health and care services.



Our priorities were identified by the Healthwatch team during engagement with local communities between July – October 2013. Our main priorities were then approved by attendees of the Healthwatch Lewisham's Wellvember Fayre on 25.11.2013:

## Access to primary care

- Healthwatch will engage with commissioners to improve access resulting in better health outcomes for local people including carers, young carers and older people who do not have English as their first language.
- Healthwatch will engage with commissioners and service providers to promote people to be able to manage effectively their own conditions at home.

## Mental health services

- Healthwatch will engage with commissioners to promote the development of prevention services.
- Healthwatch will monitor mental health services across the borough taking into account service user and carer feedback.

## **Enablement**

- Healthwatch will research health and care service experiences of elderly people and report findings and recommendations to commissioners
- Healthwatch will engage with commissioners and service providers to help make sure that older people get the care they need following hospital treatment and reduce the number of older people going to A&E because they don't get the care they need at home.

## **Integrated care**

- Healthwatch will engage with commissioners and service providers to present recommendations so that people with complex health and social care needs are supported to live at home and receive joined up care and support from services and teams working closely with their GP.



# **Priority 1: Access to Primary Care**

Access to Primary Care is one of Healthwatch Lewisham's priorities identified by local people in Lewisham.

Healthwatch Lewisham has been focusing community engagement around Access to Primary Care to get a picture of what local people think works well in Lewisham, and what needs improving. We work with the Clinical Commissioning Group (CCG) which responded to Healthwatch and previously the Local Involvement Network's concerns about access.

## **Residential Homes**

Community engagement has been carried out in local residential homes to look at the difficulties that older people in care face when accessing primary care. Feedback was generally positive about accessing primary care however issues were raised to Healthwatch Lewisham around patients that are being referred to hospital and their appointment times being set too early (approx. 07:00) which means waking elderly people up at inappropriate times in the early hours of the morning for hospital transport. This feedback has been raised by Healthwatch Lewisham to the Future Learning and Action Group (FLAG) of the CCG and is being looked into.

## **Older People's Groups**

Engagement has taken place with older peoples groups such as the Positive Ageing Council and Pensioners Forum to gather their experiences of primary care in Lewisham.

## **Black Minority Ethnic and Refugee Groups**

Healthwatch Lewisham works closely with a Vietnamese Group and Turkish group around accessing primary care. Key themes have been identified including the need for language and communication support and escalated to Healthwatch England; relevant feedback will also be reported to the Health and Wellbeing Board (HWBB), Lewisham Clinical Commissioning Group and NHS England, as appropriate.

Healthwatch Lewisham together with the Vietnamese and Turkish Group has translated Healthwatch information and surveys to help gather peoples' experiences.

## Local Assemblies

Healthwatch Lewisham have worked with local people at the Rushey Green, Evelyn, Forest Hill and Perry Vale local assemblies through one-to-one sessions and focus groups to discuss what works well and what needs improving in terms of access to primary care.

## Home Library Service

Healthwatch Lewisham works with the Home Library Service; the service, run by the library, which is available to residents and their carers who, through age, disability or illness, are not able to visit a library. Healthwatch Lewisham staff and 3 volunteers join the library on their daily rounds, a minimum of three times a week. We ask residents who use this service about their views on health and social care including their thoughts of accessing primary care. All feedback from visits is recorded and a Home Library and Healthwatch Lewisham report will be available in June 2014, which will be reported to the CCG.

### Key issues identified

- ❖ Access and appointments
- ❖ Attitude and Communication

### Outcome

Healthwatch to work together with practices to make sure they act on patient's feedback



## Priority 2: Mental Health



### Mental Health and Homelessness

Some groups are more vulnerable to homelessness because they have particular support needs. This includes people with a mental illness or addiction.

The Government rough sleeping figures for England indicated 2,414 people slept rough on any one night in England (Autumn 2013). Around 543 people slept rough on any one night in London and 6,437 different people slept rough over a year in London (April 1 2012-March 31 2013). The hidden homeless figure is estimated at 400,000. *Source: Thames Reach*. In Lewisham there were 551 registered homeless households and 921 households in temporary accommodation (April 2010 – March 2011). *Source: Office for National Statistics*.

Healthwatch Lewisham is represented at the Homeless Forum which is always vibrant, well attended and proactive. Meetings highlight that disadvantaged people are “under attack” from many angles. The lack of affordable housing, the reduction in front line support services, the reduction in benefits or the complete cessation of such and the lack of second tier health services impacts on mental health and increases the demand for more costly acute services.

Homeless people by their very nature are transient and therefore do not have a permanent fixed abode. If they are resident in a hostel then they normally have access to a local GP but cannot avail themselves of 2<sup>nd</sup> tier services such as mental health services until they have been a resident for six months. This can lead to non-diagnosis of severe mental health problems and lack of access to front line support services such as advocacy or psychological therapies.

Within Lewisham there is a very large homeless hostel which takes referrals from 4 boroughs including Lewisham. This is a much needed service but does create problems of cross boundary provision of direct support. For instance someone may reside in Lewisham at the hostel for a long period but is no longer able to go to support services in their original borough of residence and is not always able to access local Lewisham services.

Through our engagement Healthwatch has identified the following areas of concern regarding mental health services:

- Children and Young People mental health services have long waiting times between initial referral and intervention.
- Older adult services need to be equipped to manage dementia. The dementia training provided by MIND is excellent in raising awareness of dementia. Healthwatch recommends that all staff and family Carers have access to this training and follow on support.
- Carers of people who have substance misuse issues are hidden carers with different needs and issues from other carers. Their needs are often missed by service providers.

Healthwatch aims to take this work forward in 2014 to identify solutions and recommendations.

## **Dementia**

Symptoms of dementia will usually get gradually worse. Over time, people with dementia need help to cope at home and they may eventually need residential care in a nursing home. *Source: NHS Choices*

There has been a GP Screening programme which while an excellent initiative, does not solve the problem of referral to appropriate services. Local Authority providers, traditionally, provide mental health treatments aimed at achieving an ultimate recovery or “re-enablement”. With regards to Dementia, this is not possible as it is a degenerative disease of the brain and the aim of services should be in managing the condition and maintaining the person’s dignity and quality of life.



## Priority 3: Enablement & Integrated Care

Healthwatch has engaged with lots of people around the borough about their experiences of enablement and integrated care services including at local assembly meetings; End of Life Care Event; St Andrew's Church Fayre and the North Lewisham Stakeholder Event. The team presented Healthwatch at the Ageing Healthy event at Lewisham Hospital; Community Health and Social Care Forums; Proactive Primary Care Training, and have developed links with Community Connections.

### Key issues identified

- ❖ Lack of support upon returning home from hospital
- ❖ Lack of knowledge about community services available for people returning home from hospital
- ❖ Domiciliary care - need for extra support other than support workers
- ❖ Coordination of services – letters to outpatients
- ❖ District nursing
- ❖ Falls – early intervention
- ❖ Lots of support out there, it's knowing about it – JOY etc
- ❖ Need to map existing provision
- ❖ Promoting independent living
- ❖ Importance of staying fit and well

### Outcomes

Healthwatch is a member on the Community Connections Steering Group, and as a result Healthwatch Lewisham has been asked to recruit and support volunteers to chair local neighbourhood clusters to identify local health and social care needs which can feed back to Healthwatch, Community Connections and the local communities.

Having identified issues within District Nursing System, Healthwatch Lewisham is to undertake interviews with district nursing patients to ensure their views and experiences are being taken into consideration, following an audit to look to remodel the system.





# CHILDREN & YOUNG PEOPLE

One in four Lewisham residents is under 19 years old. So it is really important that children and young people have a say in how local services are run. Healthwatch Lewisham has been finding innovative ways to engage with young people.



## Know your rights, know your doctor



Healthwatch Lewisham has developed tools to work with young people to obtain their views while raising awareness about what to expect when going to the doctor in relation to quality of care. The tools support Healthwatch England's focus on consumer rights to health or social care service and recent work undertaken by the Lewisham Clinical Commissioning Group, discovering what quality means in health care.

We have used these tools during round table discussions and surveys with Young Carers and the Lewisham Young Mayor's Team to find out experiences young people have at the doctors to support our work around 'access to primary care'.

Issues identified include:

- Young people prefer to make appointments by speaking to someone directly; either over the phone or directly at the reception
- Reception staff attitude was raised as an issue
- The majority did not know where they can go to make a complaint
- Feeling involved in the care of their family was important

## Outcomes

Initial findings were presented at the Lewisham Children and Young People's Forum.

There is a young people's area on the website with a link to the survey, and a list of resources around young people and mental health. This section will be developed over the coming months.

Through the workshop's development Healthwatch has been invited to work with two groups of young people at Baseline, XLP youth clubs, and the Horniman Youth Panel.

## Healthwatch Young Volunteers

We currently have seven young people who are Healthwatch Youth Champions, six of whom are also trained to undertake Enter and View Visits with our team. After their initial training visit to an older people's residential home they wrote a list of recommendations in order to improve the environment for the home's residents.

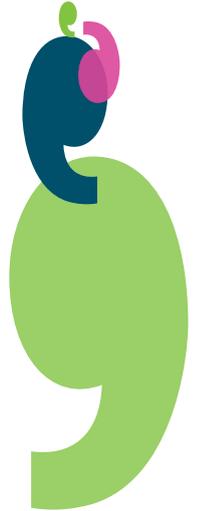


## Healthwatch Lewisham Supporting HeadStart

Lewisham was approached by the Big Lottery Fund as one of twelve areas in the country to consider how best to improve resilience in young people aged 10 – 14 years.

The key areas of focus for the Big Lottery's HeadStart Programme:

- Building resilience to prevent the onset of mental health conditions
- Four focus areas: family, school, digital and access to services
- Multi-agency leadership
- Early intervention and prevention
- Involvement of the voluntary and community sector
- Young people led services
- Ongoing consultation with parent / carers and young people
- Anecdotal and statistical evidence to demonstrate need
- Innovation



The Stage 2 application form has been submitted for development funding for up to £500,000, and if successful the final Stage 3 deadline is 23<sup>rd</sup> June 2015 which could potentially bring £10million to the borough from 2016 to 2020.

Healthwatch Lewisham is a key partner in the bid and has been involved in its development since the initial stages of the planning process. Involvement includes attending two stakeholder planning workshops, ongoing meetings, organising a consultation workshop at the Children and Young People (CYP) Forum, and reporting back to our members and the wider community. We joined the HeadStart Steering Group in April.

## Children & Young People's Forum

Healthwatch was elected on to the CYP Forum steering group in January 2014. We delivered a consultation workshop at the forum in March, where professionals and local community groups discussed the role Healthwatch should play to support HeadStart; improve mental health services; support the Community and Voluntary Sector (CVS) sector and the young people they work with.

## Engaging with Parents

We currently undertake community engagement activities to engage with parents. This has included 'bounce and rhyme' events at libraries, parent forums and drop-in sessions at Kaleidoscope and parent coffee mornings. Kaleidoscope is a centre that provides services for local children and young people whose health, education or social needs are special. We are developing alliances with partners such as the Parent Partnership Service; Contact a Family, and Lewisham Autism Support.



## Engagement at Kaleidoscope

Healthwatch Lewisham was invited in partnership with other organisations to carry out community engagement with service users and parents at Kaleidoscope with different partner organisations starting in January 2014.

This involved serving hot drinks in the kitchen; approaching people in the waiting area to tell them about the drop in service offered at Kaleidoscope; explaining what Healthwatch and the other support organisations do, inviting people to tell us about their experiences of health and social care services either by completing our 'personal story form' or by telling us verbally.

### What families told us:

6

Quality of treatment overall is good and staff are friendly

Coordination of services needs improving

The main issue is waiting times to get a referral and to be seen which are variable and can be very lengthy

Support for families affected by autism is inadequate.



### Outcome

Approximately 60 additional families now know about Healthwatch Lewisham and what services we offer as a result of the engagement undertaken at Kaleidoscope over the past four sessions. A report was written and presented to the Kaleidoscope User Group on the 19<sup>th</sup> of March. The report was well received, shared between partners, and Healthwatch was invited to continue drop-in sessions twice a month over the next scheduled period and will present a final report at the end of engagement activity, planned to be at the end of June 14.

Partnership building – we work alongside voluntary organisations at the drop-in. Healthwatch has now been invited to participate at future Parent Partnership Service coffee mornings as a result of the Kaleidoscope drop-in.

# ENTER & VIEW



As an independent consumer champion of health and social care in Lewisham, Healthwatch Lewisham is able to visit local health and social care services.

Under the Health and Social Care Act 2012, Healthwatch can carry out an Enter and View visit to any publicly funded health and social care provider. These visits can be agreed in advance or can be unannounced spot checks. Healthwatch Lewisham carefully plan Enter and View visits with a clear purpose in mind to help improve health and social care services.

Enter and View visits are carried out by trained Healthwatch staff and volunteers. As well as speaking to people using the service, Healthwatch observe how the service is delivered and the general environment in which it takes place.

## Enter & View Training

Healthwatch Lewisham created and delivered a training package specifically for young people to become Enter and View Authorised Representatives. Young Enter and View volunteers will help carry out peer led research in paediatric hospital services and also carry out visits in residential homes to promote intergenerational interaction.

## South East London Healthwatch Network

Healthwatch Lewisham has developed a strong collaborative way of working together with Healthwatch Bexley, Healthwatch Bromley, Healthwatch Greenwich, Healthwatch Lambeth and Healthwatch Southwark.

## Joint Enter & View Visits

In February 2014, Healthwatch Lewisham created and delivered a training package for 16 South East London Healthwatch volunteers wishing to become Enter and View Authorised Representatives.

Following the dissolution of South London Healthcare NHS Trust (SLHT), local Healthwatch from South East London agreed to work closely together to monitor the transition of services. The South East London Healthwatch Network, developed as a result of LINK legacy, meets on a bi-monthly basis and partners have agreed a programme of Enter and View visits to monitor the merger of services.

On 7 February 2014 the South East London Healthwatch Network carried out Enter and View visits to the Emergency Departments of Lewisham Hospital, Queen Elizabeth and Darenth Valley; a joint comparative report was written and sent to providers in April 2014. In line with the Health and Social Care Act 2014, this report, along with the provider's response was published in May 2014.

A joint Enter and View visit was carried out again by the South East London Healthwatch Network to look at Maternity Services across the boroughs. A joint comparative report has been sent to the providers in May 2014 and will be published, along with the provider's response in June 2014.

The South East London Healthwatch partners will be carrying out visits to Day Surgery and Out Patient Departments across the hospitals in the South East London boroughs over the following months.

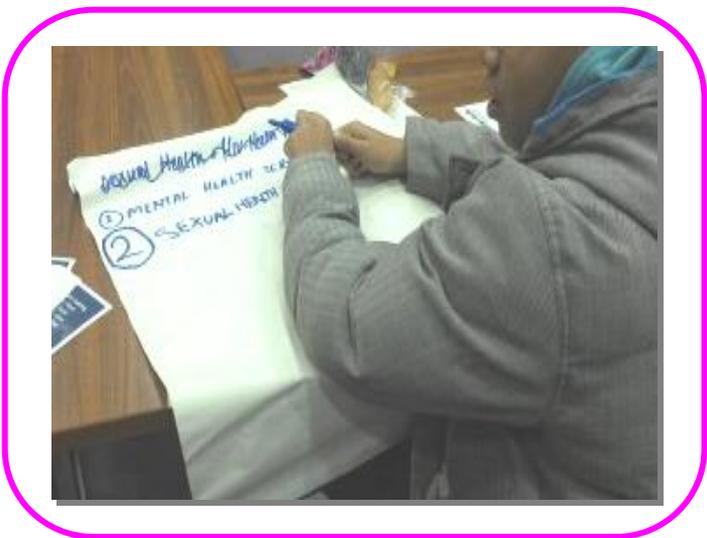


## Lewisham Enter & View Visits

After a Care Quality Commission (CQC) report on the Ladywell Unit was published in January 2014 showing standards of 'caring for people safely and protecting them from harm' not being met, Healthwatch Lewisham carried out a visit to all of the wards on the Ladywell Unit.

The aim of the visit was to assess patient experience in the wards, investigate the level of care and to monitor if previous recommendations (identified by LINK) had been actioned. This report will be sent to South London and Maudsley Trust (SLAM) in May 2014; the report along with their response will be published on our website in June 2014.

Over the coming months Healthwatch Lewisham will be carrying out Enter and View visits to GP surgeries following feedback from patients on issues such as access. Enter and view visits are also planned for learning disability care provision following the redesign of provision.



# INFORMATION & SIGNPOSTING

- **Information and signposting on your health and social care services**
- **Tell you who to contact when things go wrong**



The Healthwatch team responds to signposting requests via the information telephone line and email. A list of useful contacts for most common requests has been produced and is used for quick reference. This is a working document with contacts added to as identified by the team. The list includes details of whom to signpost to e.g. PALS, NHS England, NHS SEL Commissioned Services, LBL Social Care Complaints, LBL Social Care Information Line (SCAIT), Home Visiting Dental Service, Voice Ability, Disability Law Service, etc.

We signpost people to community services that offer support e.g. Community Connections; Home Library Service; Diabetes Support Group; National Child Birth Trust; Debbie Ubee Trust etc. using our networks and database.

Most common queries continue to be about access to primary care, mainly GP access. On average we receive 6 calls per day requesting information and or signposting. Simple enquires can be addressed in a few minutes however some are serious issues that require some research to find the right organisation to signpost to.

The team signpost to NHS Choices and My Health London and use these sites to search for specific services as requested by people who do not have access to the internet or are unable to search these sites themselves. Callers are signposted to Voice Ability for advocacy support relating to any complaints; signposted direct to NHS England and to local hospital PALS; LBL Complaints department; Adult Social Care Teams and other relevant advice and advocacy services as appropriate.

# RECOMMENDATIONS AND FOLLOW UP ACTIONS



We have spent our first year finding out people's views and experiences of our health and care services.

Now is the time to take these forward and to make a real difference to the way services are run.

Following a presentation of people's views at the Practice Manager's Forum, we have been invited to gather patient experience at GP surgeries and to attend the forum regularly and report patient feedback.

Following feedback on district nursing services, the services is being reviewed with the support of Healthwatch.

Healthwatch Lewisham provides monthly reports to the CCG and will report outcomes in our bulletins and website.

Healthwatch Lewisham reported the following health and housing issues and concerns relating to social housing to Lewisham Public Health:

Contamination in lifts and public spaces, contributing to poor health.

Quality of housing is poor, repairs are not carried out leading to damp conditions and mice infestation

Parents said that housing conditions aggravate children's asthma.

We have discussed these issues with health and care commissioners and will be reporting outcomes later in the year.



Care.data consultation extended following recommendation from London Healthwatch organisations.

# MEET OUR VOLUNTEERS

## Healthwatch Subcommittee

Chris Freed, Interim Chair, Co-opted from VAL Committee

Brian Fisher, Representative from health and social care sector

Val, Fulcher, Representative from health and social care sector

Philippe Granger, Co-opted from VAL Committee

Taiwo Oyekan, Co-opted from VAL Committee

## Enter & View Volunteers

Denver Garrison

Desmond Hodgson

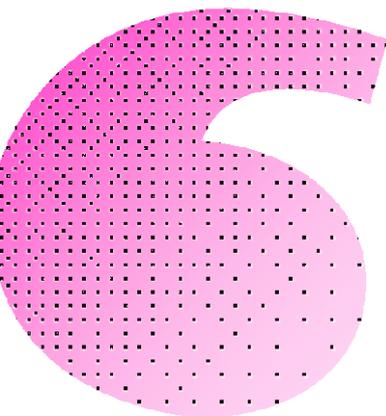
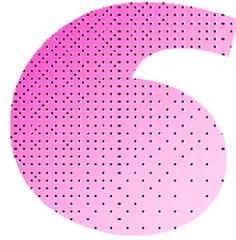
Diana Robbins

Elsa Pascal

Jennifer Gillard

Sally Niblett

Margo Sheridan



## Youth Champions

Sara Dimtsu

Saffron Worrell

Leia Garwood-Stevenson

Sarah McGinley

Kenya Fantie

Havza Hussein

## Community Engagement

Nnenna Nzeh

Denver Garrison

Desmond Hodgson

Margo Sheridan

Elsa Pascal

## Data Analysis

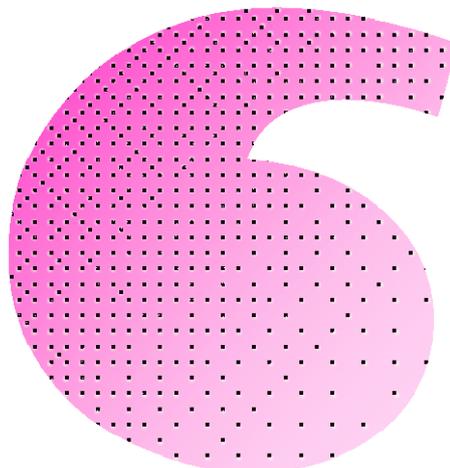
Diana Robinson

Jen Gillard

Denver Garrison

Sally Niblett

Desmond Hodgson



# INCOME AND EXPENDITURE

## Income

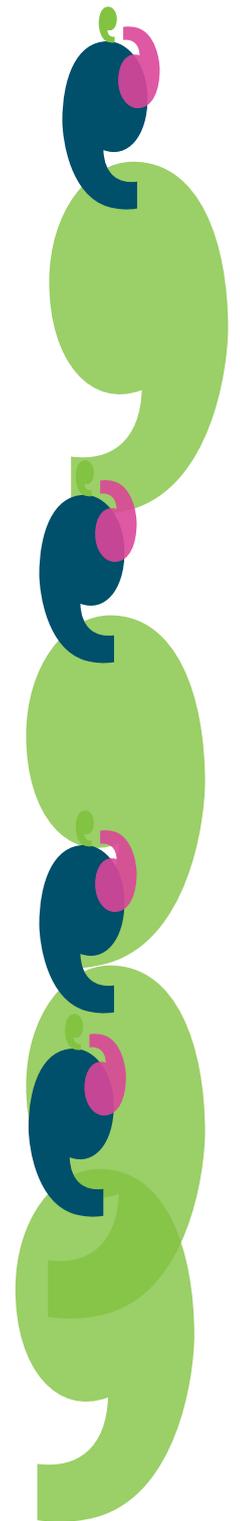
Local Authority	145,604
Brought Forward	9,624
Other Income	1,000
<b>Total Income</b>	<b>156,228</b>

## Expenditure

<b>Premises</b>	7,344
<b>Staff Costs</b>	85,518
<b>Volunteer Training and Expenses</b>	641
<b>Office Costs</b>	
Telephone	1,115
Postage, Printing & Stationery	1,297
Photocopying	105
Equipment	5,440
Depreciation	718
<b>Project Costs</b>	
Marketing & Publicity	3,334
Community Engagement/Partnering	1,288
<b>Support and Management Costs</b> (Voluntary Action Lewisham)	10,791
<b>Consultancy</b>	7,826
<b>Fees &amp; Charges</b>	
Insurance	572
Bank Charges	109
DBS Arrangement Fees	281
<b>Total Expenditure:</b>	<b>126,379</b>

## Total

Income	<b>156,228</b>
Expenditure	<b>126,379</b>
<b>Balance Carried Forward</b>	<b>29,849</b>



# WHAT PEOPLE SAY ABOUT US



*"I wanted to give you an update on the issue around GP referrals which you sent along to us last month. We had been contacted by the NHS England E-Referrals team, which was hoping to learn more about the experiences of the Local Healthwatch network around automated referrals systems. We were able to pass the issue in your area along to them to help inform their work and understand some of the concerns around the system.*

*Thank you again so much for escalating this issue to us and helping us to make sure people's concerns are included in NHS England policies on E-Referrals."*

Healthwatch England

*Thank you, for the nice spotlight from Healthwatch Lewisham on the Lewisham Mental Health Connection - including our launch barbecue on 24th June.*

Equinox

*I find **Upbeat** extremely useful and informative for 170's clients*

170 Community Project

*I found the Healthwatch volunteers very helpful, they walk around the reception area introducing themselves to parents/carers talking to them about Healthwatch what services they offer and also how other projects/groups at the kaleidoscope Drop-in session can support parents/carers. Make cups of teas/coffees as well as talking to parents/carers whiles they are waiting for help/advice from the drop-in adviser and sometime keeping their children busy...*

Contact a Family

*Our local Healthwatch has been instrumental when developing our local Big Lottery: Fulfilling Lives HeadStart bid, which aims to build resilience amongst the 10 - 14 target age group, to prevent the onset of mental health issues. Alongside other statutory and voluntary sector partners, Healthwatch has been involved in strategic planning meetings, consultation events and are represented on our HeadStart Lewisham Steering Group. We will continue to work with Healthwatch for the foreseeable future, when improving emotional health and well-being amongst Lewisham families.*

Joint Commissioning and Strategy Team,  
Children and Young People's Directorate,  
London Borough of Lewisham.

*I would say Healthwatch have fitted in well within the Resource Space, working within the framework / ethos of the drop in service. HW have contributed to the running of the space, providing important information and feedback opportunities to parents / carers as well as contributing resources to the space. HW have participated in service review meetings and have provide valuable monitoring reports that have been used to feedback on the space to the wider Kaleidoscope community.*

*HW have been a great addition to the resource Space.*

Kaleidoscope Drop in Service

*“We are pleased to report that we continue to enjoy a very productive working relationship with our local Healthwatch. We have welcomed the support that Healthwatch has provided to the Trust during 2013/14, helping us to monitor, measure and improve quality. This has included 2 Enter and View visits, support with our PLACE assessments and mock CQC visits, and membership of our Patient Experience Strategy Committee. We look forward to working with Healthwatch Lewisham during 2014/15”*

Lewisham and Greenwich Healthcare Trust



*“What I like about Healthwatch Lewisham*

*I like working with nice people and both my manager and staff at VAL have been really nice and supportive.*

*I enjoy working in a role that’s varied and challenging. I get to do many tasks from marketing, admin, community outreach, and more. I can spend a whole day working in the office, and the next, out and about meeting people, doing presentations and networking.*

*Healthwatch is a new organisation and I enjoy being part of the development stage being able to contribute to how it’s shaped.*

*There is a real meaning to the work so I feel that when I do something here it will contribute to make things better for others.*

*A lovely bunch of volunteers support HWL and it’s great to work alongside them and be inspired by their passion and time commitment to the values of HW.*

*The challenging bit is that there are lots of good ideas on how to improve HWL however there is only a small team of staff and volunteers and we need to prioritise so not all the ideas can be implemented. Also HWL remit is so wide that despite best intentions we need to prioritise and focus on a selection of areas.*

*I also value the fact that I work in my local borough finding out about its issues, organisations and communities. Needless to mention my commute time to work is best I ever had in my life!”*

Staff Member

*Healthwatch Lewisham has worked with Lewisham Parent Partnership service since meeting at the monthly drop in service that is held at Kaleidoscope Children’s Centre. We have continued to work closely together and were invited to our monthly coffee morning sessions. Simone Riddle the community engagement officer met with our parents and carers who were very keen to engage with her on a wide number of issues. Having Healthwatch at our coffee morning sessions is very useful because they are a further service to our parents. Simone listens to each parent and takes on board their views and concerns and advises them accordingly. Parents have commented that they feel that their concerns have been listened to.*

Lewisham Parent Partnership Service  
Bellingham Children’s Centre

# CONTACT US



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## Staff Team

Miriam Long, Healthwatch Manager

Jade Fairfax, Community Engagement Officer

Simone Riddle, Community Engagement Officer

Marzena Zoladz, Community Engagement Officer

Gary Davis, Community Engagement Officer

Emma Ward, Community Engagement Officer (July – November 2013)

