



Annual Report 2015/16

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Message from our Chair



The year 2015-2016 has been a year of considerable growth and development for Healthwatch Lewisham.

Trustees, staff and volunteers have continued to have a seat at influential local boards and committees, including the Health and Wellbeing Board, the Healthier Communities Select Committee, the Adult Safeguarding Board, as well as the Governing Body of NHS Lewisham Clinical Commissioning Group and other committees of the CCG.

The impact of our regular and varied engagement with local communities remains the mainstay of our work and there has been increasing involvement with both commissioners and providers in shaping the local health and social care agenda.

This year in addition to the continuity provided by our Community Engagement Officer Marzena Zoladz, we welcomed Peter Todd as our Volunteer and Outreach Officer, Fay Russell-Clark as Community Engagement Officer for Children and Young People and Mathew Shaw as Communication and Information Officer. The mixture of skills in our staff team has ensured that we are able to increase our contact with local

people, young and old and those from diverse communities. We have been able to welcome new office, outreach and research volunteers. The fantastic support which our dedicated volunteers give enables our small staff team to really punch above its weight.

Our collaborative work with our five neighbouring local Healthwatch has grown increasingly important as Our Healthier South East London and other joint initiatives take place. Our joint working has enabled us to be truly effective in bringing the views of the public into this arena.

I would like to thank my fellow trustees, our wonderful staff team and all our marvellous volunteers for all their hard work, enthusiasm and dedication in making this a successful year for Healthwatch Lewisham.

Finally I would like to thank all the service users, carers and members of the public who have taken the time to talk to us, participated in focus groups or completed surveys this year. These contributions are vital to the success of our work. We are here to raise the issues that matter most to local people. If you have any concerns, questions or compliments about local services then please do get in touch.

Linda Gabriel,
Chair

Message from our Director



This year we have worked hard to ensure that everything we do is for the benefit of local residents and those who use health and social care services.

We are establishing ourselves as an organisation of good repute.

Much of our work over the year has focused on amplifying those whose voices are seldom heard such as people from black and minority ethnic communities and children and young people.

Our ethos remains that of an organisation that participates in problem solving, supporting health and social care services to make improvements based on our recommendations.

Our community engagement officer spoke to over 70 young people in the borough to gather their views about mental health and the services provided to support this.

We engaged with 2987 people in Lewisham this year and through our information and signposting service supported 199 of them to make informed choices about services.

Over the past year we have seen many changes nationally in the Health and Social care systems which has had an impact on local health and social care whilst demand is increasing.

We continue to play our part in regional service change through the Our Healthier South East London programme and will continue to do so as the plans develop.

It is important that we should continue to hear your views and experiences of local services. Healthwatch plays an important role in ensuring that you; the users of these services, can influence change.

Your views can make a difference so please keep talking to us, contacting us by email or posting feedback on our website.

My thanks to the Board, staff and volunteers for their hard work over the last twelve months. Their hard work and commitment has enabled us to have a very successful year and has put us on a strong footing for the coming year. There will no doubt be challenges for us as an organisation in the coming year, but I am certain that with the skills of the staff and of our volunteers we will achieve everything we set out to accomplish.

I look forward to the coming year as we do more to represent the voice of citizens in Lewisham.

“Your views can make a difference so please keep talking to us, contacting us by email or posting feedback on our website”

Folake Segun
Director

Our year at a glance

This year we've increased our reach on social media by 38.5%



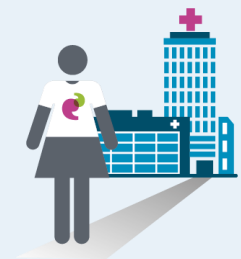
We received 199 enquiries which required signposting



Our volunteers have contributed over 500 hours this year which equates to 73 working days



We've worked with 74 local services in our role of patient champion



Our reports have tackled issues ranging from Mental Health to Self Care



We've run 10 information Hubs and met hundreds of people at community events



Who we are

Healthwatch Lewisham is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012, to be the independent champion for service users, and to hold commissioners and providers to account for how well it engages with the public.

Healthwatch Lewisham expects patients and service users to receive safe, dignified and good quality Health and Social Care services. We work to ensure that adults, children and young people, be they patients, service users or carers, have a voice, and are able to influence the planning, delivery, monitoring and review of services.

Our vision

To work with service users and providers towards making Lewisham health and social care services suitable for the people of Lewisham based on strong user evidence and public feedback.

Our Mission

Healthwatch Lewisham will enable individuals and community groups to have a say in the planning, purchasing, provision and delivery of all local health and social care services.

Our Values

Independent - Healthwatch Lewisham is an independent organisation from Lewisham Council, Lewisham Clinical Commissioning Group, all Health and Social Care Services, Providers and Commissioners.

Caring - we are committed to serving with empathy and compassion, ensuring that we listen to people's views and experiences.

Respectful - we respect people, treat people with dignity, value diversity, are committed to equality and act with integrity.

Honest - we are committed to a culture of openness and transparency in all we say and do.

Critical friend - we will be constructive as well as challenging with service providers, ensuring that we provide evidence to support what we say and do.

Connected - we will work with others through local and regional cross sector links and partnerships to enhance Health and Social Care provision for Lewisham residents.

Inclusive - we are representative of all communities.

Integrity - we will rise above individual and single organisational interests and ensure that all that we do is for the benefit of the public and health and social care service users.

Accountable - we will be driven by the commitment of local volunteers and the passion of our Board and we will share information about the organisation widely.

Our priorities

From May to July 2015 Healthwatch Lewisham embarked on extensive community engagement activities to establish new priorities for our work during 2015-2016.

As a result of our engagement, three broad areas of work were identified:

- **Mental Health**
- **Children and Young People**
- **Access to Services**

These categories were identified based on local residents and service users' opinions and conversations held with service providers.

These issues are further explored throughout this annual report.

Of course, not all our work can fit into the neat package of our reporting year. Some of what follows has begun this year but will not be concluded until next year.

Our Healthwatch Team (from left to right): Marzena Zoladz, Peter Todd, Fay Russell-Clark, Stephanie Wood, Mathew Shaw, Folake Segun.



Listening to people who use health and care services



Gathering experiences and understanding people's needs

Healthwatch Lewisham uses a variety of methods to understand people's needs and experiences. General and targeted engagement through outreach activities by our staff and volunteers is key to what we do and how we make sure voices are heard. We engaged with a range of people including those from seldom heard groups in order to get a broad and diverse range of views.

Between 1st April 2015 and 31st March 2016 we engaged 2987 members of the public who used health and social care services in the London Borough of Lewisham.

We spoke with people at local events and collected views through the feedback centre on our website, through online and offline surveys, focus groups, workshops, social media and information received by our partners.

People generally choose to share their experiences and stories anonymously. We log these stories in our database and regularly monitor it for developing trends.

We were also contacted by organisations on behalf of individuals or groups that they serve.

We built and maintained relationships with 74 local organisations including service providers, voluntary, community and social groups.

Healthwatch Lewisham engaged with 2987 people in the last 12 months

We publicise ourselves through our website, a bi-weekly e-bulletin, press

releases, promotional materials and through posters and leaflets located throughout the borough.

Our network has continued to grow over the last 12 months with the number of subscribers to our e-bulletin increasing to 1700.

Our reach through social media platforms has extended with over 1300 people following us on Twitter and Facebook.

These figures show that our message is being heard by more people than ever before.

Targeted engagement

Young People

Using drama workshops as a tool, Healthwatch Lewisham engaged with young people and young carers, aged between 10 and 17 in schools, youth clubs and voluntary sector organisations to build a picture of their understanding of mental health, mental wellbeing and their experience of services that support their mental health.

Healthwatch Lewisham worked with over 70 young people.

A case study focused on this can be found later in this report.



BME Communities

In line with our priority on Access to Services, Healthwatch Lewisham talked to residents and service users in the borough who do not speak English as their first language.



Engaging with members of the Federation of Refugees from Vietnam in Lewisham (FORVIL)

During 2016-2017 we engaged with people from the following communities/groups:

Tamil Elders

Polish Community

Vietnamese Community

Turkish Community

Healthwatch heard the views and experiences of over 100 people across these communities.

Through speaking to these groups we found that overall people were dissatisfied with their access to interpreting services. There was a lack of clarity about the eligibility and entitlement to these services.

Different communities had mixed experiences. Some were given access to a face-to-face interpreter and others were given conflicting information by

health professionals or asked to use friends and family to translate.

Healthwatch found that there were sometimes communication barriers which made it difficult for members of these communities to access services. Our recommendations to commissioners and providers can be found later in this annual report.



Listening at a Vietnamese Community event

Outer Borough Service Users

Across South East London it is not uncommon for residents to use services in boroughs different to the one they live in in order to access specialised services.

Healthwatch Lewisham is represented on the patient participation groups of the South London and Maudsley NHS Foundation Trust (SLaM) and Lewisham and Greenwich NHS Trust alongside Healthwatch colleagues from neighbouring boroughs.

This representation provides us with an opportunity to understand and highlight the issues of non-borough residents who access services in Lewisham.



At Downham Celebrates

Vulnerable and Disadvantaged Groups

During the last 12 months, Healthwatch held focus groups with members of blind and deaf community groups and with service users with learning difficulties.

We asked them to share their views and experiences relating to access to health and wellbeing services in the borough.

People shared with us several examples of where disabled people received excellent care and compassion. The majority of participants agreed that the

NHS needs to introduce more disability awareness training for staff. We were also told that front line staff were not always empathetic when dealing with disabled users or sufficiently trained in responding to or removing any communication barriers.

A recurring theme throughout the focus groups was the accessibility of information with many people sharing that local services needed to ensure that all information materials were available in other formats e.g. in large print and braille. Healthwatch Lewisham will be looking at this in the coming year to see how far information provided meets the Accessible Information Standard.

A report focusing on this engagement will be released in the next few months.



General engagement

This year we have set up hubs in key venues, conducted outreach and engagement in shopping centres and manned stalls at summer events to hear the health and social care stories of citizens of all ages and backgrounds.

What we've learnt from visiting services

Enter and View

Healthwatch Lewisham has established strong relationships with providers of health care in the borough and is currently look to build similar relationships with social care providers. During 2015-2016 we did not find the need to use our statutory power of Enter and View.

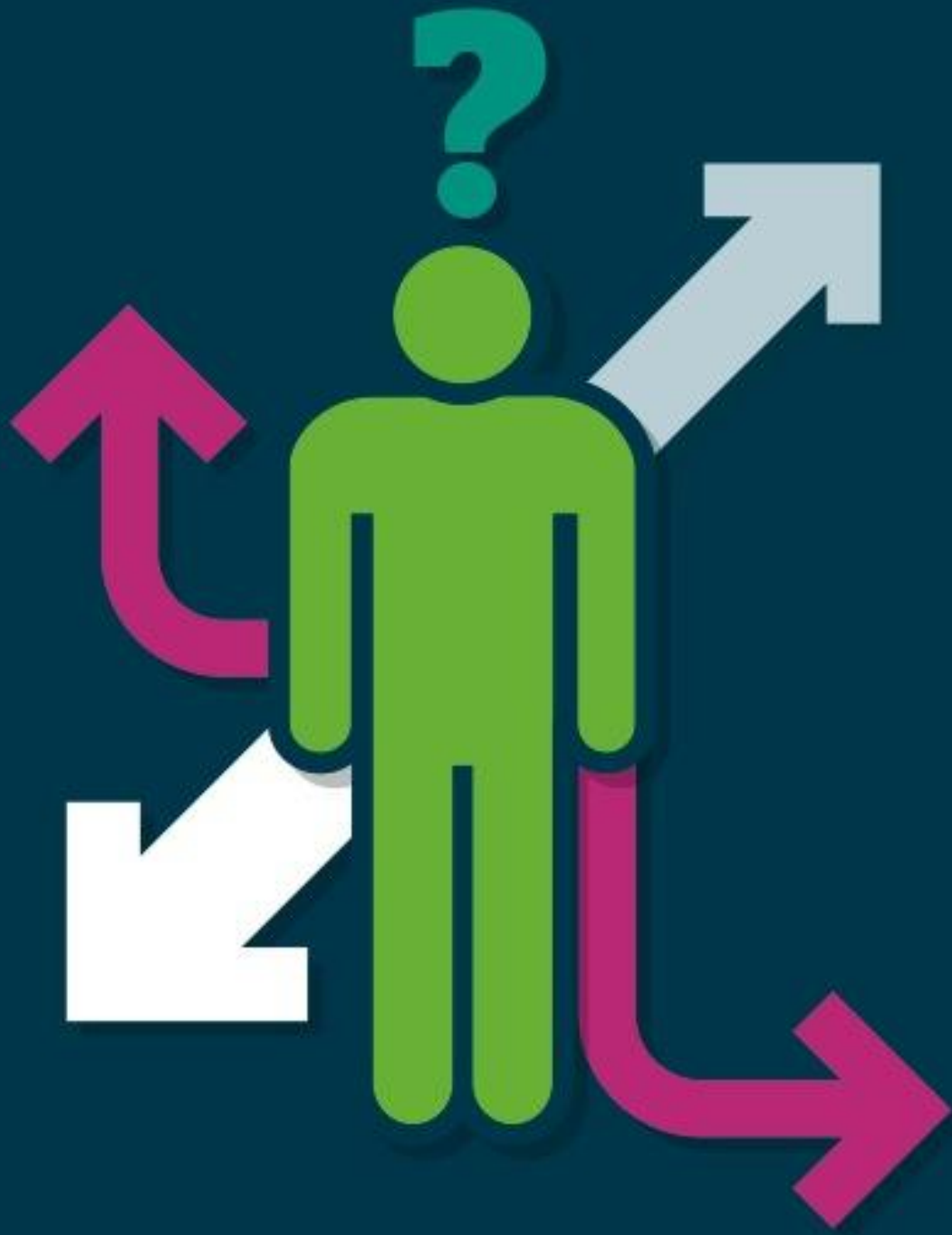
Our Enter and View Authorised Representatives this year were:

- Beryl Bloomfield
- Sue Fielder
- Jen Gillard
- Dipti Hazra
- Gerda Loosemore-Reppen
- Leslie Marks
- Sian Stickings
- Barry Simmer
- Anne Taylor
- Margo Sheridan
- Barbara Wall
- Susan White
- Manijeh Wishart



Healthwatch Lewisham worked with 74 local organisations in the last year

Giving people advice and information



Helping people get what they need from local health and care services

Healthwatch Lewisham continues to provide an information, advice and signposting service for members of the public who live or use health and social care services in the borough.

We aim to respond quickly, efficiently and effectively to any signposting queries we receive. If we are unable to answer an information request using our database of local services, we will endeavour to find a person or organisation who can bring a resolution.

People are able to access our service in a variety of ways;

- Contacting the office phone line
- Through our online contact form found on our website.
- Email
- Through our social media
- By speaking to one of our team at our regular engagement locations.

In the last 12 months, Healthwatch Lewisham received and completed 199 direct enquiries from the public.

These enquiries covered a number of different issues ranging from GP registration requests to initial support for someone wanting to make a complaint.

‘78% of all signposting enquiries during the year related to GP surgeries.’

156 enquiries received by Healthwatch related to GP surgeries, with access to these services being a common theme. This is the direct result of Lewisham Hospital and other GP’s in the borough regularly referring people to our signposting service.

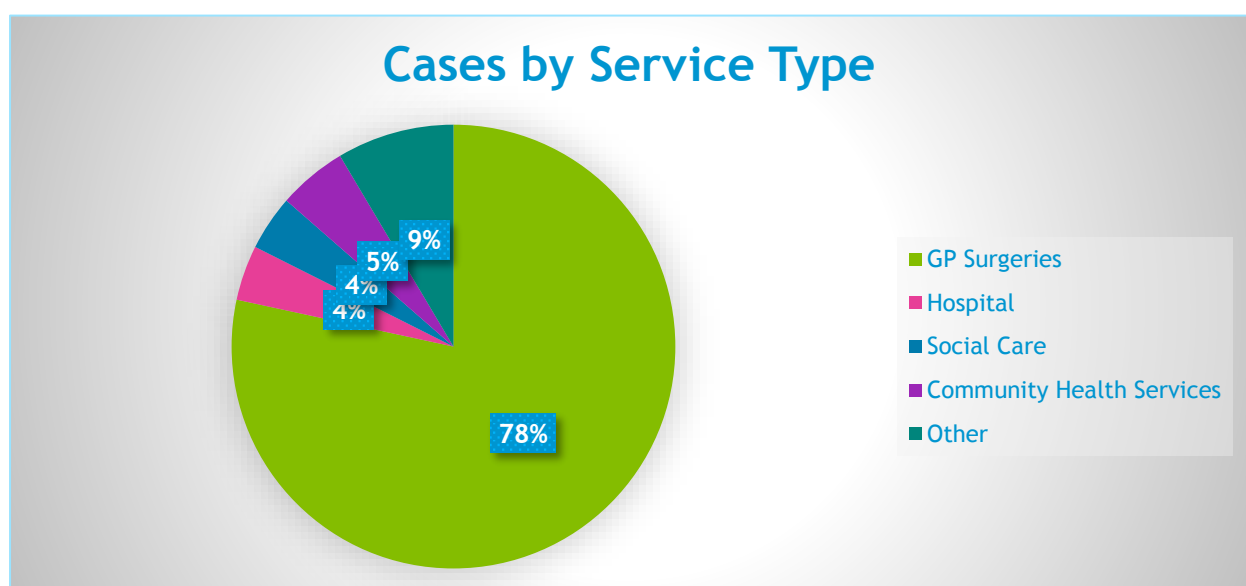
6% of all enquiries were to do with people wanting to make a complaint.

5% of comments/queries involved community health services in the borough.

4% were to do with social care services.

Service types that were categorised as other included pharmacies, dentists and mental health services.

The figure below provides a breakdown of the cases by service type.



Signposting Case Studies

A man contacted our signposting service on behalf of his client who is homeless and needed to register with a GP in order to get a hospital appointment. After speaking with Lewisham Hospital, we provided the contact details for the nearest GP to the client's address and explained that they should use the Hospital as a reference for his current address.

A mother rang asking for information about her baby daughter's eligibility for Meningitis jabs. We provided her with information on the current eligibility criteria.

A mother contacted our signposting service enquiring about mental health support services for her daughter who suffers from panic attacks. We supported her by providing details for Bromley and Lewisham Mind, and its Mindkit programme which offers support for children and young people who experience mental health problems.

A young girl with a history of substance abuse emailed us looking for support. We referred her to Lifeline which is a substance misuse service for young people.

A woman spoke to Healthwatch Lewisham frustrated that a local pharmacy were incorrectly handing out prescriptions and wanted to know how to make a complaint. We explained the initial steps to making a complaint and suggested she initially try speaking with the provider. We also provided the details for VoiceAbility Lewisham who offer an advocacy service for NHS Complaints.

A woman called Healthwatch Lewisham to say that although she currently lived in Lewisham her work would be taking her outside of the borough for some time. She wanted to know if she could register at a GP near where she worked. We informed her that she could register as a temporary resident if she was visiting an area for more than 24 hours but less than 3 months.

An elderly woman rang us wanting to find out about local dementia support services. We signposted her to the organisation commissioned to provide dementia services in the borough.

Healthwatch Lewisham Hubs

In January 2016, Healthwatch launched our information Hubs across the borough to give Lewisham residents and service users more opportunities to share their experiences of, and views on, local health and social care services and to do so face to face with us.

Hubs have been set up in 7 local venues across the four Lewisham localities.

Run by staff and volunteers, citizens can share their opinions, ask questions and be signposted to other services. This general engagement also gives Healthwatch Lewisham the opportunity to tell people about us and recruit people to our network and to our volunteer pool.

Hubs take place weekly on a rotational basis across venues and are promoted in advance through our website, social media and e-bulletin.

During the last quarter of 2015-16 (i.e. March-June 2016) Healthwatch Lewisham ran 10 hubs and collected 116 comments.

Healthwatch Hub locations

Hilly Fields Medical Centre

Honor Oak Group Practice

Kaleidoscope

Queens Road Partnership

South Lewisham Practice

Sydenham Green Group Practice

Waldron Health Centre

Wells Park Practice



Providing signposting at a Hub

Hub case study

A woman spoke to us during a Hub session at Kaleidoscope looking for support for herself and opportunities for her teenage (18) daughter who was autistic.

The Healthwatch Lewisham team provided her with options that included: Details for Contact a Family Lewisham who provide support worker, The Lewisham Parents and Carers Forum and Volunteer Centre Lewisham to help the daughter look for voluntary work opportunities.

Building on this, our future plans involve: providing a quarterly intelligence report of themes identified through our signposting and information service.

How we have made a difference



Our reports and recommendations

An essential part of influencing decision makers and those in charge of health and social care services is ensuring that all the views, stories and experiences we capture as part of our public engagement is heard.

Our primary method to achieve this is by producing reports and submitting them to the relevant providers and commissioners.

In 2015/2016 Healthwatch Lewisham published five reports.

2015/2016 Reports

- Making Sense of Mental Health (Children and Young People)
- The Vietnamese Community and Access to Health and Wellbeing services
- The Polish Community and Access to Health and Wellbeing Services
- Tamil Elders and Access to Health and Wellbeing Services
- Self Care Matters Event Report

The Polish Community

Healthwatch Lewisham engaged with members of the Polish community to understand their views and experiences when accessing services.

Our findings showed that although many people were happy with the care they received from the NHS there was,

amongst those we spoke to, a lack of trust in health care professionals and concerns about referrals and diagnostics.

In response we offered the following recommendations to local commissioners and service providers in Lewisham:

Recommendations:

- Improve access to interpreting services in primary and secondary care settings.
- Clarification of interpreting eligibility criteria.
- The provision of appropriate training for staff to enable improved communication, customer services and cultural awareness.
- More information provided about local services, including how to access them and what to expect with focus on vulnerable groups and migrants that are new to the system or do not speak English as their first language

As part of their response Lewisham Clinical Commissioning Group said:

‘It is apparent on reviewing the reports on aggregate that the communities you’ve highlighted may require additional information and engagement and therefore our aspiration is that we work collectively and collaboratively’.

Tamil Elders

Healthwatch Lewisham organised a focus group in partnership with the South East London Tamil Elders and Family Welfare Association to gather information about access to services for some Tamil people living in Lewisham.

The participants of the focus group were over 65 and many had multiple long term conditions.

Tamil Elders told us that they felt they faced significant barriers when accessing services. These included difficulties booking GP appointments and long waiting times for referrals. They also identified cultural differences amongst communities as a barrier.

In response we offered the following recommendations to local commissioners and service providers in Lewisham:

“Many of the concerns of the people spoken to in the report are very similar to the concerns of people across all communities in Lewisham - in particular accessing GP services.

The Committee also notes that it has been in existence for a long time and that it is seeing parallels between the difficulty accessing primary care and the implementation of the Health and Social Care Act 2012.”

Healthier Communities Select
Committee

Recommendations

- Improve access to GP services including improving access to urgent appointments and improving booking systems.
- Increase the GP consultation appointment time for people who experience communication problems especially the elderly and those with long term conditions.
- Improve access to interpreting services both in primary and secondary care settings.
- Enable and encourage health professionals to seek confirmation that the patient understands how the prescribed medicines work.

The CCG provided a joint response to our Vietnamese, Polish and Tamil reports saying that they

“wish to work with Healthwatch Lewisham to develop a shared programme of engagement that picks up the breadth of health needs across Lewisham”.

Lewisham CCG

Working with other organisations

Reporting is just one of the ways that we ensure the patient voice and experience is at the heart of service design and implementation. Throughout the course of our engagement with patients and the public and through the relationships we have built with commissioners and providers alike, we create opportunities to influence changes in health and social care services.



Self Care Matters

Healthwatch Lewisham organised an informative event on self care during Self Care Week in November 2015.

We did this to raise awareness about the importance of self-care as well as encourage stakeholders to take part in the campaign and to encourage self-care to their service users. Speakers from Lewisham CCG, Public Health, Bromley and Lewisham Mind and Bromley CCG discussed a number of topics ranging from how to keep warm in the winter to the Five Ways of Wellbeing.

‘82% felt they knew more about self care after attending our event’

The Health Improvement Team were also on hand to provide NHS health checks.

‘Self Care Matters’ was an excellent example of bringing local organisations together for the benefit of members of the public.

Care Quality Commission

Healthwatch Lewisham's relationship with the Care Quality Commission (CQC) has grown significantly in the last year. We continue to send the CQC our reports and recommendations to provide additional local insight for their work.

Healthwatch Lewisham promotes the activities of the CQC through a variety of communication methods including our website, e-bulletin and social media. Our network is informed of all local CQC inspections and consultations.

Healthwatch Lewisham in partnership with Healthwatch Lambeth and Healthwatch Southwark provided the CQC with an intelligence report giving insight on quality issues we heard from patients and families relating to the services at the South London and Maudsley NHS Foundation Trust (SLaM).

Our intelligence was incorporated into the CQC inspector information pack when they carried out their inspection of SLaM in September 2015.

Healthwatch Lewisham's engagement with a Diabetes UK support group was fed into the CQC national thematic review of diabetes services.

“The information from Healthwatch Lewisham was very useful in the areas where it gave information about particular providers in the local area, and played a key role in triangulating with other sources

CQC

We also provided the CQC with our Enter and View report of Aurora Options prior to their inspection of the service in November 2015. We have not felt it necessary to make direct recommendations to the CQC in the last year.

During 2015-2016 all providers and commissioners responded to our requests for information.

Our Healthier South East London

Healthwatch Lewisham has been involved with the development of the Our Healthier South East London programme.

Healthwatch has fed local intelligence directly into the programme, with a specific focus on local community based care. Healthwatch regularly attends the SEL CCG Stakeholder Reference Group which has played a key role in developing the equality and diversity elements of the programme.

Healthwatch Lewisham has attended two joint workshops with the programme leads to encourage joint working and information sharing across the six work streams.



Staff from South East London local Healthwatch

Showcase Event and Annual General Meeting 2015



Aleesha Smith (age 12) speaking at our Annual Showcase Event

We held our first Showcase Event and AGM in March 2016. At the event we shared highlights of our year, heard directly the voices of those we had worked with and looked ahead to our work in 2016-2017.

We will be holding our next AGM in November 2016.

Aleesha Smith, one of the students that took part in our mental health workshops was invited to speak at our Annual Showcase Event in March to share the difference the workshop had made to her and her classmates.

Aleesha has since become a young volunteer for Healthwatch and is planning on delivering peer engagement on topics relevant to young people.

Patient Led Assessment of the Care Environment (PLACE)

A number of our volunteers provided help to healthcare providers by providing patient and lay perspectives when carrying out the mandatory Patient Led Assessment of the Care Environment (PLACE) visits.

Quality Accounts

We were invited to review and submit a statement for inclusion in the annual Quality Account published by healthcare providers in Lewisham in June 2015.

These lengthy and complex documents are reviewed to ensure that they include an independent perspective on behalf of health and social care users.

In 2015 Healthwatch Lewisham submitted a response to the Quality Account for 5 providers.



Raising awareness at Lewisham Shopping Centre

Involving local people in our work

A vital element that allows our organisation to work effectively is the support of volunteers. Their involvement allows us to capture a greater number of views and experiences from patients, service users and carers.

Our volunteers represent Healthwatch Lewisham on a variety of boards, committees and steering groups and enable us to voice the public's opinions directly to the commissioners and service providers.

Healthwatch Lewisham continues to be an active representative on the Health and Wellbeing Board. A Trustee attends their quarterly meetings and is able to raise concerns and highlight issues on behalf of our organisation.

Our representative is supported in their role through the provision of regular work updates at Board meetings and discussing issues that have been found through our engagement at the Lewisham Workplan Committee meetings.

Healthwatch Lewisham Representation

- Lewisham Health and Wellbeing Board
- Healthier Communities Select Committee
- Lewisham CCG Governing Body
- Lewisham Adult Safeguarding Board
- Connect Care Governance Group
- CCG For Learning and Action Group
- CCG Patient Engagement Group
- Lewisham Joint Patient Engagement Group
- CCG Medicines Management Group

This ensures that our representative on the board is well informed and able to effectively articulate any concerns.



Trustees - Dr Magna Aidoo, Linda Gabriel, Dr Brian Fisher

Stakeholder and Provider Reflective Audit

As an organisation, Healthwatch Lewisham values feedback from all its stakeholders. We believe that by being open and accountable to others we can continue to learn and improve on the service we provide.

In March 2016, Healthwatch Lewisham developed a Reflective Audit in line with our national Quality Statements. Our aim was to establish a clear understanding of the impact that we have made as a local Healthwatch and areas where further development could be made.

What our partners said

“Healthwatch are represented on key strategic and clinical groups within the programme, sharing insight from a patient perspective, and bringing in their wider insights from community research they have undertaken.

We have worked closer together to better understand how Healthwatch can support the work of the programme, to dovetail engagement activities where there are shared priorities.”

Our Healthier South East London

“Healthwatch regularly feed back on patient experience and has a vital part on certain committees within the CCG.

There are good relationships with executive members of the governing body to maintain important communication channels in order to get patients voices heard. Their input into the equality and diversity agenda is invaluable.”

Lewisham CCG

“Healthwatch has provided insight on experience of seldom heard groups through quality reports and investigation of access to local services.”

Lewisham CCG

“I am fully aware that local people are included and involved in the delivery of Healthwatch, with active participation in the scrutiny of delivery and commissioning to ensure quality services are available across the borough.”

Bromley and Lewisham Mind

Our work in focus



Our work in focus: Seldom Heard Communities

One of our priorities this year was Access to Services. We focused on seldom heard communities for whom English is not their first language.

As part of this work, we spoke to members of Lewisham's Vietnamese community. Although this community is well established in the borough they told us that they encountered several barriers and had issues with the quality of translation services offered. These barriers then impacted on other areas such as booking appointments, communication with reception staff and doctors which they said impeded diagnosis and treatment.

The community also shared their experience through two short plays performed by Trickton Theatre that Healthwatch was able to use when talking to commissioners and providers.

These videos can be found on our website and are also available via the links below.



video 1.mp4



video 2.mp4

In response we offered the following recommendations to local commissioners and service providers in Lewisham:

Recommendations

- Improve access to GP services focusing on increasing access to urgent appointments and develop an efficient booking system.
- Improve staff attitudes towards patients by increasing the emphasis on listening to the patient.
- Clarify and publicise the eligibility criteria for interpreting services for Lewisham residents.
- Improve access to interpreting services.
- Provide appropriate training for front line reception staff to enable improved communication and cultural awareness.
- Improve diagnosis and support for people with mental health issues who don't speak English as their first language.

Responses to our report

Healthwatch Lewisham received positive responses from the Healthier Communities Select Committee, local providers and commissioners. Some of these are highlighted below.

Lewisham CCG recognised their 'responsibility in improving the quality of services provided' in relation to refining communication skills of reception staff.

They ensured Healthwatch there are plans underway to provide training for primary and community healthcare professionals in the borough.

Healthwatch Lewisham's report has been timely in highlighting the interpretation issues in light of the current review of the interpretation services by the CCG.

The Healthier Communities Select Committee (Lewisham Council) also raised concerns about using friends and family as interpreters in Health related services because it might pose a risk to service users.

The Committee 'agreed that it was important that eligibility criteria for interpreting services are clarified and published among Lewisham residents.'

Bromley and Lewisham Mind supported our recommendation around improving eligibility criteria and quality of translation services. They also supported the need for longer GP appointments for elderly or migrant clients.

South London and Maudsley Hospital NHS Trust has ensured Healthwatch they have clear guidelines for staff on interpreting and translation services which highlights the risks of using family and friends as interpreters.



Our work in focus: CYP Mental Health

Healthwatch Lewisham went out into the community and spoke to people of all ages and backgrounds to ask them what they believed should be our priorities for children and young people to investigate in 2015-16. It was evident from feedback received that young people's mental health awareness and understanding was first and foremost in many people's minds.

15% of children aged 5-15 were found to experience mental health challenges in Lewisham. This is 50% higher than the national average.

From October 2015 to January 2016, using drama workshops as a tool, Healthwatch Lewisham engaged with 70 young people and young carers, aged between 10 and 17, in schools, youth clubs and voluntary sector organisations.

This enabled us to build a picture of their understanding of mental health, mental wellbeing and their experience of services that support their mental health.

After a brief talk and some robust conversations, led by the facilitator, young people devised short drama performances on the topic of mental health. They then performed these to their peers and discussed them.



Subjects chosen for the performances included bullying, peer pressure, violence in the home, school pressure, depression, suicide and anxiety.

Following the workshop, students were asked to complete a questionnaire.

Findings

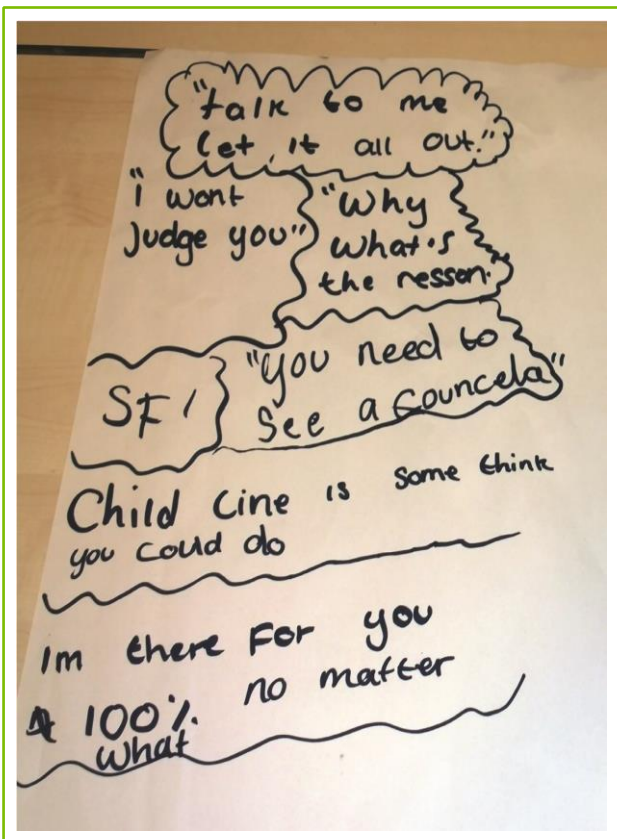
The data collected suggested a mixed response when the young people were asked if they believed they had experienced poor mental health. A high volume stated that they have suffered with stress at some point in their lives.

It was also very evident that prior to the workshop many of the young people who took part were unaware of what mental health means, with over half stating they would not associate with someone who suffers with poor mental health and that such people were “crazy” or “nutters”.

According to feedback given, most of the children were also unaware that they could help keep their mental health well and none of them had heard of the Five Ways to Wellbeing.

Despite only a small number of the people involved in the workshops having used counselling services, either formal or informal, the data suggests that the young service user's views of counselling services within the London Borough of Lewisham are mixed. We found that there was a variety of positive and negative feedback towards these services.

On a large scale it appears that children need to be given information and an insight into mental health at a younger age than it appears that they are currently receiving - especially as half of all lifetime cases of mental illness begin by age 14.



Recommendations

- Children are educated at primary school age around what mental health is in order to stop stigma occurring.
- All young people should be taught the Five Ways of Wellbeing thus learning how to retain their good mental health and emotional resilience.
- Young people should have a choice on who they get support from - their preference for someone they know or do not know should be respected.
- School counsellors should be more readily available in schools.
- Young people should be aware of what services are available for them, both locally and nationally, so that they have a choice on which to use.
- The importance of youth clubs is recognised as many young people use recreational activities as support.

We have recently published this report and are awaiting responses from the appropriate commissioners and service providers.



Children performing at Conisborough College

Our plans for next year



Future priorities

It has been a challenging but successful year for our organisation in 2015/2016. The last year has seen the growth of the staff team in order to deliver local Healthwatch in Bromley and in Lewisham.

Our work doesn't sit neatly within the year and so many of the priority projects which are currently being carried out and worked on will be detailed in the 2016/2017 Annual Report.

Our priorities for 2016/2017 remain:

- Mental Health
- Access to Services
- Children and Young People

In the year ahead we will continue to produce reports on local services and will continue to involve the public - including people from a range of backgrounds, ages and marginalised groups. We will continue to inform people about the changes affecting health and social care services across Lewisham and the surrounding areas - particularly those changes that will affect the whole of south east London.

We have the following priority projects which will be conducted in 2016-2017.

Access to pharmacy services

Sexual health and gender identity in young people

Access to dentistry services

Healthwatch Hubs

Experience of services for people with disabilities

Access to services for people identified as financially vulnerable

Local Care Networks

We will continue to be involved in the ongoing development of the integrated care networks in the borough and the wider strategy to join up care in and out of hospital for patients.

Primary Care Joint Commissioning

Along with our colleagues at other local Healthwatch in South East London, we will continue to be observers as part of NHS England's primary care joint commissioning process. Our representatives are keen to ensure that our consumer champion role is used effectively in this process.

Regional Network

We remain members of the Healthwatch South East London Network Chief Officer meetings where we continue to share best practice, support for each other and discuss change and issues across the region and nationally.



Our people



Trustee Board

Our Board directs the work of the organisation by setting our strategy, ensuring that we achieve our aims and objectives and by making sure that the Director and the staff team deliver the strategy and work programme effectively.

Board members, who are all volunteers, abide by a clear set of policies and procedures including guidelines on conflicts of interest, equality and diversity and a code of conduct.

The Board met 5 times in 2015/2016. All minutes of these meetings can be accessed on our website.

Healthwatch Lewisham Work Plan Committee

This year a subcommittee was set up to allow closer oversight of the workplan.

All members of the Lewisham Workplan Committee reflect the diversity of the community and service users.

The committee reviews issues relating to Healthwatch Lewisham in detail and makes recommendations regarding this.

“The Workplan committee provides a forum in which to discuss substantive issues and share information specific to Lewisham and Healthwatch in Lewisham.

Through involving its members in developing the work plan, it facilitates a shared understanding and resolution of issues related to delivering the Healthwatch brief in the Borough. It also helps identify opportunities to broaden and deepen engagement with stakeholders and the public, whilst ensuring this is done in alignment with the overall strategic plan of the organisation.”

Nigel Bowness, Chair of Lewisham Workplan Committee

Trustee Board

Linda Gabriel (Chair)
Leslie Marks (Vice Chair)
Bev Tanner (Treasurer)
Dr Magna Aidoo
Vivienne Astall
Nigel Bowness
Dr Brian Fisher
Geraldine Richards
Margaret Whittington

Workplan Committee

Nigel Bowness (Chair)
Dr Magna Aidoo
Dr Brian Fisher
Linda Gabriel
Geraldine Richards
Bev Tanner

How we involve the public and volunteers

Volunteers and lay people are at the heart of decisions that we make. Our Board members and Workplan Committee members are volunteers. Over a twelve-week period we actively invited local people to influence our priorities.

‘Last year Healthwatch Lewisham’s work was supported by 17 volunteers.’

As well as being vital to our governance, volunteers play an important part in the preparation and implementation of our work. We consult our office volunteers at every stage of a project to gain a lay perspective on our aims, our approach, how we analyse our data and how we present that information.



Alex and Tanya, two of our volunteers

We want our volunteers to know that we value their experience and abilities. We have an inclusive and open volunteering program and support the development of existing skills and gaining new skills while they support us to deliver our projects and functions.

Our 17 active volunteers support and represent a wide range of communities and service users.

Opportunities currently being offered include:

- **Outreach Volunteers** - This role involves the volunteers being our eyes and ears in the community as well as raising awareness of Healthwatch and how we can help the public.
- **Communications and Social Media Assistant** - This role involves supporting the Communications Officer to develop our network. There is a wide range of opportunities ranging from designing posters to helping boost our reach on social media.
- **Healthwatch Enter & View Authorised Representatives** - These volunteers have the opportunity to visit local health and social care services as well as undertake inspections such as PLACE.
- **Admin Volunteers** - these volunteers help with a variety of tasks which enables the organisation to work effectively.



Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		146,164
Additional income		11,170
Total income		157,334
EXPENDITURE		
Operational costs		7,760
Staffing costs		99,284
Office costs		11,632
Total expenditure		118,676
Balance brought forward		38,658



Healthwatch Lewisham 2016 Showcase Event

Contact



Tell us your experiences of health and social care

We want to hear from as many of you as possible about your experiences of health and social care services in Lewisham.

The more we hear from you the more effective we can be in representing you and helping to improve services.

You can contact us by:

- Email:
info@healthwatchlewisham.co.uk
- Telephone: 020 8315 1916
- Completing the Talk to Us form on our website:

www.healthwatchlewisham.co.uk

- Write to us:
Healthwatch Lewisham,
Community House,
South Street,
Bromley,
Kent, BR1 1RH

Sign up to our mailing list

If you want to keep up with the work of Healthwatch Lewisham, then contact us and tell us that you want to join our mailing list.

Alternatively, you can sign up by visiting www.healthwatchlewisham.co.uk and entering your email address on the right hand side of the homepage in the 'sign up to receive our e-bulletin' box.

We will send you our bi-weekly e-bulletin and you will also hear about our latest reports and opportunities to get involved.

Healthwatch Lewisham Volunteers

Volunteers are central to the work of Healthwatch Lewisham. We already have a fantastic team of volunteers who help to capture views and experiences of health and social care and who represent patients and service users in meetings across the county.

Please get in touch if you are interested in finding out more about volunteering for Healthwatch Lewisham.

Events

We take part in a large number of events across Lewisham. When you see us, please come up and say hello and tell us about your experiences of health and social care.

If you are organising an event and would like us to be involved, then we would love to hear from you.

Please see here for our events:

<http://www.healthwatchlewisham.co.uk/events>

Online

You can also keep in touch with our work and download our latest reports and newsletters at:

www.healthwatchlewisham.co.uk

Also, keep in touch through social media at:



Healthwatch.Lewisham



@HWLewisham

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Lewisham CCG, Lewisham Healthier Communities Select Committee and Lewisham Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format, please contact us.

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