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# Message from our Chair



## Welcome to the Healthwatch Lewisham 2016/2017 Annual Report.

This report provides an overview of our work this year.

There have been important achievements and demonstrable impact across all areas of health and social care throughout the year. We continue to be a strong and effective Healthwatch, building on all our work, connections and experience developed in our years of providing Healthwatch services in Lewisham. We have continued to be a vital part of the health and social care landscape, working independently to fulfil our statutory responsibilities.

Throughout the year we continued to focus on the priorities identified by the public and on meeting regularly with communities. We also increased the range of ways in which we could hear from people, for example through our Engagement Hubs. Our Trustees, staff and volunteers regularly attend commissioning and provider organisation steering and project groups to improve care.

This was our second year of delivering Healthwatch in Lewisham.

In looking to the future, the Trustees agreed to change the name of the Charitable Company to Community Waves. We feel that this will allow us to build a sustainable organisation with a strong focus on engaging and involving communities, always remaining committed to our Healthwatch responsibilities and values.

The year ahead will see new challenges to health and care for Lewisham residents with increased pressures on Council and NHS finances. Despite this Healthwatch Lewisham will continue to champion the involvement of people in service change.

.....

Our staff team have yet again delivered an exceptional service to and on behalf of the public and I would like to thank them for this. My thanks also go to our volunteers who give up their time freely and without whom we could not deliver our extensive work plan. I would also like to thank my fellow Trustees for their commitment and leadership over the year.

Finally, I would like to thank all service users, members of the public and carers who have spoken to us, completed surveys or taken part in focus groups this year. These contributions are vital to the success of our work in raising the issues which matter most to people.

Linda Gabriel,  
Chair

# Message from our Director

This has been a busy year for Healthwatch Lewisham. Our report doesn't describe every piece of work we carried out but it highlights the very real impact on local health and care services as a result of our activity in 2016-2017.

We were delighted to win the contract allowing us to continue delivering Healthwatch Lewisham. This year we reached more people than ever, and listened to your experiences of how services are meeting or failing to meet your needs. These insights have been shared with commissioners and providers regularly to influence service specifications and delivery. This was the first year we provided the Lewisham Independent Health Complaints Advocacy Service. The service was used by 130 residents, 106 of which were supported by an Advocate. You will find case studies from this work on pages 25, 44 and 45.

Our active volunteer base continues to grow and this year our 21 wonderful volunteers spread the word about Healthwatch Lewisham, carried out Enter and View visits to care homes across the borough and to University Hospital Lewisham.

Our engagement with people who have sensory disabilities and children and young people allows us to magnify the voices of people who are seldom heard. We also delivered training on patient insight to GPs in partnership with the General Medical Council and did the same for Pharmacy Technicians with the Centre for Pharmacy Postgraduate Education.



To ensure that Lewisham residents have a voice in regional developments, we remain involved with the Sustainability and Transformation Partnership for south east London. Healthwatch Lewisham attends the Equalities Steering Group, Stakeholder Reference Group, Planned Care Reference Group and the Patient and Public Advisory Group. Doing so allows us to promote the inclusion of the public in the development of regional plans.

My colleagues and I continue to work hard, juggling a busy schedule of engagement, partnership work, representation and reporting to ensure maximum impact for the experiences you share with us. We look forward to, no doubt, what will be another busy year for our small team who always aim to support you in influencing the way your health and social care services are planned, purchased and delivered.

I would like to thank our Board, my staff, our volunteers, stakeholders and local people for working with us.

**Folake Segun**

**Director, Healthwatch Lewisham**



# Highlights from our year

*We've spoken to 3285 local residents face to face*



*Our volunteers have contributed 901 hours this year which equates to 129 working days*



*We've worked with 59 local services in our role as patient champion*



*Our reports have tackled issues ranging from health inequalities to sexting amongst young people*



*This year we've reached 1,537 people on Twitter*



*We've met hundreds of local people at our community events*





# Who we are

Healthwatch Lewisham is the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Healthwatch Lewisham is delivered by Community Waves, an engagement, involvement and participation charity focusing on health and social care based in Lewisham.

## 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 everyone 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.

During 2016-2017 our priorities, as determined by Lewisham residents, were:

- Access to Services
- Children and young people's health and wellbeing
- Mental health

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

We also analyse our data to see if there are any gaps in service provision.

Due to the extensive nature of projects, some of our work was carried over from the previous reporting year.

Similarly, a few projects have begun this year but will not be concluded until next year.

These issues are further explored throughout this annual report.



*Our Healthwatch Team (from top left corner clockwise):  
Alexandra Doust; Fay Russell-Clark; Marzena Zoladz;  
Peter Todd; Stephanie Wood; Mathew Shaw; Mandy  
Millward; Folake Segun*

We can  
help you...

*Your views on  
health and care*





## Listening to local people's views

### General Engagement

Healthwatch Lewisham uses a variety of methods to understand people's needs and experiences. General and targeted engagement by our staff and volunteers is key to what we do and how we make sure voices are heard.

Between 1 April 2016 and 31 March 2017, we engaged with 3285 residents and heard the views and experiences of 1471 users of health and social care services in the borough.

We spoke to 10% more people than we did last year.

We gather experiences through a variety of ways including emails, local events, meetings, via post, telephone, our website, outreach and national services. The main source of comments we receive are from our direct engagement with the public at our engagement hubs.



*Volunteer Blessing Amaechi at Green Man Community Links Carnival*



*Healthwatch Lewisham collecting experiences at People's Day*

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

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

Our team produces a quarterly intelligence report which analyses the patient stories and signposting enquiries we have received.

We found that Lewisham residents had mixed views about their local services. Service users tended to be happy with the overall quality of treatment/care/service they received.

However, they were frustrated at being unable to book appointments at their GP surgeries, waiting times at hospitals, and felt there was a lack of communication between different services.

A summary of our findings can be found in this report.

We built and maintained relationships with **59** local organisations including service providers, voluntary, community and third sector groups.

We publicise ourselves primarily through our website, a bi-weekly e-Bulletin, social media, press releases, promotional materials and through posters and leaflets located throughout the borough.

Our network continues to grow with the number of subscribers to our e-Bulletin reaching 1,756. Furthermore, our e-Bulletins and news flashes were viewed a combined total of 13,801 times.

Social media is a key platform for our organisation. 1,537 people follow the Healthwatch Lewisham Twitter account and our tweets have generated 85,785 impressions. Impressions are how many times your tweets have been seen.

All of these figures show that the reach of our organisation continues to expand, with our message being heard by more people than ever.



*Healthwatch Lewisham engagement 2016/17*

## Our Engagement Hubs

This year we continue to run Engagement Hubs across the four neighbourhoods in the borough.

Our hubs give Lewisham residents and service users more face to face opportunities to share their experiences of local health and social care services.

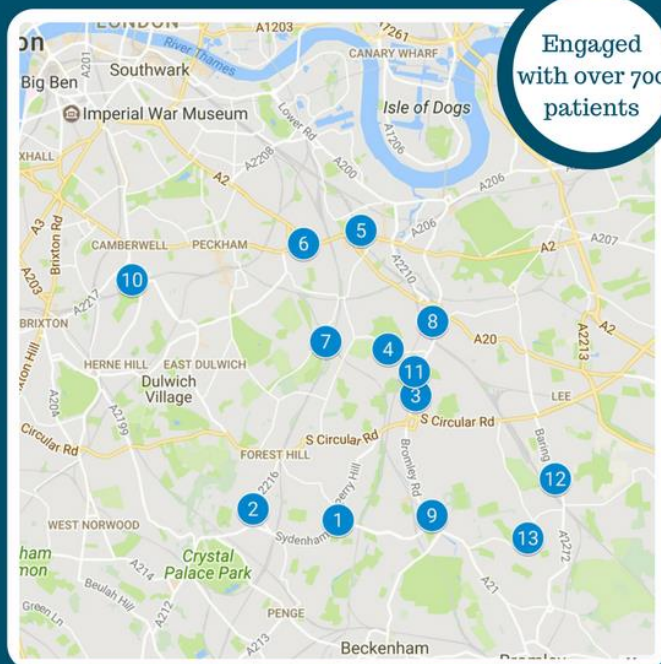
Hubs are attended on rotation and are advertised at the venues, through our bulletin and by our voluntary sector partners. We have a presence at 7 GP surgeries in the borough.

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

During 2016/2017, Healthwatch Lewisham ran 47 hubs and spoke to 766 residents.

## Engagement Hubs

healthwatch  
Lewisham



1. Sydenham Green Group Practice
2. Wells Park Practice
3. Kaleidoscope
4. Hilly Fields Medical Centre
5. Waldron Medical Centre
6. Queens Road Partnership
7. Honor Oak Group Practice
8. Lewisham Market
9. South Lewisham Health Centre
10. King's College Hospital NHS Foundation Trust
11. Lewisham University Hospital
12. Grove Park Community Group
13. Downham Health & Leisure Centre

## Feedback Centre

We are always looking for ways that we can hear from more people.

To do this we have developed an online Feedback Centre which is accessed through our website and will help residents share their experience of health and social care services. It will be launched on the 1<sup>st</sup> April 2017.

The Feedback Centre provides an opportunity for anyone to comment about local services. People can easily and **anonymously** rate the care that they receive in a simple way. There is also the opportunity to rate local services, using a 5-star system. The new online Feedback Centre is accessible on mobile phones, computers and tablets. All you need to do is visit our website, [www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)

Healthwatch Lewisham believes that by helping people to easily express their views, we can improve health and social care. We will also continue to use our regular engagement methods of capturing patient stories, such as telephone, paper-based questionnaires and public events.

Analysis of all the data will help us to better understand what the public feel about local services and represent your views in our role as patient champion - helping to make your services shaped the way you want.

If you would like to access the new Feedback Centre and provide feedback about a local health and care service, please visit [www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)

The screenshot shows the Healthwatch Lewisham Feedback Centre website. At the top, there is a search bar with the text "Find your service by name or location" and a search icon. Below the search bar, the main content area is divided into two sections. On the left, under the heading "Review a service", there is a "Sort by" dropdown menu set to "Last Reviewed". Below this, three services are listed with their respective icons, names, addresses, phone numbers, websites, and star ratings based on reviews. On the right, under the heading "Browse", there is a "View All" link and a list of service categories with icons: Hospital, GP, Dentist, Social Care, Pharmacy, Urgent Care, Emergency Care, Community Health, and Other.

Service Name	Address	Phone Number	Website	Reviews
St John's Medical Centre	56-60 Loampit Hill, London, SE13 7SX	02086921354	<a href="http://www.stjohnsmedcentre.co.uk">www.stjohnsmedcentre.co.uk</a>	Based on 1 reviews
Honor Oak Group Practice	Honor Oak Health Centre, 20 Turnham Road, Brockley, London, SE4 2LA	02030492345	<a href="http://www.honoroakgrouppractice.co.uk">www.honoroakgrouppractice.co.uk</a>	Based on 2 reviews
Lewisham Hospital	University Hospital Lewisham, Lewisham High Street, London, SE13 6LH	02083333284	<a href="http://www.lewishamandgreenwich.nhs.uk">www.lewishamandgreenwich.nhs.uk</a>	Based on 9 reviews

## Targeted Engagement

In order to gather a broad and diverse range of views, Healthwatch carried out targeted engagement with under-represented and seldom heard groups across the borough.

### Children and Young People

The experiences of children and young people continues to be a key priority for us.

From previous engagement carried out with young people, we identified a gap in the knowledge around young people's views regarding healthy relationships and of their experiences of sexual health clinics.

Furthermore, Lewisham has the 2nd highest teenage conception rates in London and joint third highest rates in England (Lewisham JSNA, 2016)

Our CYP officer engaged with 424 young people to explore their attitudes and experiences around sexual health and healthy relationships, the laws around sexual activity, as well as to raise awareness and signpost local young people. To do this we carried out interactive workshops with young people at schools, shared an online survey, and conducted mystery shopping at local sexual health services.

Young people told us that they are unaware of the laws around sexting and pornography, the potential consequences, and the services available to them locally.

As a result, we recommended that young people are educated about the repercussions of sexting, pornography and taught healthy relationships before they reach the age where they are likely to be sexually active.

Young people also recognise the need for a specialised under 25's sexual health service to be available in all neighbourhoods in the borough.



*CYP Officer Fay at Young Lewisham project*

“The information the CYP Officer gives during the sessions are very important to our young people, they are encouraged to ask questions and have an opinion on all the subjects covered in a totally safe, non-judgemental environment. This is really important for the young people we work with at young Lewisham.

The CYP Officer is fantastic at gaining young people's trust and quickly breaking down barriers with her relaxed, humorous and fun delivery.

She creates lively informative discussions about difficult but essential subjects for young people. And has definitely educated some young people here, who would otherwise never have spoken about sex in such a mature way.”

Sam Marshall, Young Lewisham Project

## Disabled People

We learnt through information from NHS England and Lewisham CCG that there is a lack of engagement with many under-represented groups, including people with sensory impairments and those with learning difficulties.

Our ‘See Hear Now’ project highlights the experiences of deaf, blind, partially sighted, and residents with learning disabilities when they access health and wellbeing services.

We found that many disabled people experience difficulties in booking a GP appointment, did not know their eligibility for interpreters, and have difficulty in accessing health and social care information.

We heard many positive comments about services and examples of good practice across the borough.

The majority of people felt that NHS staff would benefit from disability awareness training and said big improvements could be made by making minor adjustments.

All of the groups we spoke with praised the current advocacy provision but recognised that the current service is limited and that demand is currently outweighing service capacity.

Our recommendations:

- Ensure disability awareness training for ‘frontline’ staff and implement simple measures to ensure that communication needs are met.
- Enable ‘reasonable adjustments’ to ensure equality of access for disabled people.

- Ensure that all written communication directed to patients is written in accessible formats.
- Provide all possible contact details to ensure both deaf and blind people can contact services. Ensure contact information (including emails) is easily found.
- Ensure the sustainability of the current advocacy services and increase the service provision to meet the demand and need.

## Impact

Providers and commissioners were very receptive of our ‘See Hear Now’ report and worked with us, local community groups and patients, services users and carers on service development and design.

“We have worked with Healthwatch Lewisham on a number of initiatives to make sure the views of people with learning disabilities are heard. This included inviting Healthwatch to our self advocacy groups and our people’s parliament. The people we work with have contributed to the ‘See Hear Now’ report on the accessibility of health services in Lewisham. We always find Healthwatch Lewisham ready to listen and take on board our comments.”

**Martin Stitchman, People’s Parliament project lead, Lewisham Speaking Up**

## SEE HEAR NOW

This report is the result of a review carried out by Healthwatch Lewisham to provide an insight into the experience of deaf, blind, partially sighted and learning disabled residents when accessing health and wellbeing services.

*National research suggests that disabled people, in general, often face unacceptable difficulties when they try to use NHS services.*

### FINDINGS

Receptionists do not always remember to alert people who are blind and people need to enquire when their turn is.

- Disability awareness among staff was one of the most highlighted themes. It was found that there are many examples of good practice but there are also gaps and areas for improvement.

A local person with learning difficulties said: 'Good service in A&E. The staff introduce themselves to you and tell you what they will be doing.'

- Provision of accessible information was another critical issue highlighted by the review. Many participants suggested they experience hurdles at access points, for example not being able to find appropriate contact details to services and telephone numbers being provided to deaf people.

"We are in the 21st century and the technology has advanced. Why is it still so difficult for deaf people to access services?"

- Interpretation was the most critical issue for deaf people, with eligibility, difficulties in booking interpreters and cancellation being the other main concerns.

Deaf participants often need to book an interpreter when they book a GP appointment, however this is not always arranged in advance.

- There is a clear need for an increased provision of advocacy services to support patients.

### RECOMMENDATIONS

- Ensure disability awareness training for 'frontline' staff and implement simple measures to ensure that people's communication needs are met.
- Ensure that all written communication to patients is written in accessible formats. Provide all possible contact details to ensure both deaf and blind people can contact services. Ensure contact information (including emails) is easily found.
- Ensure the sustainability of the current advocacy service and increase the service provision to meet the demand as needed.
- Ensure the sustainability of current advocacy services and increase the service provision to meet the demand.

## Health Inequalities

In line with our priorities, Healthwatch's routine engagement often includes feedback around patient registration and access to health and social care.

As part of our priority around access to primary care services, Healthwatch Lewisham identified concerns around the ease of registration with local GP practices. Further stories suggested those who struggled most often lived in temporary accommodation or had no fixed abode.



This led to us carrying out further qualitative research, together with Healthwatch Bromley, focusing on the health needs of those who are at risk economically or identify as vulnerable, as well as any particular challenges they may face in accessing health and social care services.

We visited food banks across both boroughs and people were informally interviewed about their experiences of accessing health and social care services. Those in attendance also shared the circumstances which has caused them to access these community services. The community providers of food banks were also engaged, regarding information around numbers and their front-line experiences.

The 'Banking on a Meal' report highlighted the areas of success in the current community and clinical services offered and identified areas for improvement in service access for those who are most vulnerable.

We found out that:

- Those suffering from financial hardship are more likely to suffer from lower standards of physical health and mental wellbeing
- Zero hour contracts and unsecure employment often leaves people without sufficient resources to support themselves and their families, and thus become dependent on local support, such as food banks
- Lack of communication between services means people are susceptible to falling through the gaps. This was most evident with benefit processing and a delay in payments, often for reasons unknown to the claimant
- GP registration and access to primary care was severely restricted by a lack of permanent address, despite legislation stating that it is not a necessary requirement

The impact of 'Banking on a Meal' is explored later in this annual report.

The full report can be found at [www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)



## Seldom Heard Groups

In March 2017, we delivered a workshop on access to local health and social care services to women from the Afghan and Central Asian Association. We shared various ways residents can access local services.

Information was provided about GP Out-of-hours services, NHS 111, sexual health services and Improving Access to Psychological Therapies (IAPT) to enable these women to find services in the future. We also shared useful resources such as the Health Help Now app.

During the year we also engaged with communities who do not speak English as their first language. A detailed account of the project can be found later in this report.

“The Healthwatch workshop was extremely informative. Many women were unaware of what support is available to them outside of the GP and Hospital. At the end of the session they felt like they had a better understanding of the system.”

Rabia Nasimi, Development Officer,  
Afghanistan and Central Asian  
Association



*Engagement Officer Marzena with the Afghanistan and Central Asian Association*

## What we've learnt from visiting services

### Enter and View

We have the statutory power to enter and view any health or social care service and talk to those receiving care from that service.

During 2016/17, 3 Enter and View visits were carried out to care homes in the borough.

These were:

- Penderley Lodge
- Manley Court
- Welcome Care Home

We wanted to understand what activities were being run for residents.

These care homes were identified based on recent Care Quality Commission (CQC) inspections.

Healthwatch offered suggestions and recommendations to help improve the experience of residents. These focused on improving recreational activities, which we felt lacked both creativity and variety for the residents.

### Our Authorised Enter and View Representatives

Jennifer Gillard

Geraldine Richards

Margo Sheridan


Sian Stickings

### Impact

At the time of writing, we are currently finalising our Enter and View reports for publication.

Every Enter and View report is shared with relevant providers and commissioners in the London Borough of Lewisham.





*Helping  
you find the  
answers*

## How we have helped the community access the care they need

Healthwatch Lewisham provides an information and signposting service for members of the public who live or access health and social care services in the borough.

We 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;

- Ringing the office phone line
- Through our contact form found on our website
- By email
- By social media
- By speaking to one of our team at regular Engagement Hubs

152 people contacted the Healthwatch Lewisham signposting service during April 2016 to March 2017.

These enquiries covered a range of different health and social care issues; from GP registration requests to support options for people with dementia.

The highest number of signposting enquiries received related to GP services.

The majority of people who contacted the service were looking to register with a new GP. This is the direct result of services including Lewisham Hospital and GP surgeries regularly referring residents to our signposting service.

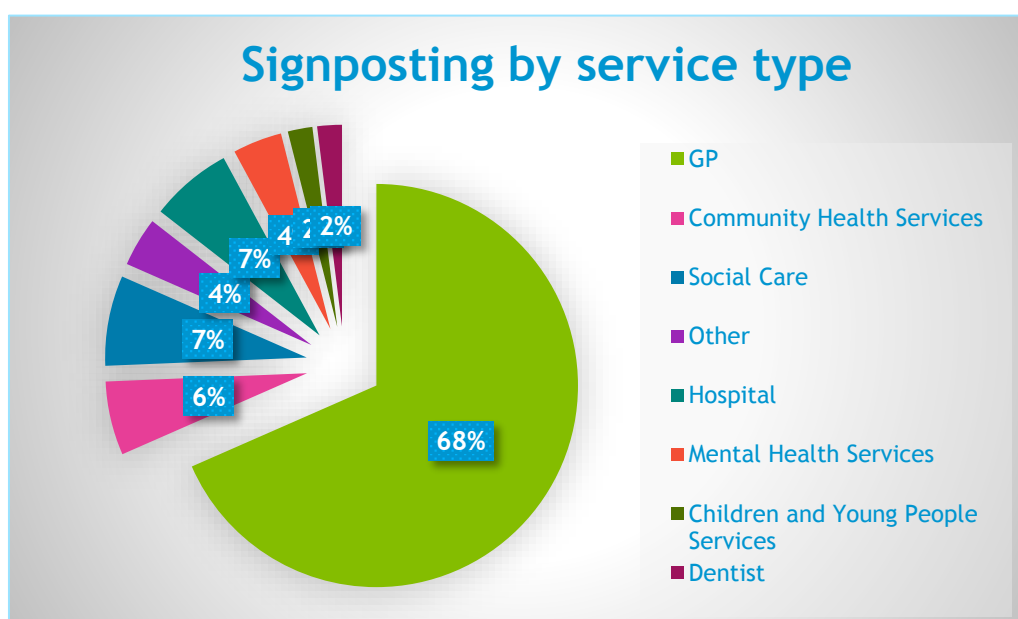
Increased engagement at our hubs has enabled Healthwatch Lewisham to provide more face to face signposting support.

When compared to 2015-16, signposting enquiries covered a wider variety of issues.

All information gathered is used to identify trends either by service type or in relation to specific providers.

Signposting enquiries are fed into our quarterly intelligence reports which is presented to key stakeholders and service providers in the borough.

The chart below provides a breakdown of the enquiries by service type.



## Examples of signposting enquiries in 2016/17

### Enquiry:

Ms A wanted to make a complaint on how her fiancé was treated when he contacted SLaM. Her fiancé was referred to the mental health service by his GP, however he is now suffering from a period of mental ill health after the phone conversation he had with SLaM. Her fiancé was upset because he was unable to get a face to face assessment and instead was called unannounced by the service. During the assessment, the gentleman openly admitted to occasionally using drugs and alcohol. Upon hearing this, the person assessing him refused to deal with him any further and discharged him to a drug and alcohol abuse unit, stating that he couldn't receive help for his mental health until he had been completely alcohol- and drug-free for some time. Ms A is furious with this response as her fiancé is not an addict and this incorrect response has led her fiancé to no longer want to seek help for his mental health issues.

### Response:

We provided Ms A with contact details for SLaM's dedicated telephone line for complaints (PALS). Furthermore, we spoke to the Patient & Public Involvement Lead at SLaM to help resolve the issue. We then facilitated contact between both parties.

### Enquiry:

Ms B asked us at Downham Celebrates where she could access a sexual health clinics since Downham Health and Leisure Sexual Health clinic has become a young people's clinic.

### Response:

We signposted Ms B to the two sexual health clinics in the borough which are open to all ages. The Primary Care Centre and the Waldron Health Centre.

**Enquiry:**

Ms C contacted us after visiting her GP to explore the options of assisted pregnancy treatments. She was informed that she did not qualify for IVF/ IUI treatments because her boyfriend has children from a previous relationship. She didn't understand how this affected her eligibility for fertility treatments as she has not had any children.

**Response:**

We provided the following information: NICE guidelines state that women under 40 should be offered three cycles of IVF treatment if they've been trying to get pregnant for two years. The provision of IVF treatment varies and often depends on local CCG policies. Furthermore, CCGs may have additional criteria you need to meet such as not having any children already, from both your current and any previous relationships. Ms C was signposted to the South-East London Treatment Access Policy and to Infertility Network UK.

**Enquiry:**

Ms D phoned us because she needed to make an appointment with the Breast Clinic following her receipt of a referral letter. She believed the appointment was at Lewisham Hospital. When she phoned the number on the letter the call went through to Queen Elizabeth Hospital. Ms D was frustrated as she believed she was being directed to a different service.

**Response:**

We confirmed that Lewisham Hospital does not have a breast clinic and that Queen Elizabeth Hospital provides the service for the boroughs of Greenwich, Lewisham and Bexley. We signposted Ms D back to Queen Elizabeth Hospital so that she could book her appointment.

## Lewisham NHS Independent Advocacy Service

From the 1<sup>st</sup> April 2016, Healthwatch Lewisham has provided the Lewisham Independent Health Complaints Advocacy Service.

The service supports people who feel they have not had the treatment they expected from the National Health Service (NHS) and want to complain; the law says you have the right to have the support of an advocate. Our service is free, independent of the NHS and confidential.

### Our service:

- Gives the opportunity to speak confidentially to someone who is independent of the NHS
- Answers questions to help you make decisions
- Supports you to write emails/letters to the right people
- Supports you to explore your options at every stage of the complaint
- Acts on your direction rather than the wishes of others
- Helps clients prepare for meetings e.g. agenda, questions and possible outcomes
- Goes with clients to meetings with medical professionals if required



We have supported 130 residents, and helped 106 in making a complaint against a local NHS service this year.

### Our service cannot:

- Help you to claim compensation
- Get an NHS employee disciplined
- Help you with complaints about private medical treatment
- Give medical advice
- Give legal advice
- Provide Independent Mental Health Advocacy support (but we can signpost to it)
- Support you with issues outside of the NHS complaints procedure

Contact our Lewisham Independent Health Complaints Advocacy Service

Call us on 020 8315 1916

Monday to Friday 9.00am - 5.00pm

## LEWISHAM ADVOCACY SERVICE

Healthwatch provides the Lewisham Independent Health Complaints Advocacy Service.

Our service is free, confidential and independent of the NHS.

### We can:

- Support you to make an NHS complaint
- Provide a Self Help so you can manage your own complaint
- Signpost you to other people or organisations for information
- Remotely or intensively assist you e.g. accompany you to a meeting if required
- Involve an interpreter or a translator if needed.



**mental health services** - diagnosis and support

**GP practices** - lack of access and difficulties with onward referrals

### COMPLAINT THEMES

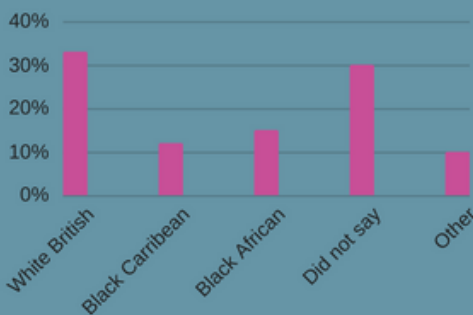
**clinicians** - poor communication around procedures and operations

**medical records** - access and accuracy of records

### DEMOGRAPHIC INFORMATION

We have supported over 130 local people

73% of those supported were female and 27% were male



### PATIENT FEEDBACK

Following a meeting at Maudsley Hospital  
*"Thanks for coming, your support's invaluable."*

Regarding a meeting at Lewisham Hospital  
*"Thanks again for attending at such short notice. The key points were very helpful."*

Following a local resolution meeting, a patient now feels he is being listened to by his clinician and is more involved in his treatment. He reached his desired outcome due to Healthwatch's advocacy support.





## Noel's Story



Noel is a single man in his 50s who suffers from depression, a personality disorder and other mental health conditions as well as sleep apnoea. He also lives alone and has few friends and no family. Noel does not use the internet nor does he have a mobile phone, only a landline. Noel also has problems with writing.

His main pleasure and activity is keeping fit but recently he was experiencing a lot of pain in his knees and, despite investigation, had been told to carry on going to the gym. He had seen a number of different GPs at his Surgery who had only prescribed over-the-counter pain killers.

A local volunteer organisation referred Noel to Healthwatch Lewisham for support in bringing his complaints to both his local hospital and his surgery.

His advocate drafted letters on Noel's behalf to both the surgery and hospital which were then read out to him over the phone for him to correct and amend. He also received copies in the post for his records. The letters were duly sent out to the organisations.

Noel was very anxious about his knees and contacted his advocate on many occasions for reassurance. The advocate contacted the organisations to check on progress of the complaints made and discovered results of an MRI scan were being awaited before replying. This information was passed on to Noel.

On some occasions Noel was so depressed about his situation that he talked about 'ending it all' and therefore the advocate had to discuss the adult safeguarding policy with him.

The MRI results showed that Noel had arthritis and that there was nothing surgically that could be done. Noel was unhappy with this, so the advocate tried to explain that the Trust had answered his questions and unfortunately the answers were not as he would have wanted.

On further discussion Noel agreed that it would be a good idea to meet with the GP to see if there was more he could do. The advocate arranged this with the surgery following numerous interactions with Noel.

The advocate supported Noel at the meeting which covered many aspects of Noel's health and treatment. The surgery was able to offer further support and referrals to local services and for help with his sleep apnoea.

Noel was happy with the result of the meeting. He felt the advocacy service had made the surgery more aware and were more proactive offering him help. However, he did feel that they may not have acted in the same way if there had not been an advocate present.

*Making a  
difference  
together*

Have you  
visited  
Care Home  
Rel  
What was it like?



## How your experiences are helping influence change

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

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

During 2016/2017, we produced six reports.

- Banking on a Meal
- Let's Talk About Sex
- Pharmacy services in the London Borough of Lewisham
- See Hear Now
- Seldom Heard Speaking Up
- Self Care Matters 2016



## Access to Services: Health Inequalities - Banking on a Meal

We carried out a project focusing on the health needs of those who are at risk economically or identify as vulnerable, as well as any particular challenges they may face in accessing health and social care services.

The report highlighted the areas of success in the current services offered and identified areas for improvement in service access for those who are most vulnerable. Banking on a Meal was a high quality, evidence based report with key local recommendations, and advocated the importance of local work on prevention and early intervention.

### Impact

The comparative nature of the report offered the opportunity for the sharing of best practice between local authorities and health providers, and encouraged a more joined up method of working.

This work and the report has also been used to inform wider regional thinking, such as the Our Healthier South East London programme, and has inspired similar pieces of work in other local Healthwatch.

# BANKING ON A MEAL

Healthwatch's Community Engagement Officer visited 5 food banks across the boroughs of Bromley and Lewisham - they found that:

- Zero hour contracts and insecure employment often leaves people without sufficient resources to support themselves and their families, and thus become dependent on local support, such as food banks.
- Lack of communication between services means people are susceptible to falling through the gaps. This was most evident with benefit processing and a delay in payments, often for reasons unknown to the claimant.

*It is evident in this case that poor communication between social care and health services, resulted in a local resident being left isolated and without support at his time of need. If local services are allowed to continue to operate disjointedly and in silo, it is likely that there will be an increased chance of growing health inequalities.*

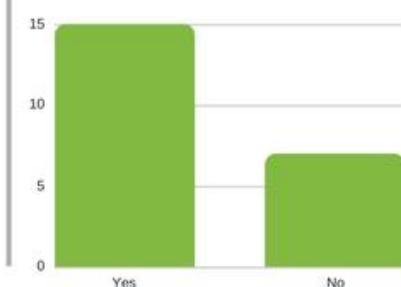
- 57% of those spoken to had suffered some form of sexual, physical or domestic violence prior to becoming homeless.
- 16 people had slept rough.
- 15 participants had not used the homeless healthcare services.

## Homeless Health

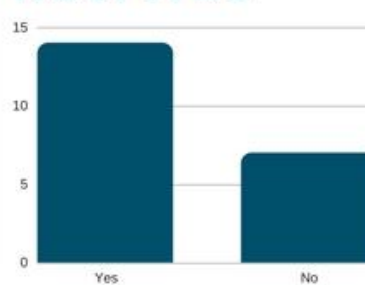
### VISITED A GP



### VISITED A&E



### ADMITTED TO HOSPITAL



Of those surveyed, only **39%** had been able to access a GP service.

**Over half** had been admitted to hospital in the last 12 months.

**61%** had visited A&E recently.

## HEALTH INEQUALITIES IN BROMLEY AND LEWISHAM

"Housing is a fundamental need for good health and wellbeing, and inequalities in a range of health issues can be tracked back to the quality of housing" - The Joint Strategic Needs Assessment for Bromley (2015)

## Pharmacy Services in the London Borough of Lewisham

Healthwatch Lewisham's Access to Services project in 2015/2016, demonstrated the high demand for GP services in the borough. Our general engagement suggested that pharmacy services are often not considered by service users as an alternative to GP services and that pharmacies may be underutilised by patients and service users.

Following on from this and as part of our Access to Services priority we undertook a project to gain better understanding and appreciation of the people of Lewisham's attitude towards pharmacies.

We visited 10 pharmacies across the four neighbourhoods and gathered **128** responses.

From the views and experiences we gathered it was evident that patients and service users felt they received a high quality of local service from pharmacies.

94% of respondents rated their pharmacy 'good' or excellent'

Our data showed:

- Dispensing services are particularly well received, with positive opinions regarding the quality of service and the time taken to deliver prescriptions
- The majority of patients prefer to seek medical advice from their GP rather than from their pharmacy
- However 67% have sought advice on a current or a long term condition issue at the pharmacy

- Patients seem unfamiliar with some of the services provided by local pharmacies. Only 25% of people use additional services with the highest number accessing smoking cessation advice

### Recommendations

1. Further promotion of the additional wellbeing services offered by pharmacies. An increase in the uptake of these services would be hugely beneficial to the community
2. Increased display space for signposting information to improve patient access to the full array of services available.
3. Targeted work around medicine management and the disposal of unwanted drugs by local commissioners and health authorities

### Impact

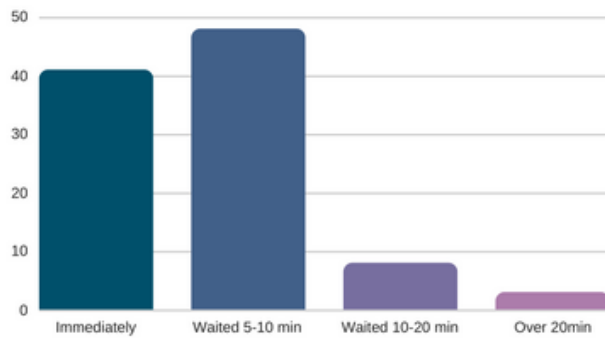
The report and its recommendations have been well received by the relevant service providers. We were asked to share our knowledge at a Professionalism for Pharmacy Technicians Design Day.

Our findings have been included in Healthwatch England's national report 'What Do People Think of Community Pharmacists' which explores the role that community pharmacists play in meeting people's healthcare needs.

## Pharmacy Services in the Borough of Lewisham

Lewisham residents are happy with services provided by local Pharmacies with 89% of people happy with the prescription advice and 86% rating the service received from pharmacy staff as good.

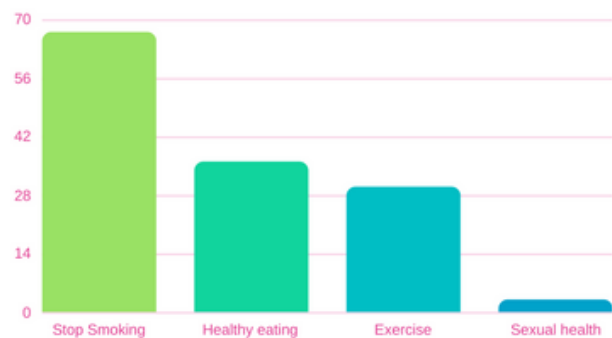
### Waiting Times



The majority of respondents (89%) were able to collect their prescription within 10 minutes of which 41% were able to collect immediately (up to five minutes).

### Healthier Lifestyle

26% of respondents used the healthier lifestyle advice service provided by their pharmacy.



## Consultancy Services

The result shows that in Lewisham people are most likely to consult with their GP on a healthcare issue with 74% of the respondents indicating this choice. 17% of residents chose pharmacists as their preferred option and 9% chose other medical professionals.



## RECOMMENDATIONS

- A higher profile given to the role of pharmacies in treating health problems and managing long term conditions.
- Further promotion of the additional well-being services offered by pharmacies
- Increase display spaces for signposting services.
- Increase awareness and understanding of safe medicine disposal.

## Seldom Heard Speaking Up

Over the last two years, Healthwatch Lewisham have engaged with several communities, for whom English is not their first language, including:

- Vietnamese community
- Tamil community
- Polish community
- Turkish community
- Refugee groups

We discovered that these communities often face similar issues to the general public, such as difficulties in accessing GP services, problems with referrals and staff attitudes.

It was however evident that these groups face additional barriers, such as lack of knowledge about local services, a limited understanding of how the health system works, and difficulties in accessing translation services.

Several issues were specific to individual communities and they were:

### Polish Community

- Lack of trust towards medical professionals
- Lack of referrals, leading to delayed diagnosis and treatment
- Dependence on native or private practices for medical assistance

### Vietnamese Community

- Lack of clarity around eligibility to translation services
- Poor quality of translation services for Vietnamese participants
- Lack of knowledge about local service provision

### Tamil Community

- Communication difficulties which result in the self-selection of GPs that speak Tamil

### Turkish Community

- Lack of clarity around waiting times for referrals
- Many participants were not happy with medicine replacements offered by pharmacies, or doctors prescribing low quality medicine

### Refugee Community

- Refugee participants of Chinese origin complained about the lack of health checks available for younger people

We found that experiences by people who do speak English as their second language are often exacerbated by communication barriers, and by a lack of knowledge about NHS provision both locally and nationally.

For a full list of recommendations and responses you can access our reports at

[www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)

## SELDOM HEARD SPEAK UP

Healthwatch Lewisham engaged with communities that don't speak English as their first language including Vietnamese, Tamil, Polish, Turkish and Refugee groups to find out about their experience of access to health and wellbeing services.

### RECOMMENDATIONS

- Provide appropriate training for staff to enable improved communication and cultural awareness.
- Clarify and publicise the eligibility criteria for interpreting services for Lewisham residents.
- Inform the patient about the expected waiting time for a referral. Provide an acknowledgement so the patient is reassured of the access to service.
- Enable and encourage health professionals to seek confirmation that the patient understands how the prescribed medicines work, the side effects and the correct dosage.
- Give patients the opportunity to ask questions about their medicines.

*Healthwatch discovered that people who don't speak English as their first language often face difficulties in accessing GP services, problems with referrals and issues with staff attitude.*

*However, we also found that there are additional barriers that people experience, such as lack of knowledge about local services available; lack of knowledge about how the system works and what to expect; difficulties in accessing translation services; and lack of clarity around eligibility.*

Vietnamese participant:

"I waited 20 minutes for an interpreter at a hospital. No interpreter was provided and I was told to go home and bring a relative to the re-booked appointment."

Polish participant:  
"My husband fainted and had a seizure but he didn't get a referral for an MRI scan or any other tests."

A refugee, mother:  
"When you're unwell and try to book an appointment they say the earliest one is in two weeks. I can't hold on for two weeks. So I have no choice but to go to A&E."



## 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.

The relationships we have built with commissioners and providers have allowed patients, service users and the public to influence changes in health and social care services.

### SLaM

In July, Healthwatch Lewisham and three other local Healthwatch worked in partnership with South London and Maudsley NHS Foundation Trust (SLaM) to gather the public's views on SLaM's proposed plans around a Centralised Place of Safety.

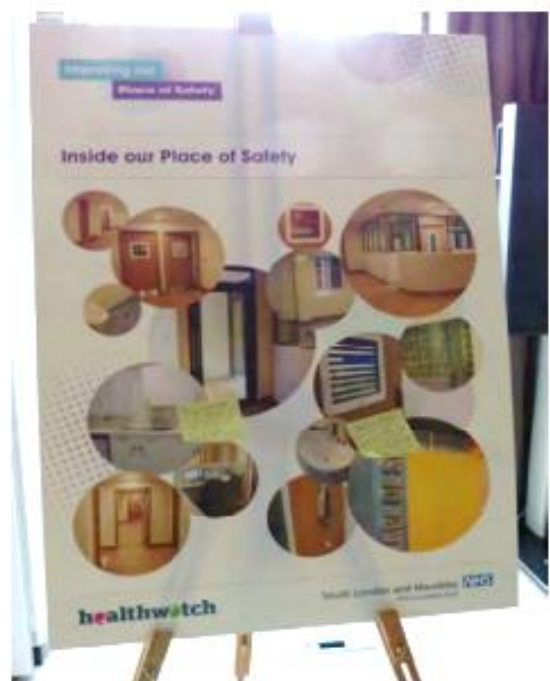
The police can use the law (section 136 of the mental health act) to take people from a public place to a "Place of Safety" if they seem to have a mental illness and be in need of care. A Place of Safety is a place where mental health professionals can assess people's needs and work out the best next steps.

At the time of the consultation, there was a small place of safety in each of the SLaM boroughs (Croydon, Lambeth, Lewisham and Southwark). SLaM's plans were to replace these with one larger Centralised Place of Safety on the Maudsley Hospital site in Southwark.

We supported SLaM to invite further engagement and designed an Open Day to discuss the proposal. We used our extensive networks to help promote the event widely, and encouraged people to voice their opinions about the Centralised Place of Safety.

Around **200** people came to the open day and all feedback was shared with the team of managers, clinicians and service user / carer consultants who are overseeing the developments. Discussions about the Place of Safety are on-going and service users & carers continue to be involved in developing the service.

Healthwatch continues to monitor and inform the public of any further developments relating to the Place of Safety.



## Lewisham CCG

In January 2017, NHS Lewisham Clinical Commissioning Group commissioned Healthwatch Lewisham to deliver engagement activities with seldom heard groups in Lewisham. This engagement was to support a future model of Primary Care Extended Access, organised around the needs of patients and local populations.

We engaged with:

- People from Black Caribbean backgrounds
- People with a learning disability
- People with physical or sensory disability
- People with mental health issues
- People living in areas of deprivation

We organised five focus groups to engage communities across Lewisham. Engagement sessions enabled meaningful interaction with individuals and groups to gather both positive and negative experiences. Their opinions on a one centre model for extended access were also discussed.

The engagement focused on patients' current experiences of using extended access appointments and their views on what may be needed to ensure equitable access to extended hours primary care within Lewisham.

A total of 71 people were engaged over a five week period.

Our findings were:

- Nearly all patients engaged had experienced difficulties in booking routine appointments at their local GP practice. Many commented that they had to wait up to two weeks to see a doctor
- In the case of urgent appointments, several of those engaged said they had presented at A&E as they had been unable to secure an appropriate appointment with their own practice. In light of this, most respondents felt they would utilise the extended access service if it meant they were able to see a doctor at an earlier date
- For those with long term conditions or additional needs, they placed a higher priority on familiarity with their own local GP
- When asked if they were happy to attend the centre for routine check-ups, the majority were happy to do so, as they already attend for blood tests and similar follow up appointments

### Impact

Our comprehensive engagement with each of the seldom-heard groups was used to help inform Lewisham CCG's Primary Care Extended Access Model.

## Palliative Care

This year, Lewisham CCG were working towards re-procuring the Community Specialist Palliative Care Service to be run by a single provider. The CCG sought to engage local patients, carers and residents to give their feedback and views on the project.

We attended key events representing the experiences of patients and carers with disabilities (including Mental Health), learning disabilities, and the LGBT community. We were able to share their general experiences and needs around end of life care.

“Healthwatch provided valuable insight to our commissioning process through participation at our patient and stakeholder events. They represented the views of patients and carers in Lewisham and directly influenced decisions being made around the development of a new service specification and the evaluation of an upcoming tender for a new Community Specialist Palliative Care service.”

**Karla Richards, Joint Commissioning Manager, NHS Lewisham Clinical Commissioning Group**

## Rebooting Diabetes Training in Lewisham

In November 2016, we attended an event to explore education and training needs for healthcare workers to better serve the diabetic population of Lewisham.

Healthwatch explained that it was not only healthcare workers that needed training. Instead there should be a strong emphasis on the need for patients to self-care and healthcare workers to support them.

Furthermore, we ensured that the patient perspective was considered during every step of the training process.

### Impact

The information we provided was fed back to the CCG Diabetes Transformation Programme and will be used to design educational framework.



*CCG Palliative Care Workshop*

## Care Quality Commission

The relationship between Healthwatch Lewisham and the Care Quality Commission (CQC) has strengthened over the last 12 months.

During 2016/2017 we fed our intelligence into the CQC's inspection of the University Hospital Lewisham, which was part of the overall review for Lewisham and Greenwich NHS Trust.

We were able to share with them over **60** personal experiences from patients focusing on good practice and highlighting gaps in service provision.

These views were collected from a variety of sources, including our hub engagement, advocacy service and a dedicated focus group.

All of our reports continue to be shared with the CQC to add local insight to their work.

We promote every consultation and CQC rating of local services through our communications network, which includes our e-Bulletin, website and social media platforms.

Healthwatch Lewisham did not feel it necessary to make any direct recommendations to the CQC in the last year.



## OHSEL

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

Over the last year, OHSEL has transformed into the NHS Sustainability and Transformation Partnership (STP) for south east London. Each STP exists to ensure that health and care services are based upon the needs of local populations.



After the publication of our STP plan, the six south east London Healthwatch produced a joint response. We stressed the importance of ongoing engagement around the implementation of the STP. We also highlighted the need to address health inequalities, provide reassurance to local people about concerns over privatisation of services, and the significance of joining up health and social care services.

We have fed local intelligence directly into the programme, with a specific focus on planned care and equalities.

Our network is informed of any developments with the STP through our e-Bulletin, website and social media.

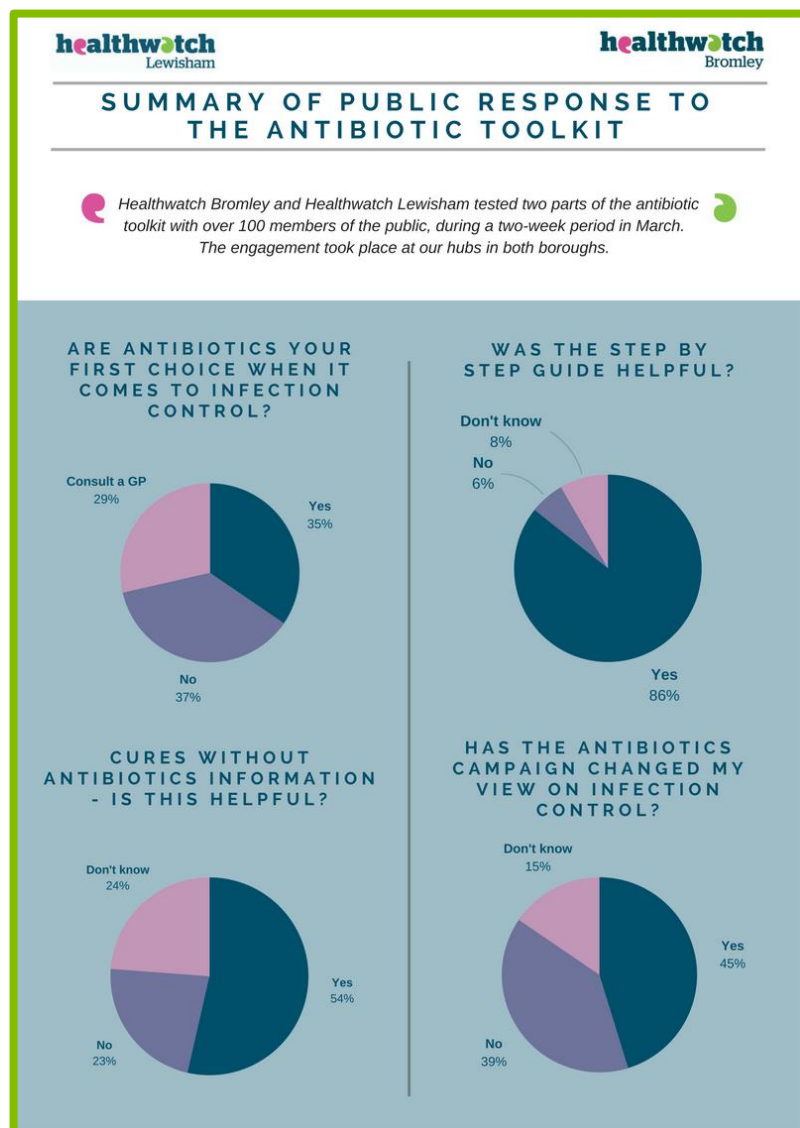
We continue to give the opportunity for Lewisham residents to influence changes in the health and social care sectors both locally and nationally.

During the last year, we supported Public Health England with a pilot of their new Antimicrobial Resistance Public Engagement Toolkit.

The aim of the toolkit is to provide Public Health England and voluntary organisations with a compilation of resources to improve public engagement on antimicrobial resistance (AMR).

We asked local people to evaluate the effectiveness of the toolkit. Initially we asked them whether antibiotics would be their first choice when treating a minor infection. The survey revealed that 34.5% would choose antibiotics as a first option.

We then presented them with the AMR toolkit resources. After reading the documents, we asked the same participants whether they still would. 45% of the public said that they would now change their minds and not choose antibiotics for minor infections in the future.



## Centre for Pharmacy Postgraduate Education

In March 2017, we participated in the Professionalism for Pharmacy Technicians Design Day to bring a patient/ service user focus to the development of the learning package and assessment.

### Impact:

“The Centre for Pharmacy Postgraduate Education (CPPE) is most grateful for the patient and public perspective provided via Healthwatch. Working together to develop learning material for pharmacy technicians enabled real life situations to be taken into account and genuine experiences of people who access pharmacy services to be included.

Scenarios were constructed to help pharmacy technicians explore how they might handle different situations they may face when delivering pharmacy services. By having Healthwatch involvement, the focus shifted to the service user’s needs and moved away from a “one size fits all” method of solving problems. Having participants consider how their actions are viewed from a member of the public’s perspective resulted in a more patient-centred approach.

Healthwatch’s presence highlights the importance of going the extra mile in order to benefit the patient. Hearing about the impact that healthcare professionals’ actions have on service-users’ outcomes is powerful. Having Healthwatch support in developing learning material for healthcare professionals is hugely beneficial”.

Samantha Quaye, Centre for Pharmacy Postgraduate Education



*Healthwatch at Pharmacy Technician Design Day*

## Quality Accounts

Healthwatch Lewisham responds annually to the Quality Accounts of the NHS trusts and providers delivering services across the London Borough of Lewisham.

These are:

- Lewisham and Greenwich NHS Trust
- South London and Maudsley NHS Foundation Trust

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*Impact: Our evidenced based feedback allows us to directly respond to the providers’ performance and delivery over the last financial year, and to ensure patient experience and engagement is at the heart of their work.*

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We regularly meet with the NHS Trusts and submits relevant intelligence and insight from our routine engagement.

## Self Care Matters 2016

Following the success of last year's event, we organised a second informative event on self care during Self Care Week in November 2016 to raise awareness about the importance of self care and the self-management of long term health conditions.

Self Care Matters began with a market stall, with a variety of themed tables to allow participants to access information easily. Each table focused on a particular area, such as long-term conditions, minor illnesses, sexual health, mental health and activities to promote wellbeing.

Speakers from Bromley and Lewisham Mind, SELVIS, Lewisham and Greenwich NHS Trust and Diabetes UK provided workshops.

Self Care Matters 2016 helped bring local organisations together for the benefit of the public.



## How we've worked with our community

A core value of Healthwatch Lewisham is to involve local people in our work.

Without the support of fantastic volunteers, we would be unable to capture anywhere near as many views and experiences from the public.

By helping to raise awareness at local events as well as sharing our intelligence at stakeholder meetings, their dedication enables us to further our reach.

Below are a couple of examples of how volunteers have supported our projects.

### Access to Services - NHS Dental Practices

Our volunteers supported us by helping to gather views and experiences from **132** residents relating to dental services in the borough, in order to understand the provision of dental services and how residents access them.

We found that:

- The cost of treatment is an issue in Lewisham and this is preventing adults from attending the dentist
- Patients were unsure of what treatment they could have on the NHS
- Registration levels of children and young people are lower in Lewisham than in neighbouring boroughs
- Some patients were unaware of the cost of treatment before having their procedures. This left some patients reluctant to return to the dentist
- A number of surgeries do not have the complaints procedure information available. It is a legal requirement for dental surgeries to display this information





## Integrated health and social care

The Healthier Communities Select Committee approached Healthwatch to support their integrated health and social care enquiry by gathering experiences of local residents.

This select committee is responsible for overseeing and scrutinising the provision of service and performance of health bodies providing services for local people.

Our involvement focused on gathering feedback from vulnerable and seldom heard communities including people with learning disabilities, disabled people and people with mental health difficulties. Through this work we supported the committee to gather **70** experiences of local people that fed directly into the enquiry.

As a result of the enquiry the committee produced the following recommendations:

- Lewisham Health and Care Partners (LHCP) should ensure that all staff are able to provide a personalised and responsive service to people in their homes at all times
- LHCP should review how the current complaints process for community

based services is working and how and when people are notified of it

- LHCP should review how the changes to health and social care are being communicated and how people, residents and staff are being engaged in the process. They should engage with relevant local stakeholders to help with this. Other areas have made use of case studies to help with explaining complex changes like this

“The Committee is extremely grateful to Healthwatch for their help organising this series of engagement events and collecting such useful evidence from these different groups. The Committee has found the stories from local people of real life situations incredibly insightful and helpful.”

Healthier Communities Select Committee



## Partnership and Representation

Healthwatch Lewisham is part of many strategic and operational meetings, groups and networks and provides feedback on experiences of health and social care.

Our staff and volunteers represent Healthwatch Lewisham on various key partnership groups and meetings in the borough, which enables us to voice the public's views directly to commissioners and service providers.

Partnership Groups and Meetings	
Meeting	Host Organisation
Antimicrobial Resistance (AMR) Public Involvement	Public Health Lewisham
Lewisham Adult Safeguarding Board	Lewisham Council
Lewisham EPIC Meeting (Engagement, Participation, Involvement Committee)	SLaM
Lewisham and Greenwich Patient Experience Committee	LGT Trust
Lewisham CCG Governing Body Meeting	Lewisham CCG
Lewisham CCG Integrated Governance Committee	Lewisham CCG
Lewisham CCG PEEF	Lewisham CCG
Lewisham CCG Prescribing and Medicines Management Group (PPMG)	Lewisham CCG
Lewisham Community Development Steering Group	Lewisham Council
Lewisham Food Partnership Meeting	Multi Agency
Lewisham Health and Wellbeing Board	Lewisham Council
Lewisham Maternity Voices	MSLC
Lewisham Mental Health Joint Consultative Partnership Board	Multi Agency
Lewisham Primary Care Joint Committees (PCJC) Meeting in Public	Multi Agency
Local Healthwatch Leaders Group	Healthwatch
Our Healthier South East Equality Group	OHSEL
Our Healthier South East London Patient and Public Advisory Group	OHSEL
South East London CCG Stakeholder Reference Group	South London CSU

We continue to maintain an active representative on the Lewisham Health and Wellbeing Board.

Our representative is supported in this role through the provision of regular work updates and discussing issues that have been found through our engagement at Work Plan Committee Meetings. This enables our representative to raise concerns and highlight issues on behalf of local residents.

*It starts  
with you*



## #ItStartsWithYou

### Helen's Story



Helen suffers from bipolar disorder. She had been sectioned and admitted to a local mental health unit. While she was a resident, she felt

that some members of the staff did not treat her with respect and dignity. She also did not understand why she was sectioned.

At the time of her complaint, she felt distraught, lost and vulnerable. She approached Healthwatch for support in bringing her complaint against the medical staff on the ward. Helen wanted an apology for the poor treatment she received, an explanation of the reason why she was sectioned and further information regarding her aftercare in case of relapse. She also wanted to have access to her medical record.

As a sectioned patient, it was necessary for our advocate to visit Helen to understand the full extent of her concerns. Our advocate explained the options available through the complaints process and Helen was able to choose her next steps.

Following the meeting, a complaint letter was then drafted and emailed to Helen for approval; she requested some changes which were made and sent to the Trust.

At various stages of the complaint, Helen's health fluctuated and therefore our advocate had to be sensitive to her situation.

Helen said she was experiencing problems with the internet at the hospital and so requested for further communication to be posted.

Upon the Trust's receipt of the complaint, Helen met with the in house complaint investigator and a number of changes were made and issues resolved. During the meeting, Helen received an apology and explanations around her treatment. The Trust also began conversations with staff on the ward about the distressing nature of being restrained and medicated, to encourage a greater understanding and empathy for patients.

As a result of the complaint, the Trust promised to reflect further on its systems regarding medical record requests by patients. It was felt that future requests should go via the ward manager. Patient facing signs would be displayed to this effect and it would become a standing item within all community team meetings.

Helen was very satisfied with the outcome of her complaint. By raising the issues on the ward, Helen has helped the Trust to reflect on some of its processes and practices to re-evaluate them for the benefit of others.

Due to her poor health at the time while on the ward, Helen was not in a position to make the complaint herself. She did not have the means at her disposal or the capacity to put on paper her wishes and feelings. **Helen praised the advocacy service and said she could not have achieved the same result without their support.**

## #ItStartsWithYou

### Sue's Story



Sue, a Lewisham resident, contacted Healthwatch Lewisham's advocacy service to complain about the lack of care that her mother received from her

GP practice. Sue's mum, Vera, had been ill for several months with symptoms of vomiting, headaches, lower back pain and bowel problems. Various tests had been carried out and the surgery reported nothing untoward.

Problems continued and Sue liaised many times with the surgery who prescribed antibiotics. Finally, an out-of-hours GP expressed concern and more tests were needed. Vera's husband was unable to cope and contacted the surgery again - a GP agreed to visit and arrange for an ambulance to take Vera to A&E for tests. Sadly, the consultant diagnosed advanced cancer and Vera died very shortly after admission.

Sue made her complaint to the surgery and NHS England, with the hope that what her family experienced would not happen to others. She feels they were utterly failed by the GPs, that they were not listened to and that they did not treat her mother with any duty of care. She hoped that procedures will be put in place or lessons learned to change processes.

We supported her by chasing the responses from NHS England. Replies from both organisations were received and forwarded to the client. Sue wanted to have a meeting with the practice to discuss what had happened to her late mother and so the advocate arranged a local resolution meeting with the surgery on her behalf.

The advocate accompanied Sue to the meeting and her questions were answered in full by the practice manager and the three GPs who had been involved in her mother's care. The practice acknowledged that there had been failings in delayed referrals to the cancer specialists - tests had been done but these were not followed up. The practice manager said she would review the audit and send through a preliminary report to Sue and her family of where the gaps in service were. Changes would then be put in place and a further audit conducted in 6 months' time to show evidence of changes.

*'I really do hope that our meeting has touched the hearts of all of those involved and that Mum will be remembered by ensuring this does not happen again'*

After the meeting, Sue praised Healthwatch for their help and support - she was very satisfied with the advocacy service.

By contacting the Healthwatch Advocacy service, Sue was able to highlight gaps in service provision and influence changes in local health services.

# *Our plans for next year*



healthwatch  
East

**voice  
counts**

Post your comments to us at  
Fraser Road, 111 E. 193rd St  
Aurora, CO 80012  
Chicago Rd  
TYD 110

Call us on our Freephone Number:  
0800 401 1101

Visit our website:  
[www.healthwatchkent.co.uk](http://www.healthwatchkent.co.uk)

Email us:  
[info@healthwatchkent.co.uk](mailto:info@healthwatchkent.co.uk)

Twitter  
[@healthwatchkent](https://twitter.com/healthwatchkent)




## What next?

Our work plan is based on the priorities identified from listening to the public, and then checked against what we learn from strategic meetings and from commissioners.

Our work doesn't sit neatly within the year and so many of the priority projects which are currently being carried out and worked have been mentioned in this report but will be detailed in the 2017/2018 Annual Report.

We also will remain flexible enough to respond to unplanned issues or events.

Our priorities for 2017/2018 remain:







-  Mental Health
-  Access to Services
-  Children and Young People's wellbeing

In the year ahead we will continue to produce reports on local services and provide recommendations on behalf of the public.

We will ensure that people from all backgrounds and communities have a say on their health and social care services.

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 projects which will be conducted in 2017-2018:

-  Access to Social care services
-  Out-of-hours access in primary care
-  Enter and Views to Lewisham Care Homes
-  Obesity project - Children and Young People
-  Accessible Information Standard
-  Diabetes peer support groups

### Feedback Centre

We will be launching a new and updated website in April 2017. This will include a full directory of local health and social care services, with a feedback facility to enable the public to rate local services and leave comments.

This will enable more people and more residents to be reached, allowing us to build a better picture of health and social care services in the London Borough of Lewisham.

### STP

The next year will see change through the Sustainability and Transformation Plan for south east London.

We will continue to monitor the development and implementation of the STP, ensuring that the patient experience and improving patient outcomes are kept at the forefront of any and all future service delivery changes.

### 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.



*Our people*



## Decision making

### Community Waves Trustee Board

Community Waves Ltd holds the Healthwatch contract for the London Borough of Lewisham. Community Waves specialises in effective engagement and involvement that impacts on community wellbeing and development.

Our Trustee Board was responsible for making sure that Healthwatch Lewisham met its statutory obligations and set strategic objectives during 2016-17.

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

#### Our Trustees

Linda Gabriel (Chair)

Leslie Marks (Vice-Chair)

Dr Magna Aidoo

Nigel Bowness

Dr Brian Fisher

Geraldine Richards

Bev Tanner (Treasurer)

Margaret Whittington



From left to right; Dr Magna Aidoo, Linda Gabriel, Dr Brian Fisher

## Healthwatch Lewisham Work Plan Committee

The subcommittee plays an important role in overseeing Healthwatch Lewisham's strategic direction, monitoring, and advising the progress of Healthwatch Lewisham against its work plan.

We have a diverse range of members, who embody a variety of different backgrounds and experiences enabling our Board to reflect the different communities in the London Borough of Lewisham.

Members of the committee review issues relating to Healthwatch in detail and make recommendations regarding this. The Chair of the work plan committee provides updates at the quarterly Trustee Board meetings.

The Work Plan Committee met 4 times during the last year. All minutes of these meetings can be accessed on our website.

Key policies and procedures are published on the Healthwatch Lewisham website once they have been agreed.

“The Lewisham Work Plan Committee provides a forum for trustees and members to support and help develop the work Healthwatch delivers in Lewisham. Drawing on their expertise and experience of health and social care services, and the local community, the committee helps to identify opportunities to involve and engage the people of Lewisham in meaningful discussions. Work this year has focused on a wide range of issues, from self-care and access to services for marginalised communities, to sexual health services for children and young people. The committee is passionate about informing the development of local health and social care services to meet the needs of the people of Lewisham. The Lewisham Work Plan Committee is committed to ensuring the independence, inclusivity and effectiveness of Healthwatch within the borough.”

**Magna Aidoo, Chair of the Lewisham Work Plan Committee**

### Lewisham Work Plan Committee Members

Dr Magna Aidoo, Nigel Bowness, Linda Gabriel, Dr Brian Fisher, 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 are volunteers as are the lay volunteers on the Work Plan Committee.

Last year 21 volunteers supported Healthwatch Lewisham's work.

Our priorities were identified after consulting with the public. We then use a prioritisation matrix to decide which areas of work to focus on.

We seek to add value and bring evidence based information with our work.

Volunteers are a vital part of Healthwatch Lewisham's activities. Our volunteers bring valuable skills and knowledge to Healthwatch Lewisham that we can draw upon to make a real difference.

Some people have experience of services as a patient or a service user and some have useful knowledge of health and social care services from previous professional roles.



Much of our strength is rooted in the passion of the people who choose to become involved with us and we are very much aware of this.

Volunteers play a crucial role in enabling us to reach as many people as possible.



Our volunteers have either led or supported us on a number of projects, have provided high level representation, visited services and reached out to communities and neighbours to share our message.

In total, volunteers have contributed 901 hours this year, which equates to 129 working days. The value of our volunteers during the year was £15,716.

We would like to take this opportunity to thank all our volunteers for their hard work and dedication throughout 2016/17.

## Join our Healthwatch family

Providing help in so many different ways, volunteering for Healthwatch allows you to gain new experiences and skills as well as help out your local community.



If you are interested in volunteering with us, please contact Volunteer and Involvement Officer Peter Todd on 020 8315 1927 or email [petert@healthwatchbromley.co.uk](mailto:petert@healthwatchbromley.co.uk)

Opportunities currently being offered include:

- **Advocacy Volunteer** - This role involves supporting our Advocacy Officers to help residents make a complaint against a local NHS service
- **Outreach Volunteer** - 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 Volunteer** - This role involves supporting the Communications Officer to develop our network and help boost our reach on social media
- **Enter & View Authorised Representatives** - These volunteers have the opportunity to visit local health and social care services as well as undertake PLACE visits
- **Admin Volunteers** - These volunteers help with a variety of office based tasks which enables the organisation to work effectively



*Our finances*

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	107,428.00
Funding received from local authority to deliver NHS Complaints Advocacy	46,410.00
Lewisham CCG	9,600.00
<b>Total income</b>	<b>163,438.00</b>
<b>Expenditure</b>	
Operational costs	12,606.00
Staffing costs	114,947.00
Office costs	20,722.00
<b>Total expenditure</b>	<b>148,275.00</b>
<b>Balance brought forward</b>	<b>15,163.00</b>



*Healthwatch Lewisham celebrating Christmas 2016*



# Contact us

## 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:

- Sharing your experiences in the Feedback Centre on our website:  
[www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk)
- Email:  
[info@healthwatchlewisham.co.uk](mailto:info@healthwatchlewisham.co.uk)
- Telephone: 020 8315 1916
- Completing the Talk to Us form on our website:
- 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](http://www.healthwatchlewisham.co.uk) and entering your email address at the bottom of the homepage in the 'subscribe to our mailing list' 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:

[www.healthwatchlewisham.co.uk/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](http://www.healthwatchlewisham.co.uk)

Also, keep in touch through social media at:



Healthwatch.Lewisham



@HWLewisham

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Lewisham Clinical Commissioning Group, 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 at the address above.

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