

# Healthwatch Lewisham

## Intelligence Report 2016/17

1<sup>st</sup> July 2016 - 30<sup>th</sup> September 2016

## Healthwatch Lewisham Q2 Signposting Service

Healthwatch Lewisham continues to provide an information and signposting service throughout the borough, 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.

In the last three months, Healthwatch Lewisham has received and completed 47 direct signposting enquiries. This is an increase of 43.75% when compared to the previous quarter.

It must be noted that the data set is not complete with the signposting from the organisation's advocacy service not included.

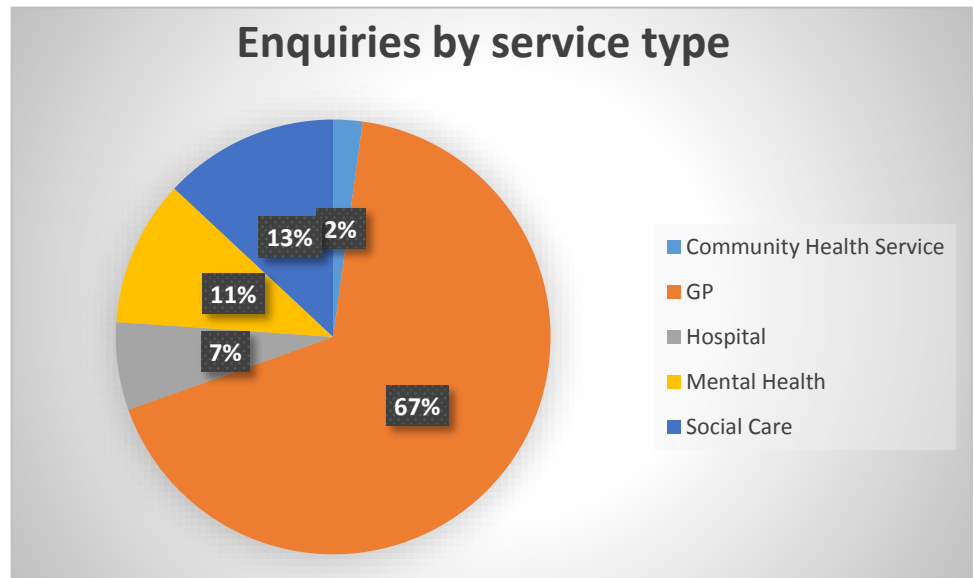
Therefore, the final number of enquiries for Q2 will be higher.

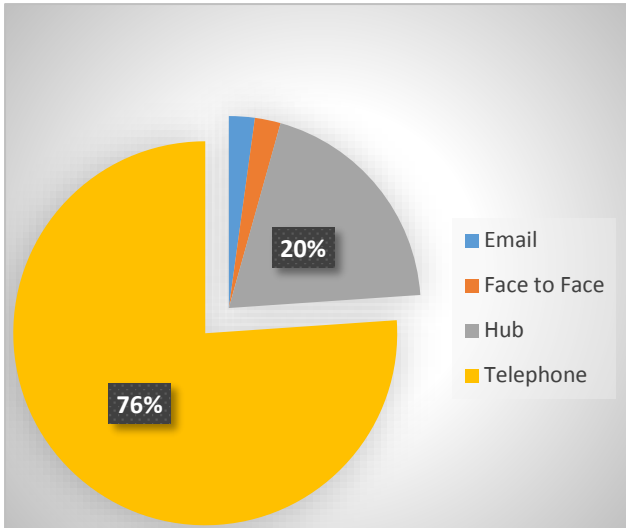
The significant increase could be the result of the organisation's decision to focus on the widespread promotion of the signposting service to local services.

Furthermore, signposting has become a focal point of Healthwatch Lewisham's engagement hubs strategy which is where the organisation conducts weekly visits to key local hotspots to gather people's views and experiences of their services.

The chart above highlights that over two thirds of all enquiries received from July to September involved GP services. Furthermore, 13 % of queries discussed social care issues and 11% were in relation to mental health services. This is a trend which has been found in previous intelligence reports.

Four people contacted the Healthwatch Lewisham signposting service wanting to make a complaint about a service they used. Two people wanted to file a complaint against University Lewisham Hospital around the themes of dignity and equality. One lady was unhappy with the quality of treatment she was receiving at the Rushey Green Group Practice and one gentleman was upset by an insensitive communication from Lewisham Social Services after the passing of a close relative.

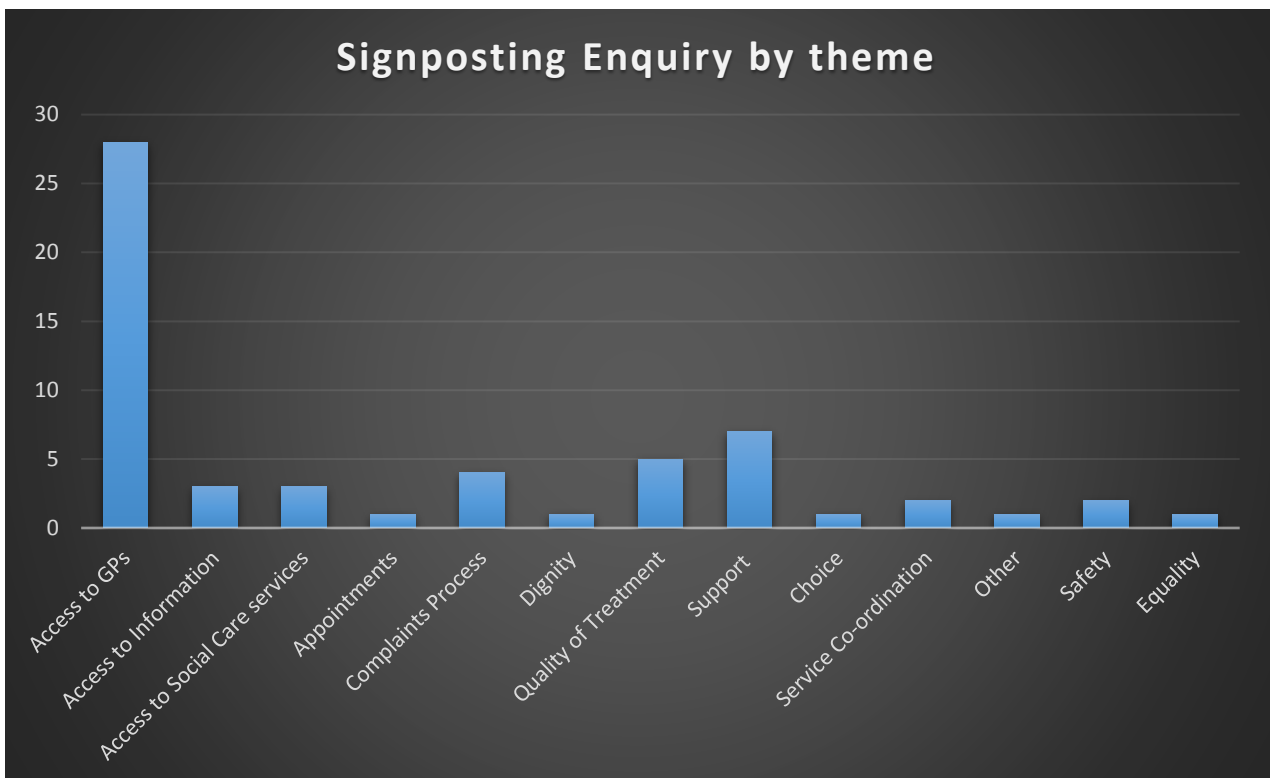




From the findings, it is evident that the primary method for residents to contact the service remains via the Healthwatch Lewisham signposting line with 76% of all enquiries being received through this source. However, there has been a slight increase in the number of enquiries made at the engagement hubs.

The chart below provides a breakdown of the signposting enquiries received in the last three months by the nature of issue. A

significant number of residents contacted the signposting line for the details of their nearest GP surgery. 60% of all enquiries involved Access to GP services. The high proportion of enquiries is the result of the local services referring residents who need to register with a GP to Healthwatch Lewisham.



## Examples of our signposting enquiries and Healthwatch responses

### Enquiry:

A lady contacted the service to say that she was moving home and had been told by her GP that she will no longer come under their catchment area. She wanted to know her nearest surgery, her current GP recommended that she contact Healthwatch.

### Response:

The lady was provided with the contact details for the three nearest GP practices to her postcode, these included the Bellingham Green Surgery.

### Enquiry:

A member of staff at South London and Maudsley NHS Trust (SLaM) called the signposting line to find out more information and seek advice in ways to engage with older Polish males that misuse alcohol.

### Response:

Healthwatch provided the contact details of the Polish Community Centre in Lewisham and contacted the Lewisham Health Improvement Team for a copy of their report into health issues experienced by the Polish community in Lewisham.

In addition, we have liaised with the Polish community centre to team up with SLaM's staff to join Healthwatch's plans for health awareness engagement.

### Enquiry:

A gentleman e-mailed in and wanted to provide support for people with mental health issues in the Deptford area.

### Response:

Healthwatch signposted the gentleman to the Compass Centre Drop-in, which is for people with severe and enduring mental health issues.

### Enquiry:

A lady phoned explaining that her God brother has been in a care home in Lambeth since he was discharged from King's Hospital in December. He had previously lived in Lewisham. They are not happy with the general conditions there. He has been promised to be moved to another room, but this has not happened. They have also previously found him soiled and unchanged for over an hour. When asked, the staff said that they only check on that issue every four hours. They have tried to talk to the care home manager

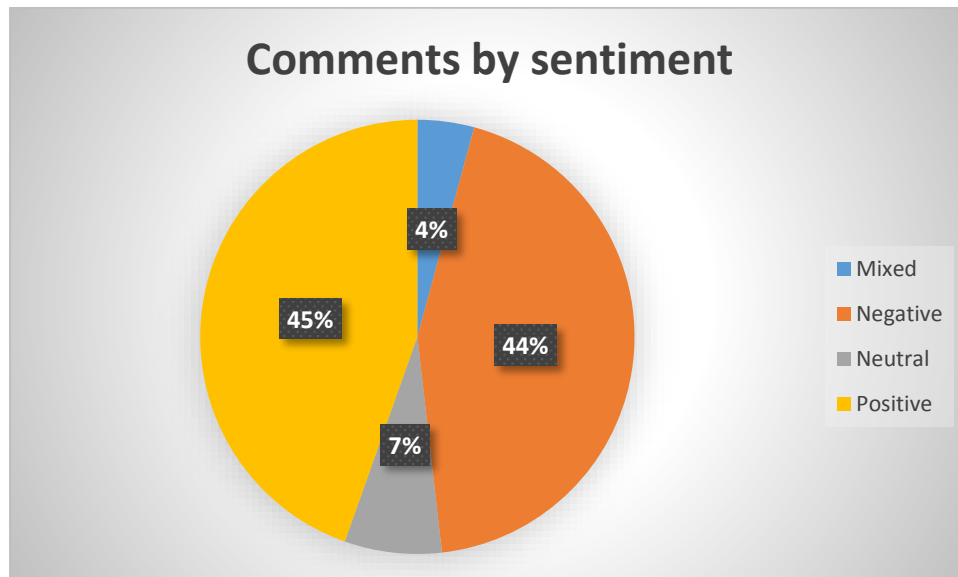
### Response:

Healthwatch understood that this was an issue of safeguarding. We immediately informed the Lewisham Adult Safeguarding Body of the situation due to the gentleman having his care paid for by Lewisham Council.

We also contacted Healthwatch Lambeth to make them aware of the issue with the care home.

# Patient Stories

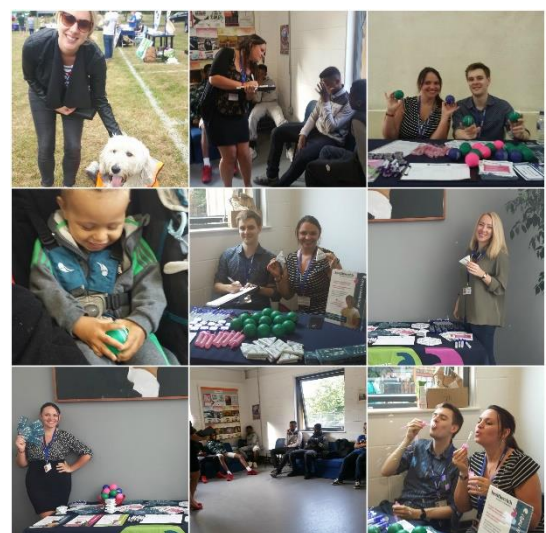
Healthwatch Lewisham’s primary function is to collect people’s views and experiences (positive and negative) of health and social care services in the borough. During July- September 2016 we have gathered 173 views from residents about local services. The feedback received from the public was almost split identically between positive and negative comments. The chart below shows a breakdown of the patient stories we have received by sentiment during the last three months.



Healthwatch Lewisham gathers experiences through a variety of mediums including emails, local events, meetings, post, phone, our website, outreach and national services. However, the main source of comments we receive are from our hub engagement in the borough. Since 2015, Healthwatch has set up hubs in local community hotspots in order to talk to a greater number of people. These include GP practices, hospitals, community centres and local festivals. 90 % of all patient stories collected in Q2 were collected at the hubs.

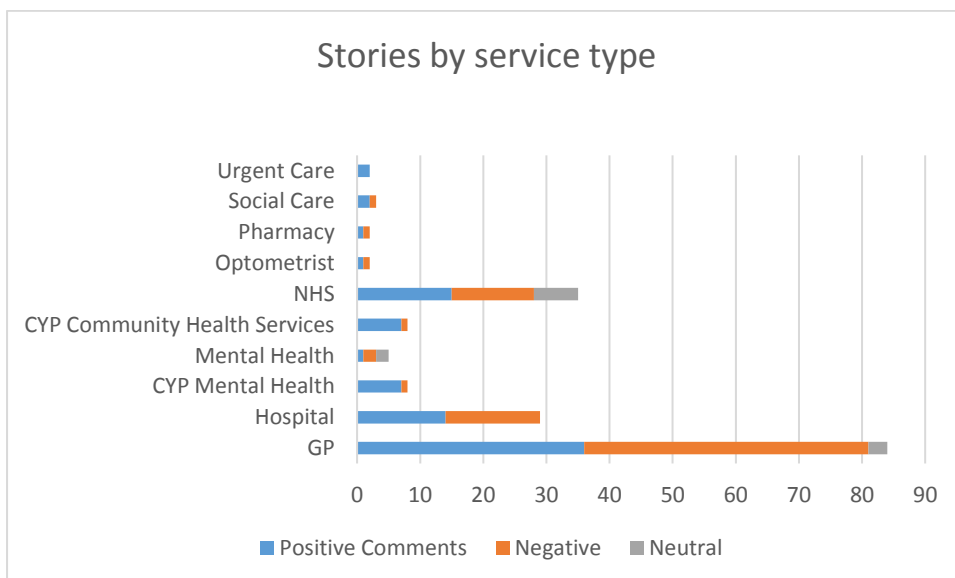
## Healthwatch Lewisham hubs in Q2

- South Lewisham Practice
- Hilly Fields Medical Centre
- Waldron Health Centre
- Sydenham Green Group Practice
- Wells Park Practice
- Kaleidoscope
- Honor Oak Surgery
- Chinbrook Dog Show
- King’s Annual Members’ Meeting



## Analysis of patient stories

The majority of comments received by Healthwatch Lewisham during the last three months concerned people's views of GP surgeries. For example, just under half (48%) of all patient stories related to residents' experiences of the Primary Care service. 20% of all comments were about the NHS generally and 16% covered Hospital services. A significant factor for the high proportion of GP comments received would be a result of Healthwatch carrying out regular engagement at six surgeries and one children's community health service. These visits as part of the hub engagement strategy allow the organisation to speak directly with service users. Similarly, the reason for the large number of comments focusing specifically on the overall NHS service is due to the organisation's approach to public events' engagement. Currently Healthwatch Lewisham uses a strategy of asking the public to share one positive and one negative comment about the NHS in order to create a conversation. The chart below provides a full breakdown of patient stories by service type.



A common trend that emerged from the data is that the majority of service types received an equal number of positive and negative feedback. For example, comments about local hospitals were 52% negative and 48% positive. Furthermore, 42% of people who spoke about the NHS were positive, whilst 37% were critical. An interesting finding from the data is that the majority of neutral views were in relation to the NHS service. A view shared by 4.5% of residents asked was that in order for the service to improve, more funding needs to be invested.

The findings from the patients' stories about GP services bear similarities with the rest of the data, with 53% of all comments being negative. Healthwatch Lewisham regularly heard people express their frustration in being unable to book appointments at their local practice when they wanted them. This is an issue which is unequivocally mentioned by residents across the entirety of the borough. 20% of all patient stories covered people's negative experiences of appointment

systems. People are irritated about the limited number of appointments available and the length of time it takes to book an appointment.

The experiences and views Healthwatch Lewisham received encompassed a number of themes.

From analysing the collected data, Healthwatch Lewisham found that the most common themes when it came to positive feedback were quality of treatment, quality of service and staff attitudes. For many service users these two issues are intertwined and many equate staff attitudes with the quality of service they receive. Overall a substantial number of residents are happy with the quality of treatment or service they are receiving from their local hospitals and GP practices.

However, the key area of concern that needs to be addressed is the public's frustration with the appointment systems at their GP. This is a vital issue as the GP is the first point of access to the health service. Other negative themes taken from our data includes waiting times, communication and staffing levels.

The patient stories that we collected in Q2 indicate that opinions are varied about the health and social care services in the borough. For there is little difference between the number of positive and negative feedback collected.

## Patient Story by Theme

