

**Healthwatch Lewisham**  
**Q3 Intelligence Report**  
**2016/17**

**1<sup>st</sup> September 2016 – 31<sup>st</sup> December**  
**2016**

## Healthwatch Lewisham Q3 Signposting Service

Healthwatch Lewisham continues to provide 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.

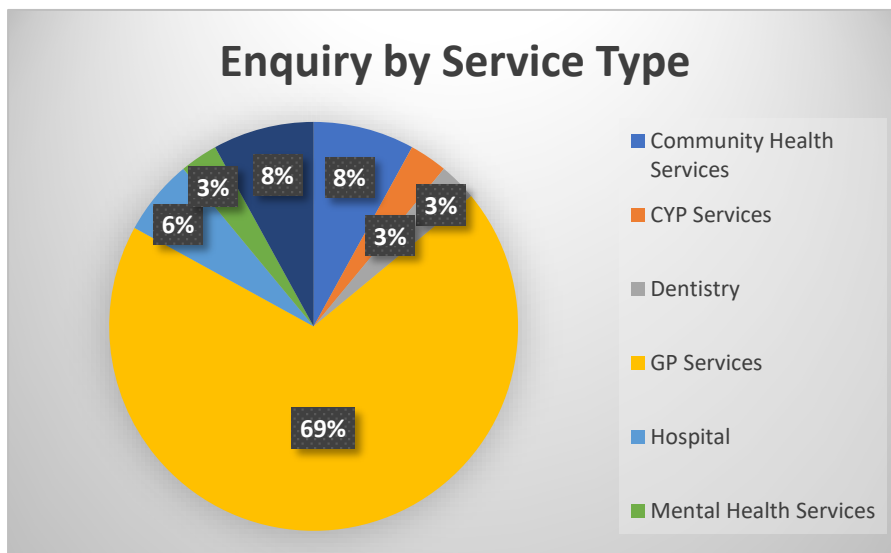
These enquiries covered a multitude of different health and social care issues ranging from GP registration requests to initial support for someone wanting to make a complaint.

A few examples of the information requests received during Q3 include:

- GP registration
- Breast Clinic appointment contact details
- Black Deaf organisations
- Infertility Treatment funding
- Access to social care services
- Social Care support for the disabled
- CYP Disability group contact details
- Lewisham Hospital contact details
- Sexual Health Clinics for over 25s
- Access to dental services for the homeless

From September to December 2016, Healthwatch Lewisham has received and completed 37 direct signposting enquiries. This is a decrease of 23.40% when compared to the previous quarter but is still 20.35% more queries than during Q1. This reduction is attributed to a reduction in the number of hubs in the run up to the holiday.

One resident directly contacted the signposting service through social media wanting to make a complaint against a local health service. Through Twitter, she messaged our organisation wishing to file a complaint about how her fiancé was treated when he contacted South London and Maudsley NHS Foundation Trust (SLaM). Her fiancé had been referred to the service by his GP, and is now unwilling to speak to anyone after the phone conversation he had with SLaM. Full details of this complaint can be found on page 5 of this report.



(Fig 1.1)

Figure 1.1 shows that the majority of enquiries received by the signposting service from September to December involved GP services. This is a trend which has been found in previous intelligence reports. For Lewisham Hospital and the Jenner Practice, Forest

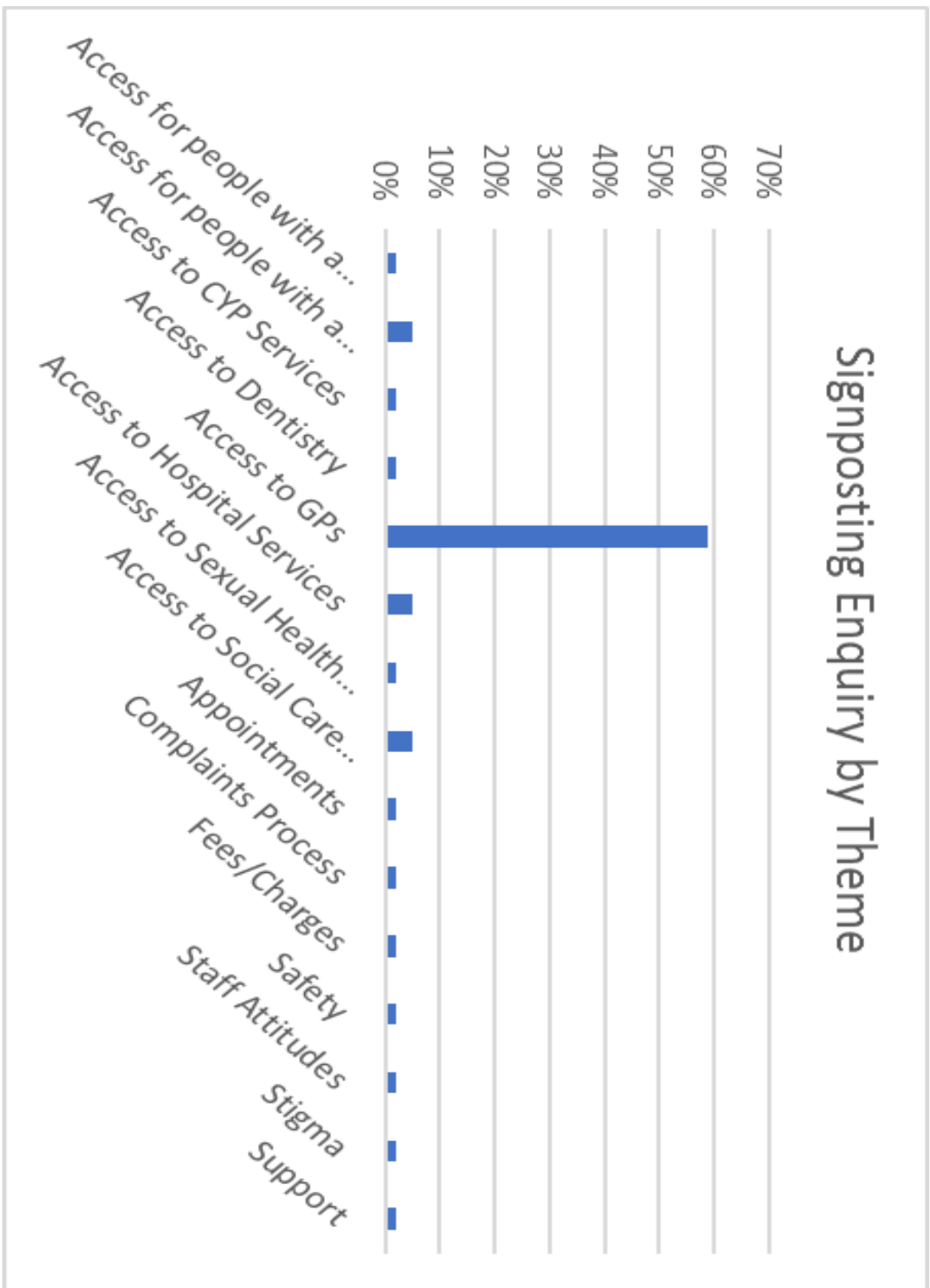
Hill, regularly refer residents who need support with GP registration to our service. Additionally, 8% of queries discussed social care issues and 8% were in relation to Community Health Services.

From this data, it is evident that apart from GP services the nature of signposting enquiries differs significantly between Q2 and Q3. For example, the organisation only received one information request related to mental health services unlike in Q2 where they made up 11% of all enquiries. Health and social care is a wide and diverse landscape, so it is understandable for there to be a variance in the type of queries from month to month.

Figure 1.2 conveys that the primary method for residents to contact the Healthwatch Lewisham signposting and information service remains via the telephone with 86% of enquiries being received through this source.

A diverse range of Lewisham residents access our service. For example, 72% of all users communicating with Healthwatch during October to December were female. Figure 1.4 illustrates that 17% of users considered themselves disabled. Whilst the age range that contacted the service most frequently were people aged between 25 and 49. Furthermore, 33% of people who contacted the service were White European, with Asian (11%) being the second highest ethnicity.

The chart below provides a breakdown of the signposting enquiries received in the last three months by the nature of issue. In correlation with the data presented earlier in the report, a significant number of residents contacted the signposting line for the details of their nearest GP surgery. In addition, it can be concluded that the primary cause for people contacting Healthwatch during Q3, was for information related to access. For 92% of all enquiries covered this theme.



(Fig 1.7)

## Examples of signposting enquiries during Q3

### Enquiry:

Ms A wanted to make a complaint on how her fiancé was treated when he contacted SLaM. Her husband 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. The gentleman's wife 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:

Healthwatch provided the lady 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:

Healthwatch signposted her 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 called for the contact details of her nearest GP after visiting The Jenner Practice. As Ms C home did not come under their catchment area she was referred to Healthwatch for support.

### Response:

Healthwatch signposted the caller to The Vale Medical Centre for registration.

**Enquiry:**

Ms D contacted us after visiting her GP to explore the options of assisted pregnancy treatments since she had been trying to get pregnant for almost 2 years with no success.

She was informed that she did not qualify for IVF/ IUI treatments because her boyfriend has two 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:**

Healthwatch 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 D was signposted to the South East London Treatment Access Policy and to Infertility Network UK.

**Enquiry:**

Mr E contacted our service wanting to know if there were any local organisations that supported black deaf people.

**Response:**

As there were no deaf charities in the borough which only catered to black deaf people we provided Mr E with the contact details for the British Deaf Black Asian & Ethnic Group and DeafPLUS.

**Enquiry:**

Ms F 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 F was frustrated as she believed she was being directed to a different service.

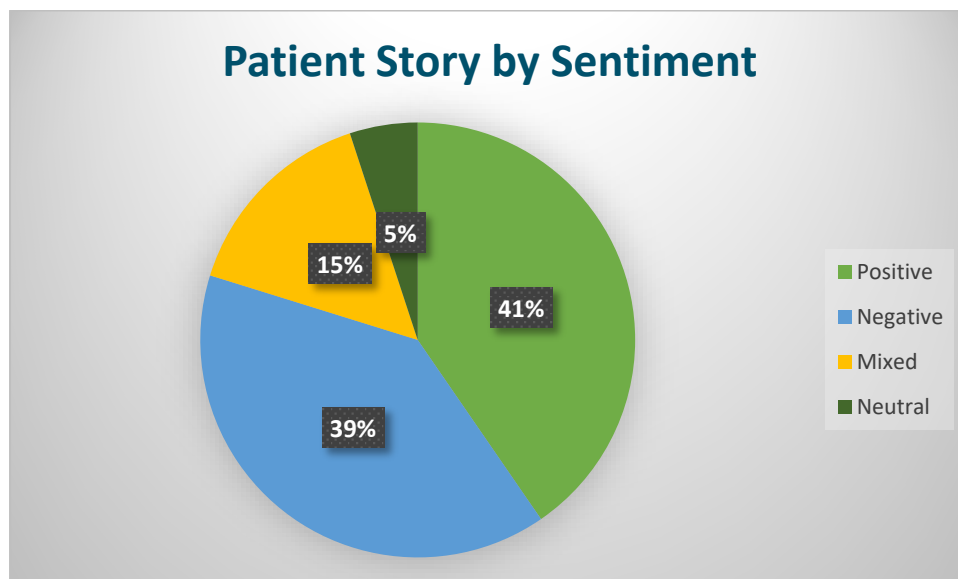
**Response:**

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 F back to Queen Elizabeth Hospital so that she could book her appointment.

## Patient Stories

A key function of Healthwatch Lewisham's is to collect people's views and experiences (positive and negative) of health and social care services in the borough. During the last three months, we have received over 140 comments related to local services. The feedback was almost identically split between positive and negative experiences. However, 15% of all comments received by the organisation were mixed, which is an 11% increase compared to Q2. From the stories collated it was evident that whilst service users tended to be happy with their overall treatment, they still experienced negative aspects during their patient journey. This will be explored in more depth later in this report.

The chart below provides a breakdown of the patient stories we have received by sentiment during October- December 2016.



(Fig 2.1)

Healthwatch Lewisham continues to gather 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 weekly 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. 56% of all patient stories collected in the last three months were heard at our hubs, which is a 34-percentage point difference compared to the last quarter. A high number of online responses from our partnership with Patient Opinion and a focus group held with people with learning disabilities around access to services have attributed to this outcome.

Similarly, to our signposting service, we collected the views and experiences from a diverse range of Lewisham residents. 58% of service users who provided their demographic details were aged between 25 and 49 years old, whilst 22% were 50-

64. Figure 2.4 shows that 49% of these users considered themselves disabled. Whilst 46% of people who shared their stories with Healthwatch were White British, with Black British (16%) being the second highest ethnicity.

However, it must be noted that approximately 45% of all responders did not provide their demographic details. Although the figure is high, this is an expected result. For Healthwatch through its engagement has found that a significant number of people do not wish to share what they consider private information. In addition, staff members and volunteers have sometimes felt it inappropriate to ask these questions depending on the user's emotional state. Moreover, most experiences heard during the access to services focus group were shared by various members rather by specific individuals. Furthermore, the Patient Opinion platform does not ask for users of its site to provide their demographics. Healthwatch Lewisham is currently investigating ways of augmenting the information collected.

### Healthwatch Lewisham hubs in Q3

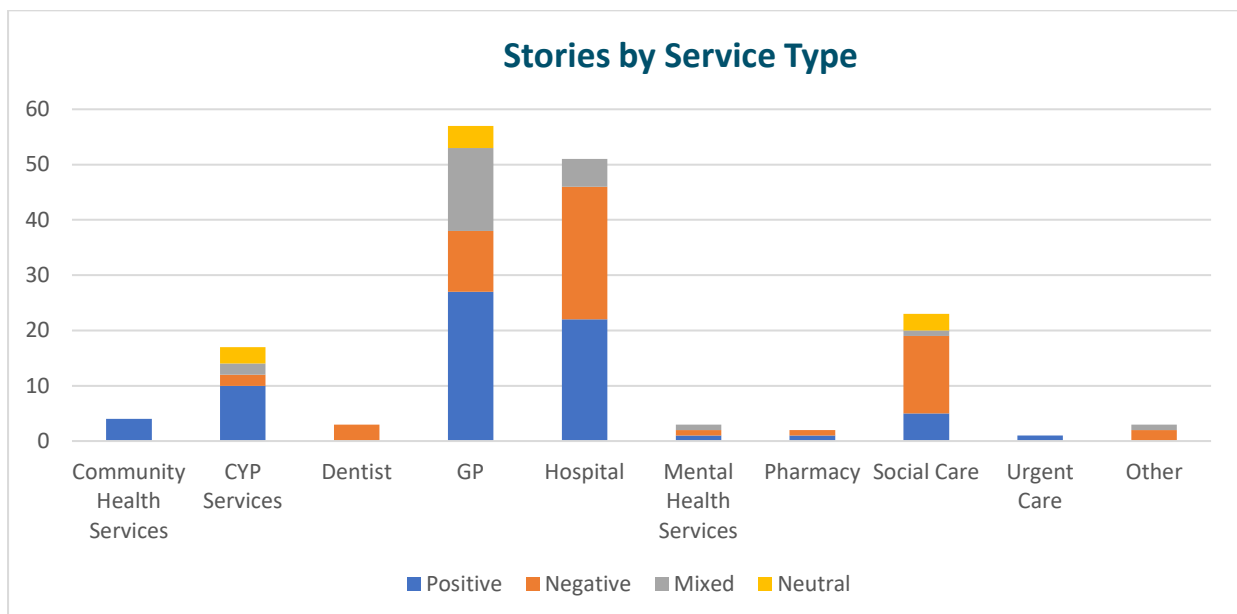
- Downham Celebrates
- Grove Park Community Group
- Hilly Fields Medical Centre
- Kaleidoscope
- Queen Road Partnership
- Sydenham Green Group Practice
- Waldron Health Centre x2





## Analysis of Patient Stories

The majority of comments received by Healthwatch Lewisham during the last three months concerned people's views of GP surgeries and Hospital services. For a combined 66% of all patient stories related to these two service types. Figure 2.1 shows that 14% of all comments were about social care and 10% covered Children and Young People services. A significant factor for the high proportion of GP comments (35%) would be our continued extensive hub engagement. Healthwatch carried out hubs at four GP practices during the quarter. The data collated in Q3 has seen a reduction in the number of stories received focusing specifically on the overall NHS service. This is a result of the organisation adjusting our engagement strategy to encourage residents to share their experiences of specific local services rather than the overarching health service. The chart below provides a full breakdown of patient stories by service type.



(Fig 2.1)

From the data collated it is apparent that amongst the service users we engaged with there is a variety of opinions about local services. For example, 47% of comments about hospitals were negative, yet 43% told Healthwatch they had a good experience of the service. Perhaps this indicates that the hospitals in Lewisham struggle to provide a consistent service for all their users.

Feedback about GP services showed that the majority of people felt that they received a good quality of service/treatment at their surgeries. However, the common complaint that came across at all our hubs was people's frustration at accessing the primary care service. Numerous users explained that they have had to wait a couple of weeks for an appointment which they believed was unacceptable. A few members of the public resorted to attending the walk-in clinic at the Waldron Health Centre because of their inability to access their GP.

*“Getting an appointment on the day is difficult. Recently went to the clinic (drop in) at New Cross to be seen.”*

*“A patient complained that she can't book an appointment with her GP 'for weeks'. She sometimes visits the walk-in centre, which is on the same floor. However, once there, she is told she should see her own doctor due to the ongoing nature of her problem.”*

Parents who spoke to us explained that they were happy with the Children and Young people services in the borough. During engagement at Kaleidoscope, it came across that the parents felt their children were receiving a good service which supported them in their early development.

*‘The service is good; it's special for kids. Getting referrals and appointments is simple. Staff are always helpful.’*

*(Anonymous, Kaleidoscope)*

*‘Vale Medical Centre has a good service, especially in regards of young children. Appointment booking is good. Good experience with doctors.’*

*(Anonymous, Vale Medical Centre)*

*‘Came for my new baby injections. She doesn't like it but the staff are very good with her.’*

*(Anonymous, Hilly Fields Medical Centre)*

*‘We usually come here for speech therapy, they help my son with HDA, attention disorder. Service is very good, they help and support children.’*

*(Anonymous, Kaleidoscope)*

During Q3, the patient stories we received relating to social care services were predominantly negative. A substantial number of these came from the focus group we held with people with learning disabilities. The group shared experiences of facing issues accessing social care services as well as feeling unsupported by local services. A number of people said that they have had significant problems contacting social services about re-assessments or getting responses to complaints. Furthermore, some residents who had assessments were then told that they were not eligible for support and that they should rely on friends or neighbours to help them. In addition, a few members of the group were unhappy with the lack of

professionalism of the various health professionals they had seen. They felt like they were being unfairly judged and that the professionals who were meant to be assessing their condition were taking irrelevant matters into account when deciding whether they are eligible for support.

However, not all comments shared by the group were negative. People with learning disabilities highly valued the help and support they received from their carers and key workers. People particularly appreciated help with using public transport, going on holidays, reading letters, and managing their money. Most participants also appreciated it when carers showed a personal interest and took the time to ask how they are and provide informal help and advice. One person explained how their carer had been able to warn him not to give his money to people who ask for it on the streets. Whilst, another person told us that their carer had helped with paperwork around their benefits.

The experiences and views Healthwatch Lewisham received encompassed several different themes. From analysing the collected data, we found that the most common themes when it came to positive feedback were quality of treatment and staff attitudes. As mentioned in our previous intelligent report, for many service users, these two issues are intertwined and many equate staff attitudes with the quality of service they receive. Furthermore, it is evident that users were happy with the treatment they received from their local services. For quality of treatment/service was mentioned in 49% of all positive comments gathered from October- December 2016.

*"I am extremely happy with my GP. He usually stays until late and never tells patients that they need to ask for another appointment if they have more than two health issues. He takes the time to check patients properly."*

*(53-year-old gentleman, with independence issues discussing the Waldron Centre.)*

The majority of positive patient stories about Lewisham Hospital praised the quality of treatment throughout the hospital rather than being specific to a department.

However, the Delivery Suite at the hospital was singled out for specific praise by multiple women. They felt the midwives were extremely reassuring and helped support them through a stressful experience.

*"The staff are so cooperative and they regularly check up on you. I would recommend the service to others."*

*"Midwife was excellent. Supported and reassured me. Great service. I now have a son."*

The biggest areas of concern for the public were appointments, waiting times and staff attitudes. Lewisham residents continue to have trouble accessing

appointments at their practice which are convenient for them. Patients expressed this at three of the four GP practices we visited in the last three months. Users of Hilly Fields Medical Centre found it simple to book appointments.

A lady at Downham Celebrates commented that she has to wait too long for GP appointments. Working from 9-5 puts her at a disadvantage. *“There should be GP services offered out of hours. GP appointment availability should not all go just after 8 in the morning. People do not always fall ill before 8am!”*

Users were equally frustrated with the length of time it took to be treated upon accessing a hospital service. Furthermore, a small sample of patients were unhappy with waiting times in the Accident and Emergency department at Lewisham Hospital.

*‘I brought my mother to A&E, the wait was horrendous. Apparently, we missed her name being called over the speaker which you clearly can't hear above the noise. So she missed her turn and we had to find a doctor to fit her in...does the hospital not realise that sometimes patients can take a while to get to the door.’*

*‘My friend receives regular checkups to treat her Parkinsons. On a few occasions when she has had to go to A/E there has been a long waiting time.’*

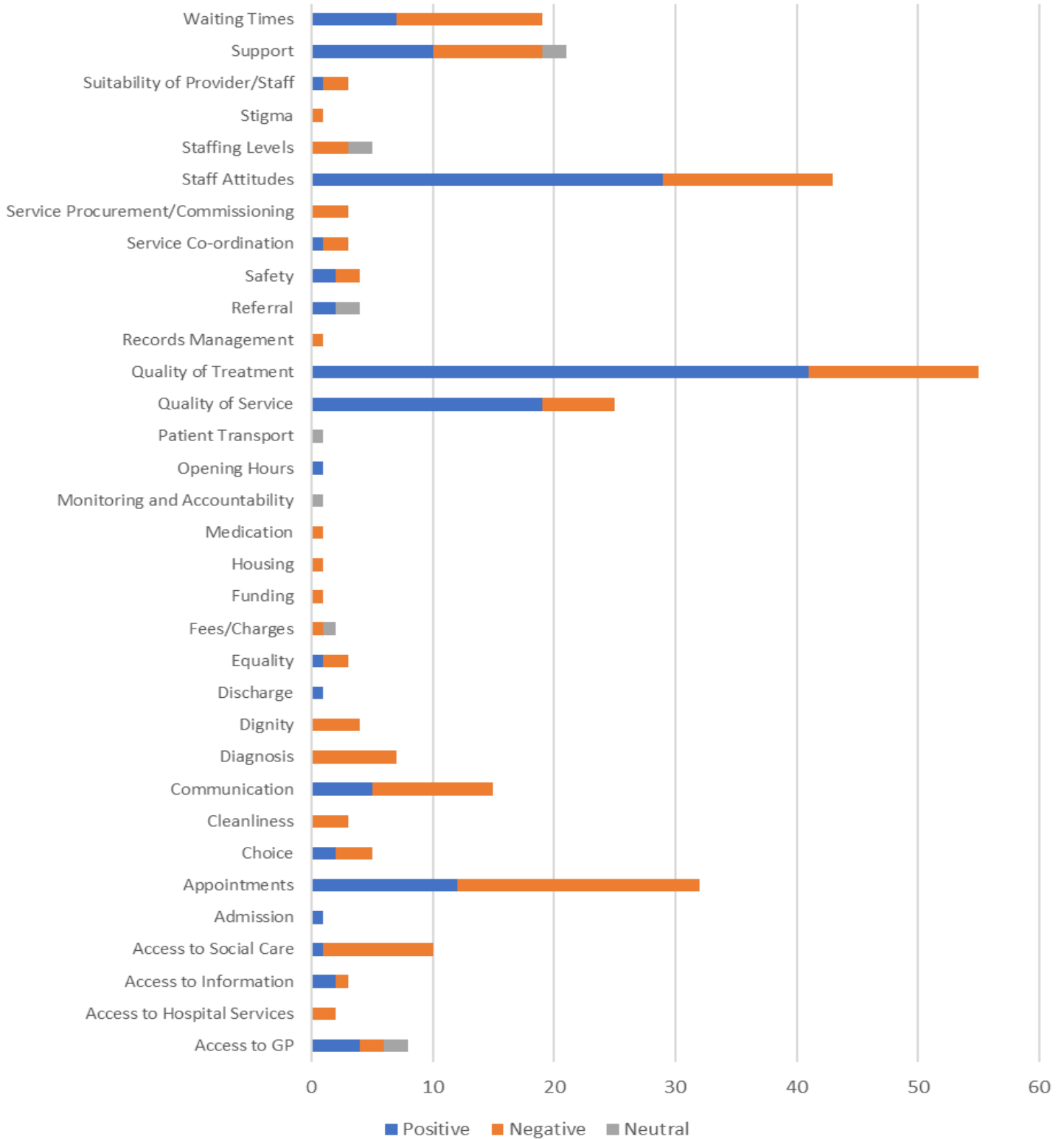
Positive Themes	
<b>Q1</b>	<b>Q2</b>
1. Quality of Treatment	1. Quality of Treatment
2. Staff Attitudes	2. Staff Attitudes
3. Quality of Service	3. Quality of Service
Negative Themes	
<b>Q1</b>	<b>Q2</b>
1. Appointments	1. Appointments
2. Waiting Times	2. Staff Attitudes
3. Communication	3. Waiting Times

(Fig 2.2)

Figure 2.2 shows that the key issues experienced by the public were nearly identical to the previous quarter. Thus, we surmise that service providers should concentrate on these areas. Specifically, residents’ access to GP appointments and waiting times at Lewisham Hospital.

The patient stories that we collected in Q3 indicate that most residents continue to have varied experiences of local health and social care services. There does appear to be a consensus that once users can access services they are happy with quality of treatment/service they receive.

### Patient Story by Theme



(Fig 2.3)

## Examples of Positive Patient Stories received relating to GPs

<p><b>Quality of treatment/service</b></p>	<p>'I have been a patient at the <b>Queens Road Partnership</b> for 15 years. I have never had any problem, there is good care and no problem with appointments.'</p> <p>'I am regular user of health care services at hospital and at GPs. They provide a good care treating patient equally.' (<b>Queens Road Partnership</b>)</p> <p>'It is very convenient to have GP service close to home. I am very happy with the treatment I get' (<b>Sydenham Green Group Practice</b>)</p> <p>'Superb service at the <b>Lee Health Centre</b>. Never had any problems!'</p> <p>'Had a skin problem. Despite resource issues at the surgery my skin condition went eventually, so I was grateful to the surgery.' (<b>Torridon Surgery</b>)</p> <p>'I'm very happy with the services. I always seem to see different GPs but it's fine. Thankfully I don't have many issues, so rarely need a doctor. They do what they are supposed to do!' (<b>Waldron Health Centre</b>)</p> <p>'I've come with my dad to see the doctor. It's easy to get appointment. Choose this surgery because it is close to the house and not so busy. The doctors are good.' (<b>Hilly Fields Medical Centre</b>)</p>
<p><b>Staff Attitudes</b></p>	<p>'There are difficulties getting an appointment but once I do I cannot complain about the service. The staff are so nice.' (<b>Sydenham Green Group Practice</b>)</p> <p>'Locum and trainee doctors and GP registrars are good at listening to you better than actual GPs sometimes.'</p> <p>'There are good GPs who don't judge at <b>QRP</b> and care is good.'</p> <p>'Doctors and staff are nice and they provide a good service.' (<b>Hilly Fields Medical Centre</b>)</p> <p>Very happy with the service and quality of this surgery. Doctors give enough time and listen to patients. (<b>Sydenham Green Group Practice</b>)</p>

<b>Other</b>	<p>I'm here because I think I might be pregnant. 'The surgery is really close to my house. It was easy to book my appointment' (Hilly Fields Medical Centre)</p> <p>'There is good care at Lewisham health services. There is no problem with admission or waiting times.' (Queens Road Partnership)</p> <p>'GP is quite good. Telephone appointments are good as well as the prescription facilities. If the surgery is open longer after 8pm it will be good.' (Queens Road Partnership)</p>
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### Examples of Negative Patient Stories received relating to GPs

<b>Appointments</b>	<p>'I want to complain about my practice, The Rushey Green Group Practice, there are no appointments available for the next three weeks.'</p> <p>'QRP is fairly good, however, you have to wait for appointments for a very long time.'</p> <p>'The waiting times to receive an appointment at my practice is too long' (Mornington Surgery)</p> <p>'It is hard to get appointments. It can be stressful if you need appointment on the day for the baby.' (Sydenham Green Group Practice)</p> <p>"Surgery is fine and care is good, however, it is running a bit slow, you have to wait for appointment for two weeks. You do not see doctor you want." (Queens Road Partnership)</p>
<b>Other</b>	<p>'Waiting a fortnight to get ears syringed. Machine beeps breaking down.' (Baring Road Medical Centre)</p> <p>'Diagnosis of son's condition took too long. GP was not helpful. Have recently changed GP as a result.'</p> <p>'Son has autism and finds a lot of things difficult to do. Diagnosis took too long and I blame my surgery.' (Woodlands Practice, Hither Green)</p> <p>A person with learning disabilities who doesn't look disabled went to their GP but couldn't explain symptoms or a problem. He was sent back. Thus, he went several times in attempt to explain what is wrong and communicate what he needed. Eventually an advocate helped him.</p>

	<p>'Saw GP. But needed to ask to join Weightwatchers and Gym referral scheme rather than be supported. Took far too long'</p> <p>'I'm here for information about my daughter's vaccination. I've been here a month, this is my fifth GP and I still don't understand what she needs. Everyone tells me something different.'</p> <p>'I have moved from Milton Keynes to Lewisham in July and I have registered at the Vesta Road Surgery. My patient data is still not at the surgery. When I have enquired about that, they advised to contact MK GP who advised that my data was no longer in MK surgery. I want to have a hospital appointment but can't be referred because Vesta don't have my records. My issue is not being solved. I have made a complaint.'</p>
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Examples of Positive Patient Stories about Lewisham Hospital	
Quality of treatment	<p>'Lewisham hospital is the best hospital to be in if you are unwell. I have been in today for cardio version, the care was outstanding from start to finish. I could not thank the cardiac nurse enough, for their care kindness and professionalism. I have been attending the hospital since the birth of my first son 35years ago, and always feel safe and well cared for. Thank you all so very much. (Cardiology)</p> <p>"I was recently treated at the <b>A&amp;E</b> and in the early pregnancy ward at Lewisham Hospital, I arrived while experiencing heavy bleeding from a miscarriage, in very bad pain and vomiting, scared and pretty desperate. The level of care and compassion really humbled me I received from everyone who helped me. It was so reassuring to be in the hands of people that know just what to do and who clearly enjoy working together."</p> <p>"When I had my hearing aid fitted the doctor was very nice to me. He explained everything to me. What to do if my hearing aid was not working." (Audiology)</p> <p>"Attended <b>Riverside Treatment Centre</b> today for minor procedure under general anaesthetic. The experience was excellent all the way through. I was seen very quickly and everything was explained to me. All the staff were very professional and caring. After the procedure, I was looked after by a lovely Health Care Assistant. I would also like to mention the staff in pre-assessment who again were very helpful and re- assuring. Thank you" (Gynaecology)</p> <p>'I had <b>physiotherapy</b> at hospital. They showed me how to use the crutches and get up and out of bed. They were very polite and friendly. They came every day for a while. They were helpful and supported me.'</p>



**Staff  
Attitudes**

'Cannot speak highly enough of all the staff very efficient and caring nothing too much trouble. The staff work well as a team I am most impressed on how they cared for my husband and still had time for me .Thank you all so very much for your kindness'  
(Accident and Emergency)

'Treated my daughter with kindness and dignity, we left feeling totally supported and informed by firstly the assessment nurse and then the gynae team. Thank you so much for your expertise and communication skills and recognising the importance of reassurance.'  
(Gynaecology)

"I just wanted to say thank you to the staff for their friendliness and professionalism - in what is never a nice experience I felt listened to and cared for. Staff were concerned to both give information and check whether I needed anything more. They were fantastic."  
(Cardiology)

"Brilliant in Linden ward, friendly caring wonderful staff. Food good and I loved them all."  
(Trauma and Orthopaedics)

Patient with learning disabilities spent a week at Lewisham Hospital. "Staff were nice and helpful. Good communication between me and staff."

'The midwives at Lewisham Hospital are much better now and the treatment has improved. In particular, their attitude and the way they treat patients.'  
(Maternity)

## Examples of Negative Patient Stories about Lewisham Hospital

### Waiting Times

"I brought my son in to the foot clinic as he has an ongoing problem with his toe. He is booked for a minor procedure but his toe has kept getting infected whilst waiting. We attended the clinic to get it sorted but were told either to wait and maybe we would be seen if there was a slot which there wasn't and it could be several hours or to come back 2 days later to the walk-in clinic. We arrived at 1.30 to be told we would wait for about an hour. 2 hours later we had not been seen. Children are given no priority and there appears to be no separate facility for children to be seen or to acknowledge that they are in discomfort. Unacceptable and disappointing to say the least.  
(Podiatry)

"I really hope someone can see what i write down and take it seriously. My son who is 5 days old arrived at the hospital at around 5:30. The total waiting time for him to get antibiotics was 7 and half hours. This includes 1 hour for triage nurse, 3 and half hours for doctors then 3 hours for nurse to get the antibiotics injection. This was on the basis that my son apparently was put on major case and only had 1 kid in front of him at the time when we saw triage nurse. The children's A&E should be ashamed for providing such service."  
(Accident & Emergency)

"I had a really bad experience in A&E. Long wait and was not comfortable in waiting room with many people who were drunk!"

"The length of waiting times at a hospital is a problem that needs to be addressed."

"There has always been good care at the hospital, the only difference is just that nowadays waiting times are longer."

'Since March I've been waiting to see a spinal specialist. Last module block was January. I'm in severe pain and can hardly walk. I've had 3 falls the last one has meant I have very poor use of my right arm, my lower back forget it. I'm given the sweetness talk every time. no one seems to care if I sink or float here. Someone, whoever is calling the shots here needs to look at the very ill, and like myself can't live pain free."  
(Orthopaedics)

Other

"Maybe it's just the lack of funding...but it's not quick to make an appointment to see a doctor it's about a year's waiting list and the staff are patronizing and make you feel worse."

"After visiting a family member on the first floor of the new wing on Thursday I saw filthy stairs with what looked like a large patch of blood on the landing. I returned again today and was disgusted to find the same dirt and stain on the stairs with piles of dirt swept and left in corners. The ward also had dust and tissues on the floor. Nothing like the cleanliness of the wards which I have been admitted to in the past which was spotless. I was very shocked how the standards have slipped."

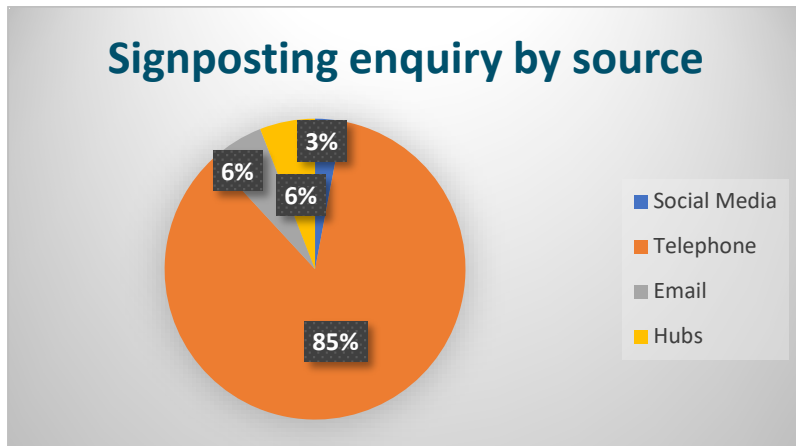
"Firstly as a registered health professional I am appalled at what I and my loved one has experienced on the wards of this unit. Some staff are brilliant but others show patients no empathy or dignity. I heard staff talking to patients like children, shouting at them when all they wanted was something to eat. Every time I called to ask how my loved one was getting on, I was told on every occasion " I don't know"... that statement also came from the nurse in charge! The nurse in charge is supposed to know what is going on in their ward." (Ladywell Unit)

"I had a foot fracture in August 2016. She had the foot plastered. When the plaster was removed, and had X-Rays taken, there was still a visible gap on the bone. Ever since I have been in pain and my foot gets swollen. I saw a different doctor later and was told that the fractured had healed only 60% but it was too late now to re-plaster it. The doctor said that I should let it heal by itself. But the pain is still here, I'm also upset because before this I could do long walks" (Orthopaedics)

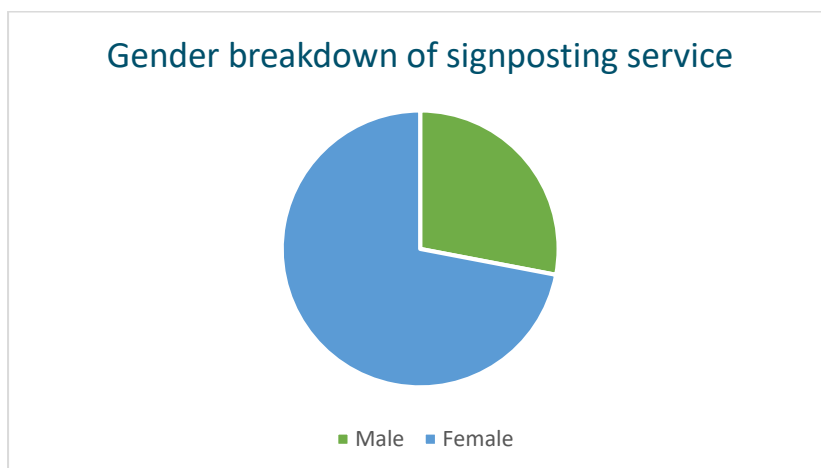
"I think there is lack of communication at Lewisham Hospital, do the departments try to talk to each other?"

# Appendix

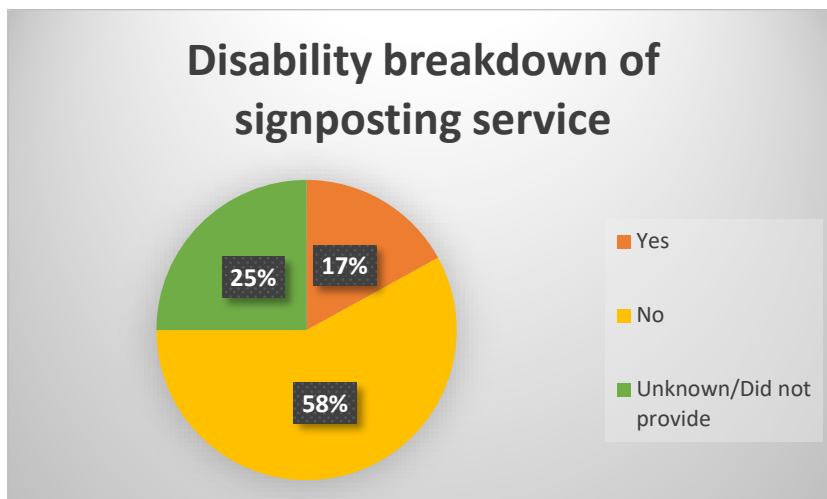
## Signposting Service



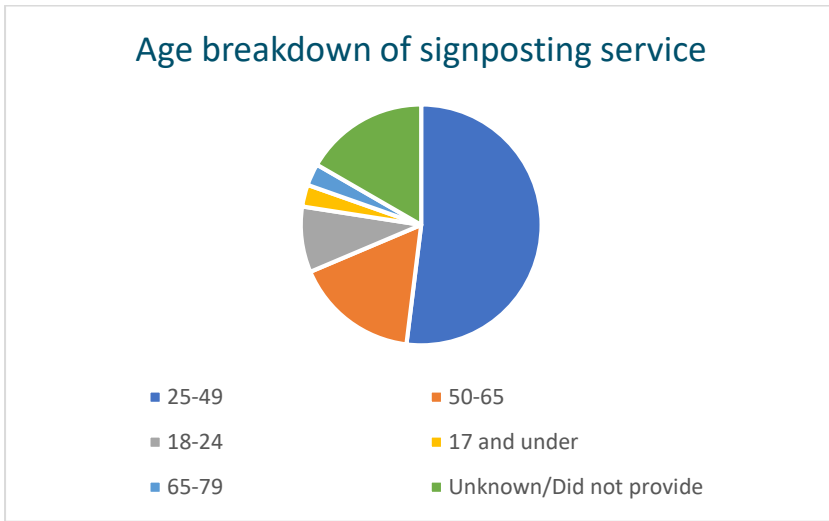
(Fig 1.2)



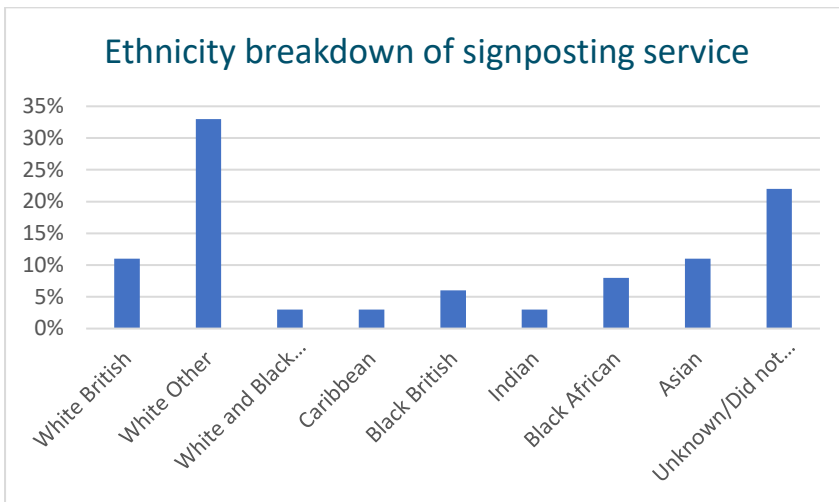
(Fig 1.3)



(Fig 1.4)

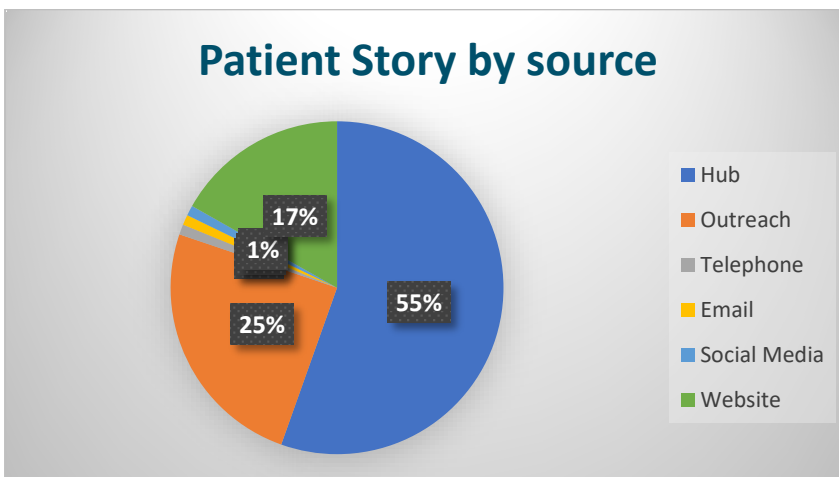


(Fig 1.5)

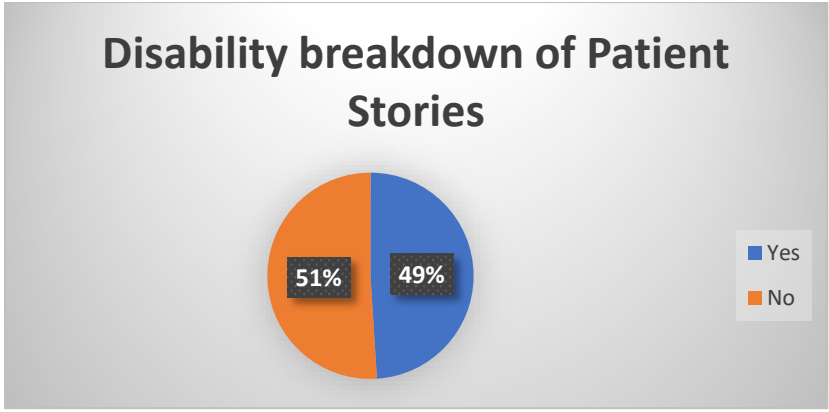


(Fig 1.6)

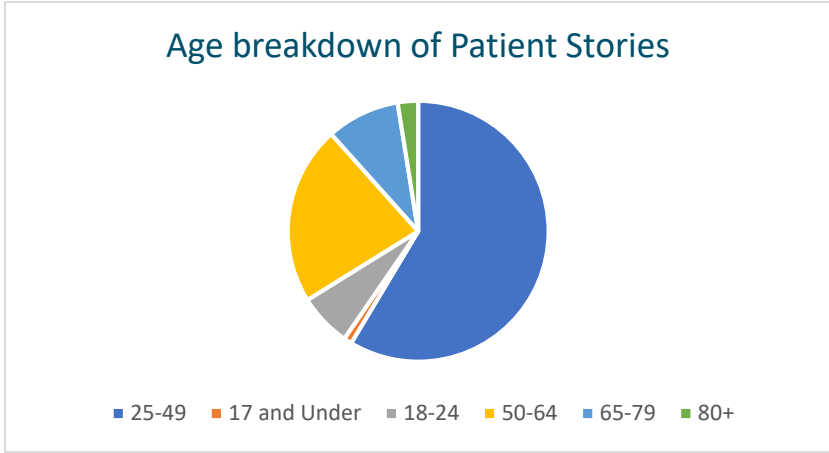
## Patient Stories



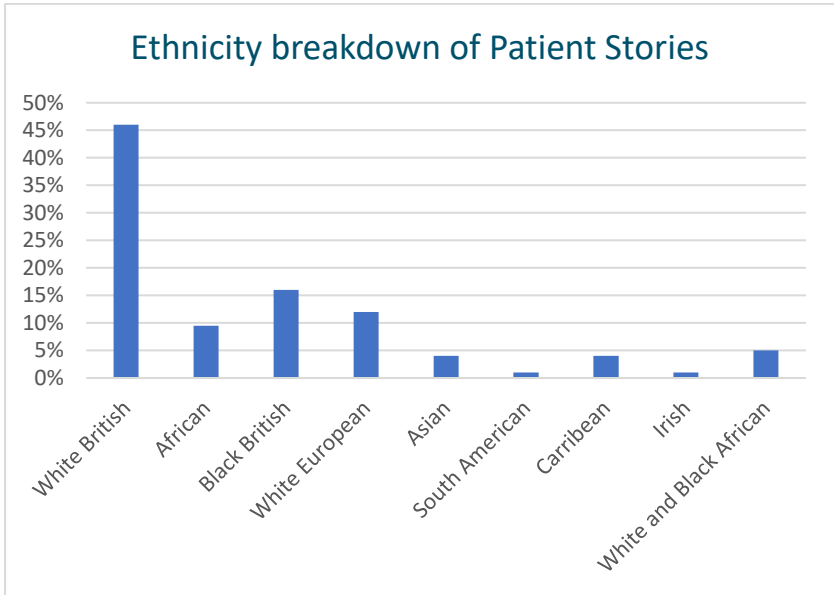
(Fig 2.4)



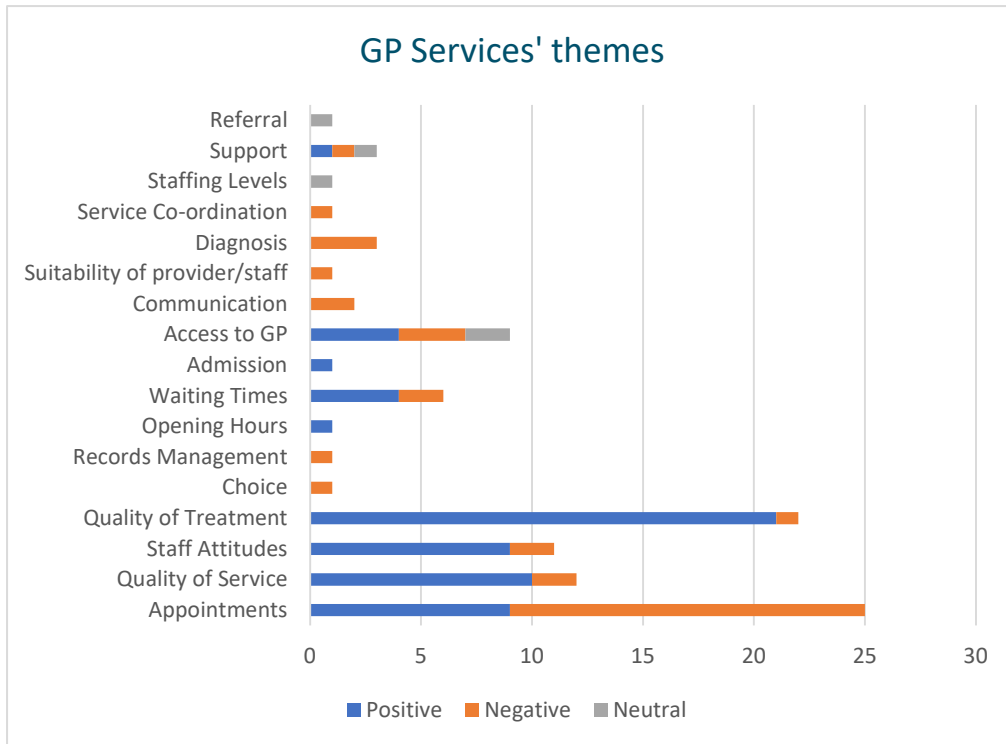
(Fig 2.5)



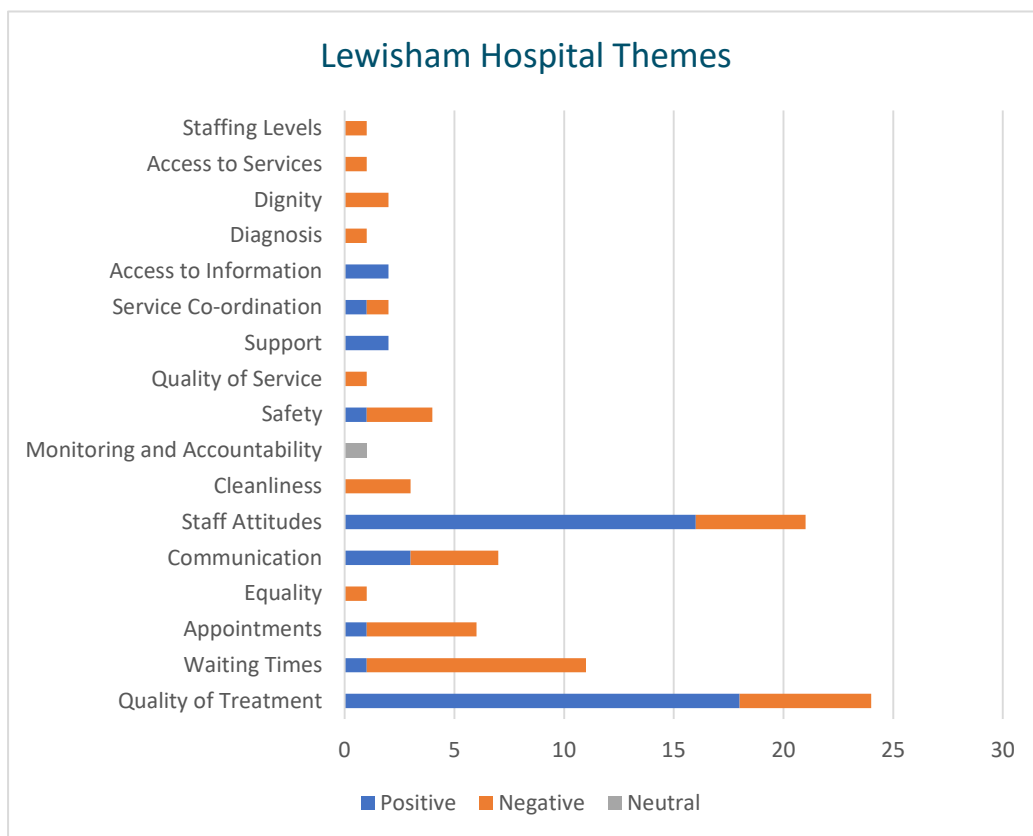
(Fig 2.6)



(Fig 2.7)



(Fig 2.8)



(Fig 2.9)