

Lewisham Health & Wellbeing Charter

Introduction

Welcome to the **Lewisham Health and Wellbeing Charter**.

The Charter has been developed with the support and advice of many local people and communities, community and voluntary sector organisations, Lewisham Health and Care Partnership and Lewisham Healthier Communities Select Committee, with the aim to improve the health and wellbeing of people living in Lewisham.

We know that the last few years have been very difficult for everyone who lives in Lewisham as well as everyone who has worked so hard to provide our health and care services.

Lewisham's response to the pandemic highlighted the importance of local relationships and showed the strengths of Lewisham's people and communities, including significant levels of civic energy and a willingness to get involved in supporting better health and wellbeing for all. However, it also highlighted the ongoing health inequalities across Lewisham.

Health inequalities are not inevitable and are unfair. We know that the wider determinants of health – employment, housing, racism, discrimination, poverty, environment – impact on the lives of people and communities and contribute towards health inequalities and poorer health outcomes. Many people from different backgrounds across Lewisham suffer health inequalities which have a negative impact on our entire community.

Over the past year we have all worked together to find out what is important to you and what your expectations are of Lewisham's health and care services. We have also looked at what we, as individuals and communities, can do to support local health and care services as well as what we can do to support ourselves and others in living healthier lives.

We know that we need to continue to work together to make sure that the Charter is meaningful and relevant. We need to continue to build trust, and trusted voices, throughout our communities. We need to support open debate about what can be provided within the resources and capacity that is available to us.

Most importantly, we need to listen and, together, develop shared, inclusive and longer-term approaches to improve our health and wellbeing and to reduce health inequalities.

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There are some expectations that underpin all aspects of service planning and delivery

- Everyone must be treated with **dignity and respect**, this includes people who use services, carers and people who work in the NHS and health and care services
- All information that is provided to people must be **easily understood**, including on appointments, services or treatments. Information or access to services should **not depend on people having digital technology**
- **Privacy and confidentiality** must be respected; personal information should not be shared inappropriately with other people, services or agencies.
- **Service planners and providers must be open** about what can be provided with the resources and capacity that is available.

Services should be planned and delivered to take into account all of the diverse communities in Lewisham, to ensure equity and to reduce health inequalities

Addressing Health Inequalities is at the heart of the priorities for Lewisham's health and care partnership.

Lewisham council is leading the implementation of the **Lewisham Health Inequalities and Health Equity Programme 2022-24** to strengthen local health & wellbeing partnerships across the system and communities, to enable equitable access, experience and outcomes for Lewisham residents, particularly those from Black and other racially minoritised communities.

Working with Partners the Council will also be implementing the recommendations of Lewisham Disabled People's Commission's Report 'if not now, when?'

The Health Inequalities and Health Equity Programme is delivering the opportunities for action identified in the **Birmingham and Lewisham African Caribbean Health Inequalities Review (BLACHIR)** report. This was a two-year partnership between Lewisham Council and Birmingham City Council, to gather insights on health inequalities within Black African and Caribbean communities in Birmingham and Lewisham.

Seven key themes were outlined in the BLACHIR report for action alongside 39 opportunities for action. The seven key themes included the following:

- Fairness, inclusion and respect
- Trust and transparency
- Better data
- Early interventions
- Health checks and campaigns
- Healthier behaviours
- Health literacy

Air pollution can have a detrimental effect on people's health, especially our most vulnerable residents, such as children, elderly people and people with existing health conditions, and the council's **air quality action plan** sets out how building on progress already achieved, it will reduce health inequalities and work with partners to ensure that neighbourhoods are greener, better for mental and physical health and less congested by motor traffic.

What you can do

Become a Community Champion - Help share the latest trustworthy information around your community. Lewisham Health and Wellbeing Community champions are local people who support their communities to improve health and wellbeing.

The Health and Wellbeing Community Champions help provide accurate information. This helps our community avoid misinformation by receiving health promotion messages from trusted sources.

[Lewisham Council - Lewisham Health and Wellbeing Community Champions](#)

Tell us your views and your lived experiences so they can influence service planning and delivery by either joining your GP's Patient Participation Group (information on GP web sites) or by attending the meetings of **Lewisham Health & Care Partners People's Partnership** group [Lewisham People's Partnership - South East London ICS \(selondonics.org\)](#)

Get involved and volunteer with **Healthwatch Lewisham** (www.healthwatchlewisham.co.uk) the independent champion for people who use health and social care services and help make sure that those running services, and the government, put your views at the heart of care.

Services should be delivered to clear and specific quality standards. **Access is paramount.** Services should be located so that people are able to easily get to them taking into account travel and transport. To minimise anxiety from waiting, **appointments should be provided promptly.** Services should consider the **whole person** and give them the opportunity to contribute to their own treatment plans.

We are taking action with our GP practices to improve how they deliver their services

- **Tackling the 8am rush** and reducing the number of people struggling to contact their practice and for patients to know on the day they contact their practice how their request will be managed
- Making it easier for people to contact a GP practice, to get an appointment within 2 weeks and for urgent contacts to be assessed the same or next day
- Improving telephone systems in GP practices
- Providing more appointments in general practice

All of our GP practices are now part of Primary Care Networks (PCNs), working together to improve the health of their local community. The networks have expanded neighbourhood teams working together which are made up of a range of staff such as GPs, pharmacists, district nurses, social prescribers, health & wellbeing coaches, care navigators and more.

We have established a programme called '**Pharmacy First**' that provides professional health care advice, treatments, and medicines for common illnesses from your local pharmacy, without the need for an appointment.

We are also **improving Urgent & Emergency Care**

- Maintaining an effective 2-hour urgent community response service
- Managing integrated urgent care and delivering same day care
- Working closely with all system partners to ensure that appropriate attendances are quickly managed

For people who have been in hospital, we are embedding the **Home First** approach so that a high proportion of patients are discharged home, with excellent follow up support and improving long-term outcomes

What you can do

Make best use of resources by **attending appointments** that have been made or, if you are able to, giving notice if you are unable to attend.

Follow guidance to **use the right service**



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Social connections can help with good health, care and wellbeing and should be supported. The role of paid and unpaid carers should be recognised

Social Prescribers support people in a non-medical way with practical emotional and social issues. They are not doctors or social workers, but they can connect you to resources and activities in your community that can improve your overall well-being. Think of them as a bridge between your medical needs and your social and emotional needs. They might recommend things like **support groups, exercise classes, art workshops, or volunteering** opportunities based on your interests and needs.

You can access social prescribing through your GP practice and the [Community Connections Lewisham](#) service run by Age UK for anyone 18+ in the borough.

If you're an **unpaid carer**, you can get free support to maintain your health, independence and wellbeing, and care safely and confidently. You can call 0300 373 5769 or email ucwellbeing@imago.community or via their website: [Lewisham \(imago.community\)](#)

We are establishing five **Family Hub Sites** across Lewisham that will be trusted places where families can connect, grow and thrive.

Family Hubs offer support to families with children of all ages, which is 0-19 or up to 25 for those with special educational needs and disabilities. There are 'Start for Life' programme on parenting, infant feeding, early language and parent-infant relationships, other activities and services include health visiting, activities form 0-5s, baby massage, children and young people's mental health, family information services, debt, benefits and employment advice and domestic abuse support.

Concerns about money and bills, employment, benefits, housing and childcare can all impact on our physical and mental wellbeing. We are working with local voluntary organisations to provide advice and support, while our libraries and other organisations also provide warm welcomes. Our website has more information here [Lewisham Council - Cost of living crisis](#)

What you can do

You can **use opportunities in your local community** to support the health and wellbeing of you, your family and your community by **volunteering with local health and care voluntary organisations**.

Get basic first aid skills so that if the need arises you are in a position to provide immediate temporary care for someone who may be ill or injured.

Consider jobs/career in health or care. The **Good Works SE London** is a jobs hub for health and care that provides access to jobs listings, careers information and skills and experience development. You can sign up here: [Home \(goodworkselondon.co.uk\)](http://goodworkselondon.co.uk)

Proud to Care Lewisham jobs listings provides access to health and social care opportunities. You can get more information from their website [Lewisham Council - Proud to Care Lewisham](#), by calling 020 8314 7102 or emailing proudtocare@lewisham.gov.uk

There must be opportunities and support so **people can help themselves and others in their communities**, by promoting ways of achieving better health, prevent ill-health if possible, providing information and developing the assets we have in our community.

There are many resources available, here are some of them

Health Checks

The NHS Health Check programme is offered to adults aged 40–74 every five years provided they do not have a pre-existing cardiovascular condition. It is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes, dementia. Eligible people are invited for a Health Check via letter every five years; Health Checks are offered in GP surgeries and directly by One Health Lewisham.

Physical Activity

Free Healthy Walks across the borough are delivered by Enable. Details available at Lewisham Healthy Walks ([Lewisham Healthy Walks \(mailchi.mp\)](https://www.mailchi.mp))

Universal Weight Management

Group weight management programmes for people with BMI 30+ (27.5+ BAME) through Slimming World – attend 12 weeks of meetings and access online support. GP or self-referral is currently available: Slimming World - please contact 01773546088.

Targeted Weight Management

Group weight management programmes for people with BMI 30+ (27.5+ BAME) through Up, Up! Residents can be referred via their GP or Self-Referral. Please contact: 020 7188 2010 and gst-tr.up.up@nhs.net

Stop Smoking Services

The Smokefree Lewisham website can be found on the stop smoking services website which is packed with information including where people can access support to help them become smokefree. To book into a clinic you can contact 0800 0820 388 or email quit@smokefreelewisham.co.uk

Alternatively, people can self-refer via phone on 0800 0820 388

Stop smoking support is also available online through the digital self-help service which is suitable for low to moderate dependency smokers.

What you can do

Follow advice and guidance to support good health and wellbeing for yourself and your family

Participate in **screening programmes**. The NHS provides a range of screening tests to different sections of the population as a way of identifying whether apparently healthy people may have an increased risk of a particular condition. For example, some screening tests are offered in pregnancy, some for newborn babies, while others such as breast screening and abdominal aortic aneurysm screening are only offered to older people. When you are invited for screening, you will receive an information leaflet about the screening test. You can discuss any aspect of the screening test with your health professional and decide whether or not it's right for you.

Vaccines are the most effective way to prevent many infectious diseases. The NHS vaccine schedule ensures that babies, children and adults at higher risk have protection from many serious and potentially deadly diseases, and if enough people are vaccinated, it's harder for the disease to spread to those people who cannot have vaccines, for example, people who are ill or have a weakened immune system.

Support for Young People

Insight Lewisham offer a free, friendly and confidential young people's support service for people under the age of 26.

They provide information, advice and help for young people who are impacted by or living with drug and alcohol issues, as well as guidance and support with sexual health and relationships. For Advice & Consultations, please call Insight on **020 8690 3020**

Professional referrals can be made via email, forms and information are all available @ Insight Young People

Website: www.insightyoungpeople.org.uk/lewisham

Email: insightlewisham@humankindcharity.org.uk

Reproductive & Sexual Health

Screening for sexually transmitted infections and testing for STIs can be performed using a free home test kit, ordered online via: <https://www.shl.uk/>

Free Condoms for under 24 year olds through C-Card Scheme at Pharmacies, Insight, and Youth Clubs

<https://www.comecorrect.org.uk/>

Integrated Sexual and Reproductive Health Services

Including contraception, STIs testing and treatment, Specialist genito-urinary medicine (GUM) service, Emergency Hormonal Contraception, Pregnancy testing, advice and referral.

Local Services are provided by Lewisham and Greenwich Trust, based at:

- Waldron Health Centre, Second Floor, Suite 8, Amersham Vale, New Cross, London SE14
- Rushey Green Clinic, 1st Floor, The Primary Care Centre, Hawstead Rd, London SE6 4JH

More info at: <https://www.lewishamandgreenwich.nhs.uk/sexual-health/>

17 pharmacies in Lewisham provide Sexual and Reproductive Health Services (Emergency Hormonal Contraception and Quick Start Oral Contraception)

Alcohol & Substance Misuse

'Change Grow Live' (CGL) run the main complex needs service in the borough which assesses and triages all those presenting with a substance misuse or alcohol need, including a range of specialist elements within the service designed to meet specific needs. To make a referral: <https://www.changegrowlive.org/lewisham/referrals>

You can also call CGL 0208 314 5566 or email info.lewisham@cgl.org.uk

The DrinkCoach Alcohol Test is a 10 question screening tool which provides individual feedback on how risky their drinking is and signposts to additional online or face to face support which is free to Lewisham residents. It takes 2 mins:

<https://drinkcoach.org.uk/lewisham-alcohol-test>

To make a referral please contact Humankind:

<https://humankindcharity.org.uk/service/primary-care-recovery-service-pcrs/>

Tel: 020 8699 5263 (Mon-Friday 9.30-5pm)

Email: lewishampcrs@humankindcharity.org.uk

Mental Health and Wellbeing

If you're feeling low, anxious or stressed, Lewisham Talking Therapies is a free and confidential NHS service that is part of the Improving Access to Psychological Therapies (IAPT) program. You can refer yourself by calling **0203 228 1350** or online: [Refer yourself – Lewisham Talking Therapies](#) or through your GP.

[Kooth is a free and anonymous online mental health service](#) for children and young people where they can speak to a counsellor for advice and support.

If you are concerned about somebody's mental health, follow NHS advice for non-urgent or urgent support, such as calling NHS 111, their GP or in the case of someone's life or safety is at risk call 999. Further information is [Where to get urgent help for mental health - NHS \(www.nhs.uk\)](#) or [Lewisham Council - Get help with mental health](#)

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