

| HEALTH AND WELLBEING BOARD | | | |
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| Report Title | Healthwatch Annual Report 2015-2016 | | |
| Contributors | Folake Segun, Director, Healthwatch Lewisham | Item No. | 8 |
| Class | Part 1 | Date: 15 November 2016 | |
| Strategic Context | Healthwatch Lewisham contributes to the aims set out in the Sustainable Community Strategy and in the Health and Wellbeing Strategy to ensure that people are at the heart of decisions about their own health and wellbeing, that they are able to make choices over the care and support they receive and to the commitment to improve, health and care. | | |

1. Purpose

- 1.1. This report presents Members of the Health and Wellbeing Board with an executive summary of the Healthwatch Lewisham Annual Report 2015 - 2016.

2. Recommendation

- 2.1. Members of the Health and Wellbeing Board are recommended to: Note Healthwatch delivery and outcomes between 1st April 2015 and 31st March 2016.

3. Policy Context

- 3.1. In 2012 the Health and Social Care Act received Royal Assent. From April 2013, local authorities were required to commission a local Healthwatch organisation.
- 3.3 Healthwatch Lewisham supports the Council's commitment to improving the health and wellbeing of Lewisham citizens and contributes to the following key objectives of '*Shaping our Future – Lewisham's Sustainable Community Strategy*':
- Healthy, active and enjoyable – where people can actively participate in maintaining and improving their health and wellbeing.
 - Empowered and responsible – where people can be actively involved in their local area and contribute to supportive communities.
- 3.4 Healthwatch Lewisham also supports the reduction in health inequalities and the outcomes identified in the 10 year Health and Wellbeing Strategy.

4. Background

- 4.1 Healthwatch Bromley an independent charity was awarded the contract to deliver Healthwatch in Lewisham in February 2015. The contract commenced 1st April 2015.
- 4.2 Healthwatch is a voice for children, young people and adults in health and social care living in Lewisham. Anyone, young or old can speak to us about their experiences of health or social care services and tell us what was good and what was not good. Healthwatch then ensures that service providers and commissioners hear this feedback and make changes to their services.
- 4.3 Healthwatch Lewisham is part of the regulatory and scrutiny function of health and social care and as such forms part of a national network of local Healthwatch. The network includes Healthwatch England which sits as a committee of the CQC. All Healthwatch Lewisham reports are shared with Healthwatch England and are used by the CQC to inform their work in hospitals, adult social care and primary care services.
- 4.4 Local Healthwatch are intended to hold both commissioners and providers of services to account by delivering the 7 statutory functions:
- i. Gathering the views and understanding the experiences of patients and the public.
 - ii. Making people's views known.
 - iii. Promoting and supporting the involvement of people in the commissioning and provision of local health and social services and how they are scrutinised.
 - iv. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission.
 - v. Providing information (signposting) about access to services and support for making informed choices.
 - vi. Making the views and experiences of people known to Healthwatch England and the local Healthwatch network, and providing a steer to help it carry out its role as national champion.
- 4.5 A 7th function relates to commissioning of complaints advocacy which was not included in 2015-2016 Healthwatch Lewisham's contract.
- 4.6 The Healthwatch contract awarded for 2016-2018 includes the delivery of NHS complaints advocacy.

5. Summary of the Annual Report 2015-2016

5.1 Overview

Healthwatch Lewisham

Annual Report summary 2015 - 2016

The Champion for health and social care

Healthwatch Lewisham is one of 152 local Healthwatch organisations that were established throughout England in 2013, under the provisions of the Health and Social Care Act 2012, to be the independent champion for service users

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

Our priorities for 2015-2016

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

We engaged with **2987** people

Healthwatch Lewisham uses a variety of methods to understand people's needs and experiences.

We received **199** enquiries which required signposting

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During 2015 - 2016 we...

Seldom Heard



100+

Carried out focused engagement with over 100 people from the following communities:

- Tamil Elders
- Polish Community
- Vietnamese Community
- Turkish Community

Gathered the views of over 70 young people and young carers, aged between 10 and 17 in schools, youth clubs and voluntary sector organisations in discussions about their mental health

Young People



70

Organisations



74

Worked with 74 local organisations and built partnerships

Our 17 volunteers contributed over 500 hours

Volunteers



500 hours

7 Hubs



Used 7 local venues across the four Lewisham localities to deliver information and listen to people's experiences on health and well-being services

5.2 Our Work in focus

- 5.2.1 Healthwatch Lewisham activities are led by the citizens and communities of Lewisham.
- 5.2.2 During 2015 - 16 Healthwatch Lewisham published five reports that covered our priorities and had a particular focus on obtaining the views of groups and communities who fall within the 9 protected characteristics as defined under the Equality Act 2010.
- 5.2.3 Under Access to Services, we heard the views of 100 people from the Vietnamese, Polish, Tamil and Turkish communities.
- 5.2.4 Evidence from this work showed that although many people were happy with the care they received from the NHS, many experienced barriers in accessing the care they needed.
- 5.2.5 The main issue faced by all the communities was access to GP services including difficulties in booking urgent appointments and inaccessible booking systems. The second biggest barrier faced by these communities was access to appropriate, quality translation services. This was often compounded by poor understanding eligibility criteria demonstrated by patients and clinicians. Other important themes identified were staff communication, referrals and long waiting times.
- 5.2.6 As a result of this, Healthwatch Lewisham recommended improvements to GP urgent appointments booking systems; longer appointment times for elderly or migrant clients; training for staff to improve communication, customer services and cultural awareness; better access to quality interpreting services in both primary and secondary care and improved diagnosis and support for people with mental health issues who do not speak English as a first language.
- 5.2.7 In their response to our findings, Lewisham CCG recognised their role in improving the quality of services provided in relation to refining the communication skills of reception staff. They are providing training for primary and community healthcare professionals in the borough. The CCG are also reviewing interpretation services they provide.
- 5.2.8 Going forward we are working with the CCG to provide additional information to the communities we have engaged with.
- 5.2.9 The South London and Maudsley NHS Foundation Trust, received our report and circulated it to their Mental Health Older Adult Clinical Academic Group for review and to raise awareness of the concerns highlighted in relation to dementia. We will be working with the Trust to improve their support to service users particularly those from the Vietnamese community.

5.2.10 As part of our children and young people wellbeing priority, Healthwatch Lewisham engaged with over 70 young people and young carers, aged between 10 and 17 in schools to build a picture of their understanding of mental health, mental wellbeing and their experience of services that support their mental health.

5.2.11 Our recommendations included introducing mental health awareness at primary school age to address the stigma surrounding mental health; respecting young people's choice in who they get support from; and creating opportunities to learn the Five Ways of Wellbeing as a tool to support good mental health and emotional resilience.

5.2.12 Through our outreach and our Signposting and Information Service we receive comments about services provided in the borough. These cover a range of issue and of providers. 78% of all enquiries received were related to GP surgeries. The most common issue here was in booking appointments and in registration. 6% of people who contacted us during the year wished to make a complaint about a service and we were able to talk them through the process. 5% of the comments were about community health services and 4% were related to social care.

6 Financial implications

6.2 There are no specific financial implications arising from this report.

7 Legal implications

7.2 The Health and Social Care Act 2012 requires local authorities to have a local Healthwatch service.

8 Crime and Disorder Implications

8.2 There are no crime and disorder implications

9 Equalities Implications

9.2 Through the work of Healthwatch and our targeted engagement with communities and groups that are often harder to reach or seldom heard we will support the reduction in inequalities in health and social care.

10 Environmental Implications

10.2 The Council's environmental objectives formed part of the tender evaluation and are detailed in the contract.

11 Conclusion

11.2 Further updates on our work and reports produced will be presented as appropriate to the Health and Wellbeing Board.

If there are any queries on this report please contact Folake Segun, Director, Healthwatch Lewisham on 020 8315 1916, or by email on at folakes@healthwatchbromley.co.uk.

