



Annual report 2019-20

Guided by you

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Message from our chair

Welcome to the Healthwatch Lewisham Annual Report for 2019-2020.



Over the last year, we have continued to be a strong and effective Healthwatch, acting as a vital part of the health and social care landscape in Lewisham. This report provides an overview of our work and achievements in the last 12 months.

Our engagement work, in-depth investigations and Enter and View visits have shone an important light on services and people's needs and views in the borough. They have helped provide local knowledge, offered patient insight and influenced future plans for services; the engagement we did around the NHS Long Term Plan developed the response in south east London.

We have continued to provide the Lewisham Independent Health Complaints Advocacy Service, providing expert help to people needing to make a complaint to the NHS. Our work looking at improving complaints information was nationally recognised at the Healthwatch Network Awards.

This year we have particularly supported and encouraged opportunities to hear the voice and views of young people. We set up a Youth Board of committed young residents creating a platform for them to have their say. In addition, 1,200 children from Year 6 attended our wellness workshops as part of the Junior Citizens' Scheme.

I thank and commend Nike Ajijola, one of our young local volunteers, who won the Young Person's Achievement Award for her work in co-producing the Youth Board. I also congratulate Aaliyah Odedina, a member of the Youth Board, who was elected deputy Youth Mayor last October.



I would like to thank our Chief Executive, Folake Segun and our staff team for all their inspiration, commitment and hard work this year. We could not carry out our formidable work plan without the exceptional and enthusiastic work of our staff and our many volunteers who give so much time and expertise to our work. I wish to thank all our volunteers who have done so much and in so many ways to make our work and its impact so successful. I especially thank my fellow Trustees and the members of our Workplan Committee who have done so much to steer and lead the organisation.

Finally, I would like to thank everyone who have spoken to us, taken part in focus groups or completed surveys. These contributions are vital to our success in raising the issues which matter most to people.

Linda Gabriel
Chair, Community Waves

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people. This year we spoke to **3,141** residents, patients and service users.



About us

Here to make care better

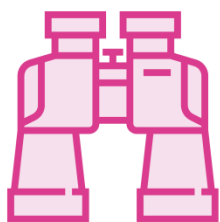
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

 I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

**Sir Robert Francis, Healthwatch
England Chair**





Our vision is simple

Health and care that works for you.
People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations

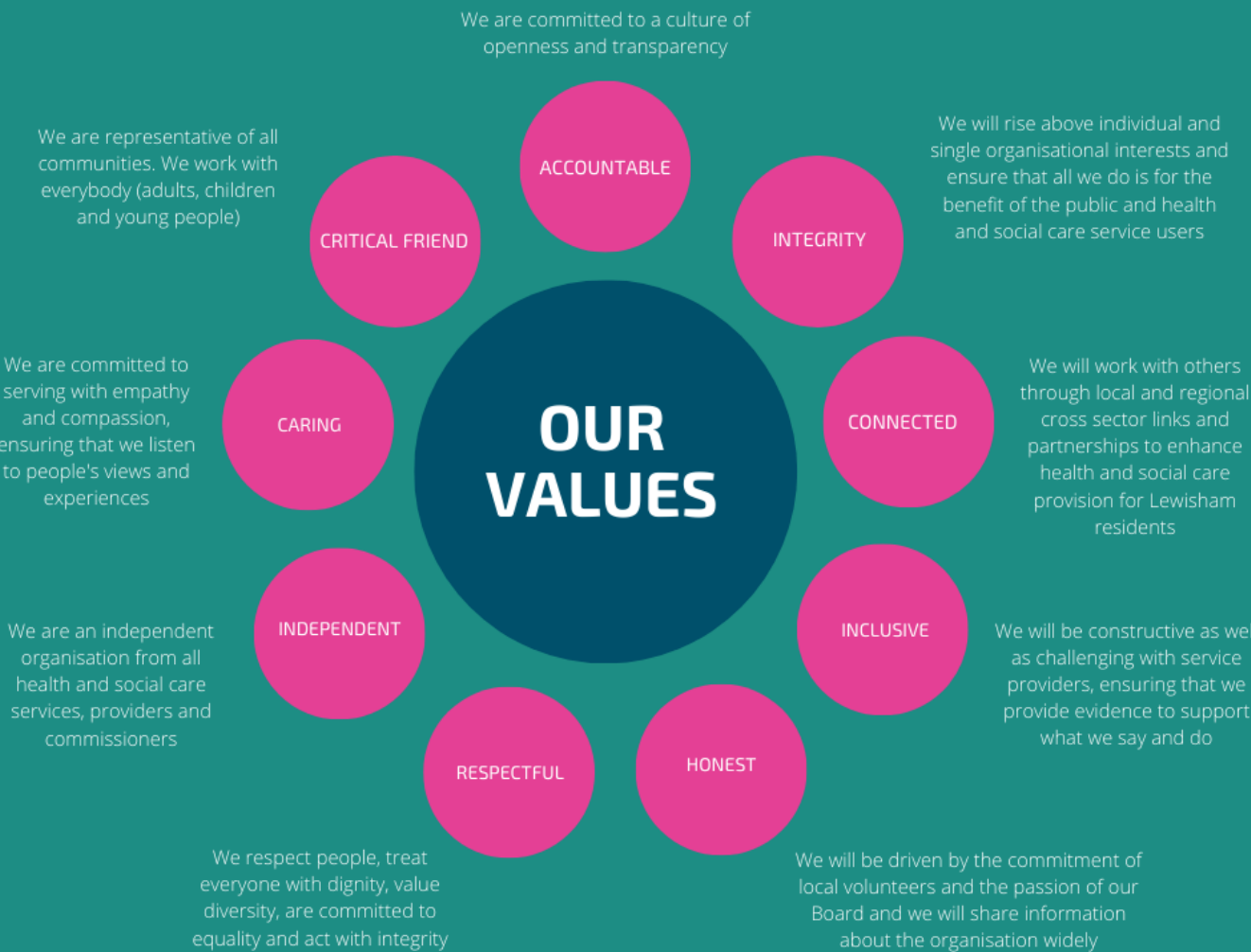


Find out more about us and the work we do

Website: www.healthwatchlewisham.co.uk

Twitter: @HWLewisham

Facebook: @HWLewisham



Healthwatch Workplan Committee

Over the last year, we have seen major changes in the NHS and local government both locally across London and nationally. We have seen the amalgamation of GP practices and premises, changes in services, plans for the SEL CCG merger and changes in staff etc.

The WPC has seen its most important role as representing the voice of patients throughout these different processes to ensure that their needs were not forgotten and that services reflect the needs of local people.

We have represented patients on a range of local committees and groups including the Health and Wellbeing Board, Healthier Communities Select Committee and CCG Governing Body.

In particular we have:

- Ensured the findings from our Children and Young People mental health project were heard at a borough-wide level
- Provided advice to support public engagement around GP mergers
- Supported the Childhood Obesity Trailblazer bid by providing BAME community leaders to give insight on beliefs on obesity, nutrition and effective behavioural messaging.

We would like to thank our Committee for using their expertise to inform and influence the projects and work we deliver. They have ensured the views and experiences of different communities are reflected at strategic level in Lewisham

Our Workplan Committee

Dr Magna Aidoo, Nigel Bowness, Carolyn Denne, Linda Gabriel, Catherine Jenkins, Michael Kerin, Leslie Marks, Libby Peppiatt and Geraldine Richards

Partnership and Representation

We are part of many strategic and operational meetings, groups and networks providing feedback on experiences of health and social care. Our representation enables us to voice your views directly to commissioners and service providers.

Partnership Groups and Meetings	
BAME Health Inequalities Working Group	Lewisham Council
Healthier Communities Select Committee	Lewisham Council
JSNA Steering Group	Lewisham Council
Lewisham Adult Safeguarding Board	Lewisham Council
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 Health and Wellbeing Board	Lewisham Council
Lewisham Health and Wellbeing Board Agenda Steering Group	Lewisham Council
Lewisham Obesity Alliance Meeting	Lewisham Council
Lewisham Primary Care Commissioning Meeting (PCCC)	Lewisham CCG
Local Healthwatch Leaders Group	Healthwatch
Mental Health and Emotional Wellbeing Cross Sector Delivery Group	Lewisham Council
NCDP Neighbourhoods 1 2 3 4	Lewisham Council
Our Healthier South East London Patient and Public Advisory Group	OHSEL
SLaM and HW meeting	SLaM

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Health and care that works for you



31 volunteers

helping to carry out our work. In total, they gave us of **960** hours of their own time.

9 staff

supported us across seven roles in our organisation.

We received

£107,482 in funding

from our local authority in 2019-20 for the Healthwatch Lewisham contract

Providing support



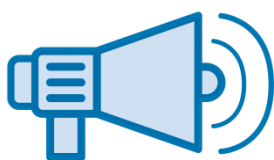
1,305 people

shared their health and social care story with us.

208 people

were supported by our Lewisham Independent Health Complaints Advocacy Service to make a complaint.

Reaching out



45% more

people engaged with us through our website and social media.

Making a difference to care



We published

8 reports

about the improvements people would like to see with their health and social care.

How we heard your views

Learn about the different ways we spoke to local people about their health and care



Community engagement is pivotal to what we do and how we make sure voices are heard. We use a variety of methods to understand people’s needs and experience.



Engagement Hubs

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

We held **60** engagement hubs in 2019/20 and visited a variety of local community hotspots including GP practices, Lewisham Hospital and summer festivals.

Feedback Centre

A central feature of our website is the Feedback Centre which enables people to rate local health and social care services, as well as search for their nearest services.

717 people shared reviews through the online portal this year.

If you would like to share your experiences of local services, please visit www.healthwatchlewisham.co.uk

Feedback Centre

Krisons Chemist
Great!
"They're good- they ask a lot of questions about how you take your medication or well-being. They ask how they..."
[Anonymous]
★★★★★

Lords Pharmacy
Excellent service
"In the last 6 months my son has been unwell and has received hospital treatment, his care has been disjointed..."
[Claire]
★★★★★

The Vale Medical Centre
Took my 10Yr old down with eye swollen over
"I took my daughter over to the pharmacy because her eye was completely swollen and was advised that she needs..."
[Kenny]
★☆☆☆☆

Grove Medical Centre
Fee and waiting time to get a medical report
"I was charged £30 for an extremely simple medical report with a 30 day waiting time. I was offered a..."
[Wladimir Costa da Silva]
★☆☆☆☆

Perry Vale Dental
Not too sure
"The dental practice is in need of major funding. But apart from the aesthetics the environment is rather nice. Once..."
[Anonymous]
★★★★☆

Bolney Court Dental Surgery
Sensitive, thorough
"The dentist I see regularly seems thorough and has a pleasant personality. Emergencies have always been dealt with quickly and..."
[Michael Pearce]
★★★★★



Summer Engagement

Our organisation attended **7** local festivals as part of our 2019 Summer Engagement Programme during April to August.

We worked in partnership with GP Federation, One Health Lewisham to help promote the GP NHS Ask app.

Engagement took place across the four Lewisham neighbourhoods where we heard the voices of over a hundred residents.

Your Experiences

I love Lewisham Hospital they were so supportive and caring throughout my experience with cancer. Cannot thank the doctors and nurses enough. Kept me informed during the whole process and I really do now believe they were crucial to my 'all clear' diagnosis.

LEWISHAM HOSPITAL

The pharmacy is busy, but the staff always do their best to help and treat customers with respect and kindness

LLOYDS PHARMACY
RANDESDOWN ROAD

Dreadfully poor service and poor clinical practice - not all GPs are dreadful, indeed some are excellent, but some make very poor decisions that influence the overall functioning of the practice.

BARING ROAD
MEDICAL PRACTICE

I had not seen the dentist before, but she was extremely welcoming and reassuring. I have to return for a filling and usually I might feel apprehensive but due to this dentist, I feel comfortable returning.

LEWISHAM DENTAL
PRACTICE

SHARE EXPERIENCES AT WWW.HEALTHWATCHLEWISHAM.CO.UK

Share your experiences of health and care at
www.healthwatchlewisham.co.uk

Making your voice heard

Last year we heard from **1,305** people about their experience of health and social care.

We produce reports which highlight the key findings and themes from our conversations with patients. We share these with local services to make sure your views shape the support you need.

Here are some of the changes that you want to see.



See the same doctor
or nurse



Improve learning
disability awareness
amongst health
professionals

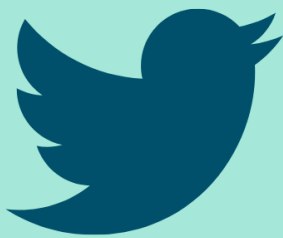


Reduce waiting times
at University Hospital
Lewisham



Improve
communication
around hospital
appointments

Communication Trends



2,024 followers

**119,754
impressions**



**8,970
reads of our
newsletter**



**350
followers**



**14,754 sessions
recorded on our
website.**

An increase of 59%

How we've made a difference



What we’ve done this year

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Lewisham. We show that when people speak up about what’s important, and services listen, care is improved for all.

Take a look at the highlights of our work over the last 12 months

Raising awareness of health information in libraries

Residents told us that under the NHS Long Term Plan they would like better access to trustworthy information about health and wellbeing issues.

We launched a project aiming to raise awareness of libraries’ role in providing easier ways to find health information, focusing on the Reading Well project.

Reading Well is a scheme that offers fiction and non-fiction books which can help people to understand and manage their health.


We carried out **seven** mystery shops to Lewisham libraries to see how easy someone could learn about the scheme.

Most libraries provided clear and easy to read health displays. Staff were helpful, friendly and confident in explaining where health and wellbeing books can be found.

However, an increased awareness of Reading Well amongst the library staff and volunteers would help direct people to the resources and books available as part of the scheme.

Recommendations

- Raised awareness and training of paid and unpaid staff about the Reading Well scheme and resources available would be beneficial
- Librarians should be trained on all signs/words that indicate a person is talking about mental health
- Availability of the Reading Well scheme in schools would be helpful to young people



Good Practice	Areas for Improvement
Health displays and Reading Well displays including printed leaflets and books with “Reading Well” stickers on the front covers.	Training for staff to increase their confidence signposting customers to health and wellbeing resources.
Film displays for those who do not enjoy reading or cannot read	Distinction between sections for children and young people, and for adults
Helpful and friendly staff, confident in explaining where health and wellbeing books can be found, online resources and the Reading Well scheme	Recognition that both fiction and non-fiction books can be used as resources for health and wellbeing

Building on the good practice found in local libraries, we felt it would be useful for librarians to be trained on all signs/words that indicate that a person is talking about their mental health. This would allow staff to feel confident when signposting to appropriate resources.

We created a poster to help staff and volunteers' direct residents to the Reading Well scheme.

"I/my friend/my family member need help with..."

Pain

Stress

Autism

Sleep problems

Body image

Depression

Anxiety

Wellbeing

Dementia

Breathing difficulties

Diabetes

Healthy eating

Children or young people

Adults

Extra tips

- More resources are available at reading-well.org.uk
- All books are available in the Lewisham Library network. Remember both fiction and non-fiction books are available!
- Please show the customer any health displays in the library
- Are there any additional resources e.g. films, audio books, podcasts?

healthwatch
Lewisham

Improving access to complaints information



Last year, we looked into the quality of complaints information provided on GP websites. To help encourage consistency, we developed a template which was implemented as the standard model for all GP practices in the borough.

The template was also included in the digital website offer provided by our local GP Federation. This allowed our information to be embedded on even more websites.

Residents now have greater access to information on how to make a complaint and what support services are available.

Our work around improving complaints information in Lewisham was “Highly Commended” at our national network awards.

To read our report, please visit www.healthwatchlewisham.co.uk

Enter and View

We have the statutory power to Enter and View any health or social care service, to engage people who receive care under that service. In order to have quality/high level services for residents we will seek to establish best practice and areas for improvements to enhance service provision. These are formally reported back to the service provider.

During 2019/20, we carried out **eight** announced Enter and View visits in the borough.

GP Extended Access

Residents regularly tell us that GP appointments are difficult to access. In 2019, we carried out **three** visits to the GP Extended Access (GPEA) Service, which has been created to make more appointments available in Lewisham.

The availability of additional GP and nurse appointments was highly valued by patients who were especially grateful to be seen on the same day.

Our key recommendations were:

- Provide patients with more information prior to their appointments.
- Training could be given to staff on how to respond to certain circumstances and ensure patients are safely and privately informed about changes of appointments or updates.
- We recommend that staff follow a uniform policy and the names of clinicians could be put on the consultation room doors with accompanying photos.

Impact

One Health Lewisham have agreed to implement the majority of our recommendations. For example, names and pictures will now be put on the doors in the service to improve identification of staff for patients.

Oakview Family Practice

We continually receive feedback that patients in Lewisham face difficulties accessing GP appointments. The “GP Patient Survey 2019” found that Oakview Family Practice is the number one rated service in Lewisham and received the highest rating for access.

Our **three** Enter and View visits allowed the opportunity to observe a service that patients rate highly for access and provide a case study to other local GP practices.

Our key recommendations were:

- Make display boards easier to navigate by categorising information and having clear headings
- Put signage on the toilet door to indicate that it has wheelchair access.
- The practice has a very useful page on its website, identifying staff who work there and displays pictures of them. We would recommend replicating this in the practice.

Impact

Oakview Family Practice thanked us for the report and informed us that the recommendations around the notice boards and disabled toilets would be actioned.

The Harbour Café

We used our powers of Enter and View to visit The Harbour, a mental health crisis café based in University Hospital Lewisham.

The purpose of our visit to the new service was based on our priorities of access and mental health.

We found the café to be a safe, therapeutic and supportive environment. Staff recognised that because the service is relatively new there is room for improvement.

Our key recommendations were:

- To raise awareness, providers should create a page on their respective websites to detail important information about the service
- Greater availability of group activities may be beneficial to service users. In particular, for people who wish their carer, friend or family member accompanies them to The Harbour
- As noted by staff, regular staff meetings are needed to help promote greater joint working. Meetings between staff across Certitude, SLAM and Lewisham and Greenwich Trust would improve the service provided

Impact

The Harbour has committed to making information available online about the service, creating easy-read welcome packs for service users with learning disabilities and improving communication between Certitude, SLAM and LGT staff teams

Fieldside Residential Care Home

Earlier this year, we used our powers of Enter and View to visit Fieldside Care Home. The CQC had rated the service as "Requires improvement" in July 2018 and we wanted to hear from residents and staff to understand what progress the home was making.

Our staff and Authorised Representatives were impressed by the service provided at the care home. We found the home to be cosy, pleasantly decorated and extremely clean. It was clear to see that residents were benefitting from a longstanding and caring staff team.

Our key recommendations were:

- Where possible, all communal information should be written in large fonts, use colour, images and be easily accessed. It should also be simplified
- Improvements could be made to the environment in Fieldside to ensure it is responsive to people living with dementia
- In all of the communal spaces observed, television or music was present. We felt it was important that a truly quiet space is available to residents, especially if they are experiencing distress

Impact

Despite sending an official reminder, Fieldside Residential Care Home have chosen not to respond to our report

Youth Board

This year we set up the Healthwatch Lewisham Youth Board to represent the voices of young people in Lewisham in relation to health and social care services. Here are some of the highlights to celebrate our one-year anniversary... ✍️



Growing our Youth Board

Why do young people need a voice?

We created a recruitment video to demonstrate why it is important for children and young people to be able to influence local health and social care services.

Partnership with NCS



Last summer we partnered with the National Citizen Service.

Together, we engaged with 200 Lewisham young people and:

- Raised awareness of the Accessible Information Standard by carrying out mystery shops at local pharmacies and opticians
- Raised £300 for The Maudsley Charity, to support young people's mental health
- Created a short film in one day to demonstrate the findings of, a study of young people's mental health knowledge and experiences



#YouthVoiceCounts



We teamed up with Love the Beat Radio Lewisham to create a new community radio show, Youth Voice Counts.

During the show, Youth Board members discussed topics that matter to them. Their most recent show focused on relationships and featured interviews with a special guest from public health and a trainee GP.

Visit www.healthwatchlewisham.co.uk to listen to their first show on Mental Health and Identity





15 Steps Challenge

We took part in a '15 Steps Challenge' at Downham Sexual Health Clinic.

The Challenge is an NHS initiative inspired by a mum who said "I can tell what kind of care my daughter is going to get within 15 steps of walking on to every new ward".

Our Youth Board was able to highlight the positives and areas the clinic may need to improve. Their recommendations will help improve the waiting area, information displayed and signage at the facility.

Reading for Wellbeing

Simi, one of our Youth Board members carried out a mystery shop at Lewisham Central Library and conducted an interview at school to find out what health resources were available for young people.

Our mystery shop engagement has been included in the latest Lewisham CYP Transformation Plan which supports improvements in children and young people's mental health and wellbeing.



Young Mayor Elections

In October 2019, a member of our Youth Board, Aaliyah Odedina, was elected the Deputy Young Mayor for Lewisham 2019-20.

She came 2nd after a hard-fought campaign which saw her amass over 1,000 votes from her peers.

We are really proud of Aaliyah and know she'll be great!

Mayor's Award for Volunteering

The Mayor's Award scheme was launched in 2017 to recognise people, community projects and businesses who volunteer in their spare time in Lewisham.

Nike Ajijola, one of our young volunteers, won the Young Person Achievement Award for her work co-producing the Healthwatch Lewisham Youth Board.

The co-production of the Youth Board has been vital to its success so far and Nike's contribution has been invaluable to ensuring young people are being heard by local services.

Young people's health

Former Deputy Young Mayor Nike Ajijola, 15, won the young person's award for her work with Healthwatch Lewisham.

I've always been interested in medicine. I already know that I want to be a doctor.

I started working with Healthwatch about a year ago. They make sure people who are accessing health and social care are getting the right support. I'm working with them to form a youth board that supports young people with their health concerns.

We have been auditing primary care services to see how accessible healthcare is to young people. We want to help young people take

their health more seriously.

I also work on a radio show called Youth Voice Counts, where we discuss issues such as insecurities, stereotypes and relationships. You can hear it at www.lovethebeatradio.com.

A big issue for young people is mental illness. People use terms about mental illness casually in conversation, which makes it harder for everyone to take the issue seriously. There is still a stigma around it all. What our mental health is like now affects us for



the rest of our lives, as it affects the way we work. Many people don't understand how important mental health is.

To find out about volunteering at Healthwatch Lewisham, visit www.healthwatchlewisham.co.uk or call 020 8690 5012.



Find out more about our Youth Board
Website: www.healthwatchlewisham.co.uk
Instagram: @hwl_youthboard



Our Youth Board rocking their new t-shirts

"The Youth Board has been a really fun experience for me because I have been able to meet new people and try new things. It has been interesting to gain a perspective into community health and how it affects me and the people I know. I have enjoyed helping young people through various projects like the 15 Steps Challenge and Youth Voice Counts radio show."

Simi

"Since joining the Youth Board I have met so many new, interesting people and gained so much more confidence. I've developed my speaking skills and learnt how to work in a team, my parents also feel as if I've come out of my shell a lot more."

Thank you for this amazing experience!!"

Meryem

What they said

Our Youth Board has worked with several organisations this year to ensure young people's voices are heard and able to influence the delivery of local services.

"I worked with the Healthwatch Youth Board between September 2019 and January 2020 around a number of projects related to sexual health. I was tasked with the role of engaging with young people around a sexual health strategy in order to shape our local action plan.

The input of the Youth Board was invaluable. For example, engaging with young people about what healthy relationships mean to them through the Youth Voice Counts radio show gave our public health team a very helpful insight into how relationships education could be better approached in schools. This information has been passed on to secondary schools via our Healthy Schools Officer who is helping schools deliver the 2021 curriculum changes to relationships and sex education.

Another project which was particularly useful was the 15 Steps Challenge in which the Youth Board visited Downham sexual health clinic and gave feedback on how the environment could be more welcoming and accessible to young people. This feedback was well-received by the clinic leads who have committed to act on some of the recommendations.

It has been a pleasure working with Sydney and the Healthwatch Youth Board; I hope our work together marks the start of a more meaningful engagement process between the public health team and young people in Lewisham."

Dr Natalie Elkheir
Public Health Specialty Registrar
Lewisham Council

"We as workers have really valued the strong, supportive and beneficial relationship with Healthwatch. It has enabled and encouraged the young people to re-visit in new ways, the concerns of the wider youth population. Particularly around physical and emotional wellbeing.

The Youth Board work has enabled the young people to be clear, sharp and effective in raising any concerns with councilors, officers, partner organisations and the wider community. Without this partnership it is clear that these interventions may not have been as effective or valuable. Thank you!"

Malcolm Ball
Advisor to Lewisham Young Mayor
Lewisham Council

Children and Young People Projects



Junior Citizens Scheme

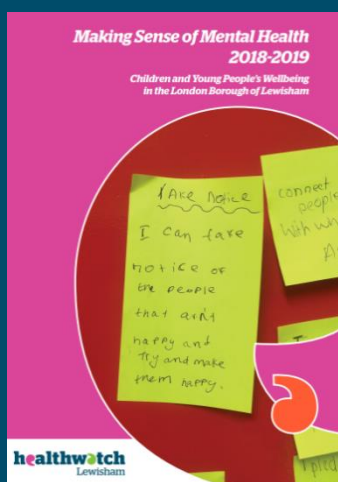
We continue to be part of the Lewisham Junior Citizens Scheme which teaches Year 6 children about different issues to support their transition to secondary school.

Over **1,200** Year 6s took part in our workshops on wellbeing. They were educated on what mental health is and how to look after their wellbeing, using the Five Ways to Wellbeing method.

Childhood Obesity Trailblazer Pilot

We supported Lewisham Council's Childhood Obesity Trailblazer bid by connecting services with BAME community leaders to give insight on beliefs on obesity, nutrition and effective messaging.

The bid was successful and Lewisham was one of five boroughs to be awarded £100,000. The funding will be used to restrict advertising of junk food and use unsold outdoor advertising space for health eating promotion campaigns.



Making Sense of Mental Health 2019

Our 'Making Sense of Mental Health' report surveyed **511** children and young people's mental health knowledge, experiences and opinions on services available to them.

We shared this report with local commissioners and providers responsible for CYP services. The findings from our report have been included in the latest Lewisham CYP Mental Health Transformation Plan.

Further impact



Mental Health Train the Trainer

We delivered a 'Teach the Trainer' workshop at the borough's Mental Health Stakeholder event on young people's mental health and wellbeing.

The workshop provided professionals with information on how to deliver a workshop to CYP on topics such as mental health and the Five Ways to Wellbeing.

We offered tips and advice including a hands-on exercise to support emotional wellbeing.

LGT Employee of the Month

We were invited to judge and select the winner of Lewisham and Greenwich NHS Trust's January Employee of the Month.

We awarded the prize to a healthcare assistant who works with cancer patients in the Macmillan Brook Outpatients Department after they received a glowing commendation from a patient.



Supporting SLaM recruitment

We supported the recruitment of a senior staff member for South London and Maudsley NHS Foundation Trust.

We were involved in an activity designed to assess shortlisted candidates for the role.

This is an example of good partnership working which will have a direct impact on shaping service provision.



LGT Sexual Health Strategy

Last year, Lambeth, Southwark and Lewisham launched a new 5-year sexual health strategy in March which included the development of a new sexual health promotion service.

We held a focus group where we engaged with local residents from African and Caribbean communities to hear their views on how they would like the service to be implemented

PLACE Visits

We were invited to be part of Patient-led assessment of the care environment (PLACE) visits to both the BMI Blackheath Hospital and University Hospital Lewisham.

By visiting the hospitals, we were able to understand how well the services are meeting the needs of their patients and identify where improvements can be made.

At Blackheath Hospital, we suggested improvements around signage and making access easier for people with learning disabilities and dementia.

At University Hospital Lewisham we highlighted a lack of privacy at the triage desk and felt the A & E department needing more rigorous cleaning.



Quality Accounts

We submitted our response to both Lewisham and Greenwich NHS Trust and SLaM NHS Foundation Trust's Annual Quality Accounts during 2019/20.

In our responses, we make sure to hold local Trusts to account in relation to their performance and quality.



Adult Social Care Survey

Every year Lewisham Council send a survey to all Lewisham residents who receive adult social care support.

The survey aims to learn more about how effectively social care services are helping people to live safely and independently in their own homes, and the impact that these services have on their quality of life.

We support residents by answering any of their questions and assist anyone who needs help filling out the Adult Social Care User survey.

LD Big Health Day

We teamed up with our Healthwatch colleagues to be part of the first ever joint Bexley, Greenwich and Lewisham Learning Disability Big Health Day. The event gave people with learning disabilities the chance to learn more about cancer and get involved in workshops, mini-health checks and dance classes.

During the Big Health Day, we spoke to over **50** people about their understanding of mental health and experiences of local services.

Read the report on
www.healthwatchlewisham.co.uk



HW Involvement Panel

We are supporting an independent, 30-month study carried out by King's College London (KCL) to explore the work of Healthwatch.

We are represented on the Healthwatch Involvement Panel which is composed of members from the network.

The Panel will enable KCL to gain a broader perspective on their findings and understanding of how Healthwatch works.

What they said

“Lewisham Speaking Up has a good relationship with Healthwatch Lewisham and they keep us up to date with any news and developments in relation to local health care services. We also work more closely together on particular projects such as consultations.

We recently collaborated by running a focus group with people with learning disabilities on the NHS 10 year plan. Staff from both organisations worked together to gather the views of people on using GP services, accessing hospital care and adopting a healthier lifestyle. The event was well attended and people with learning disability engaged well discussing their own experiences and what does and doesn't work for them.

Healthwatch staff provided accessible materials to facilitate the discussion and some useful feedback was collected. They are always friendly and approachable and we like the way that you always make the effort to make things accessible for people with learning disabilities. This includes using images and the also the way that you talk, using simple, direct language without being patronising.

We look forward to working with Healthwatch Lewisham staff in the coming year.”

Marsh Stitchman
Self Advocacy Coordinator
Lewisham Speaking Up



What they said

We have a strong working relationship with the Lewisham Clinical Commissioning Group and continue to represent local residents on many of their committees and boards.

"Healthwatch Lewisham has continued to provide NHS Lewisham CCG with vital information about the quality and delivery of healthcare services during 2019/2020. Healthwatch regularly attend our Integrated Governance Committee and bring a level of detail of patients' views and experiences that we are not able to gather in other ways.

The group's work with young people from Lewisham's BME community highlighted cultural differences in the experience of cancer particularly around perceptions and feelings of stigma that were having a profound impact on young people's lives. The work also identified a range of myths and cultural beliefs that are not shared widely in the population at large. We shared and discussed this work with our local hospital which has recently strengthened and added to its cancer services to improve engagement, information sharing and support to all those touched by these illnesses.

The CCG is grateful to Healthwatch Lewisham for its regular reports on people's experiences of access to services, particularly to primary care. The work that the group carried out to review the way general practices presented information for complainants has led to improvements for concerned patients. The regular supply of patient stories has helped the CCG understand the patient experience and human impact of its commissioning decisions over the years since the CCG was created in 2013."

Graham Hewett
Associate Director of Quality
NHS Lewisham Clinical Commissioning Group

What they said

We continue to have strong partnerships with a variety of organisations to ensure we hear the views of a wide range of different communities in Lewisham.

"Healthwatch Lewisham have always taken the time to engage with carers at our engagement forums. Healthwatch Lewisham have great knowledge on the different aspects of health services and are very professional. They take the view of carers seriously! We hope they are able to engage with us in Lewisham for the new year."

Matthew Mckenzie
Carer Consultant

"Healthwatch Lewisham has provided an excellent service to Lewisham Homes. They have supported many of our Health & Wellbeing events and their talks have always been well attended. They are always a good partner to collaborate and bring health and wellbeing closer to our employees."

Lucia Perez-Gonzalez
People Services Graduate
Lewisham Homes

"As the Involvement Lead for SLAM adult mental health services in Lewisham it is very helpful to me to work with Healthwatch Lewisham. We have benefited from receiving feedback on our own work. For example, I co-produced a summary of service user priorities around service redesign and was able to receive guidance from Healthwatch based on their local knowledge.

Officers from Healthwatch have linked in with our service user and carer advisory group to provide information and seek feedback. For example Marzena visited the group in late 2019 to share the NHS Long Term Plan report and to answer questions about how Healthwatch works and how it is able to influence service provision locally and across south London."

Jane Lyons
Involvement Lead for Croydon and Lewisham Adult Mental Health Services
South London and Maudsley NHS Foundation Trust

Long Term Plan

#WhatWouldYouDo

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the ‘Long Term Plan’ in January 2019, setting out its’ key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Over **250** residents, patients, carers and their families shared their views as part of the “What Would You Do?” surveys that ran from March to June to encourage people in Lewisham to explain what matters most to them.

Question	Answer
What is most important to you to help you live a healthy life?	Access to the help and treatment I need when I want it
What's most important to you to be able to manage and choose the support you need?	Choosing the right treatment is a joint decision between me and the relevant health and care professional
What is the most important to you to help you keep your independence and stay healthy as you get older?	I want to be able to stay in my own home for as long as it is safe to do so
What is most important to you when interacting with the NHS?	I can talk to my doctor or other health care professional wherever I am

As well as hearing the views of Lewisham residents, we were responsible for co-ordinating the engagement for the whole of south east London.

We shared our findings with Our Healthier South East London to help influence the local plan for the region.

Your feedback had the following impact on the local plan for south east London:



Digital Consultations

Some residents told us they would like to have the option of video consultations with their GP and, under our Digital First programme, there will now be a video consultation offer in each GP practice by April 2021.



Cancer Screening

South East London Cancer Alliance amended its draft plan to include targeted work and education to support public understanding of screening programmes.



Access to mental health services

The mental health programme has further outlined plans to continue increasing timely access to IAPT services.



Equalities

The Healthwatch engagement report was used as an information source in OHSEL undertaking an equality impact assessment against their response to the NHS Long Term Plan.

What they said

“Through Healthwatch reports the services get to hear from a wide range of service users and families. For example, the Healthwatch report on local views about the NHS Long Term Plan was shared with SLaM colleagues planning the redesign of community services in the borough to highlight local priorities. Timely access to services was a high priority identified in the report and is now a central part of the SLaM proposals, with a goal to respond to request for services within 24 hours and to provide a first assessment within two weeks.”

Jane Lyons

**Involvement Lead for Croydon and Lewisham Adult Mental Health Services
South London and Maudsley NHS Foundation Trust**



Visit www.healthwatchlewisham.co.uk to read the full report

Helping you find the answers

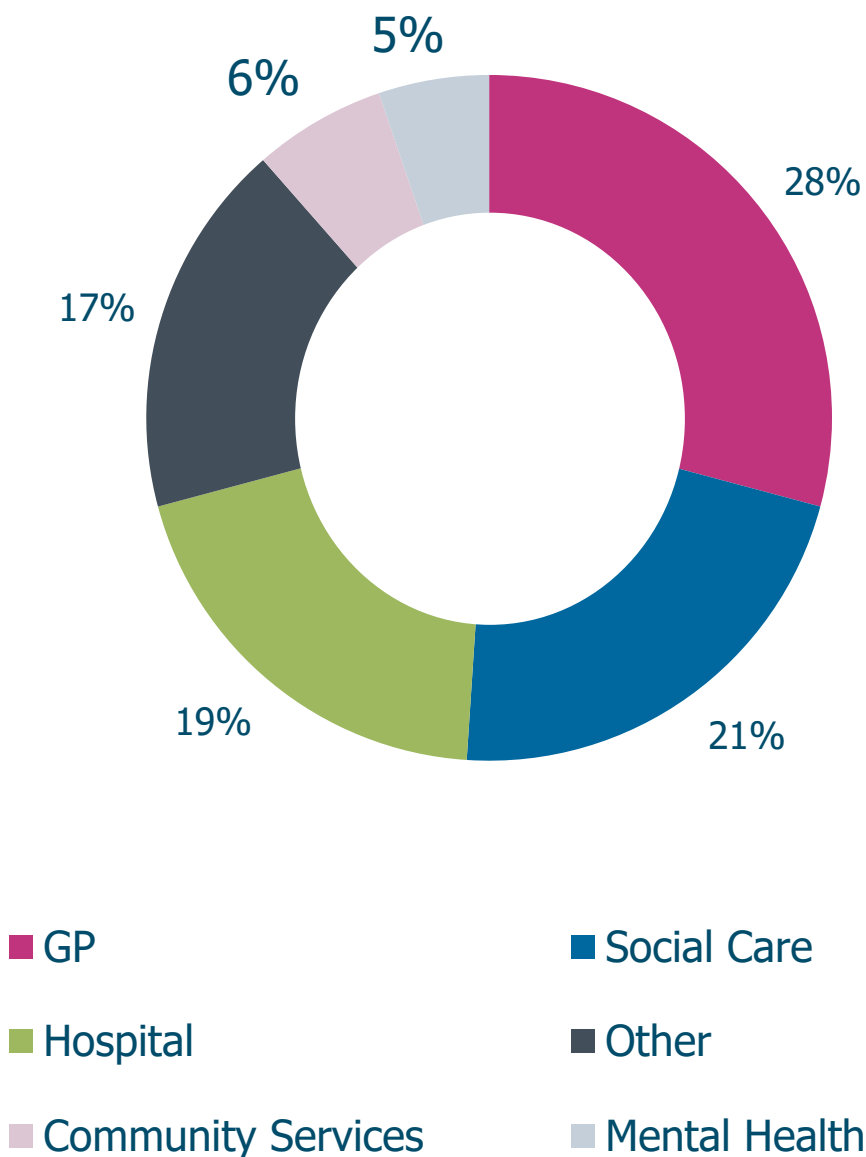


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped **108** people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about.



Examples of signposting enquiries

Enquiry:

Ms B has a history of developing sebaceous cysts on her scalp which have been removed on the NHS.

Last year, her GP explained that the treatment is no longer available on the NHS and she will need private treatment to get the cyst removed.

Outcome:

We suggested she should book a consultation with her GP, as the cyst had grown significantly since the last consultation.

We also provided the SEL Treatment Access Policy with the criteria for why a benign skin lesion could be removed.

Enquiry:

Lewisham Migrants and Refugee Forum were concerned that several of their members were being refused access to Primary Care services because of their immigration status.

Response:

We provided the organisation with the "My Right to Healthcare Card" which explains that everyone has the right to register and use all services in a GP practice regardless of their immigration status.

We raised this issue with Lewisham CCG.

Enquiry:

Ms B contacted our service exasperated at being unable to contact the Gastroenterology department at Lewisham Hospital.

Her daughter is severely disabled and requires specific medicine to manage her sodium levels. The daughter needed a new prescription; however, their regular doctor was away, and their secretary had not actioned the request. The mother was worried about the negative effect the lack of medicine would have on her daughter's health.

Despite trying to organise a prescription for over two weeks, nothing has happened. At this point, the mother rang us for help because she didn't know what else to do and had run out of options.

Outcome:

We explained that in most cases GP practices will ask for a birth certificate when registering a baby.

However, if the baby isn't registered but needs to see a doctor, they can receive emergency treatment from any GP surgery.

We provided information from NHS England which outlined the services and support available for parents.

Lewisham Independent Health Complaints Service

Our organisation continues to provide the Lewisham Independent Health Complaints Advocacy Service. We have supported 177 new clients and helped a total of 211 residents in making a complaint about an NHS service in 2019/20.

Analysis of our advocacy cases enables us to understand the key issues which are causing people to register an official complaint. From speaking with clients, we recognised the following issues for Lewisham residents during the last year.



Early discharge from hospital



Difficulties with NHS Continuing Healthcare funding



Some residents wanted to challenge their sectioning under the Mental Health Act



Access to patient records

Making a difference in the community

A Matter of Privacy

In early 2020, our advocacy service contacted University Hospital Lewisham after receiving a number of complaints that patients were having blood samples taken in the waiting room at the Accident and Emergency Department.

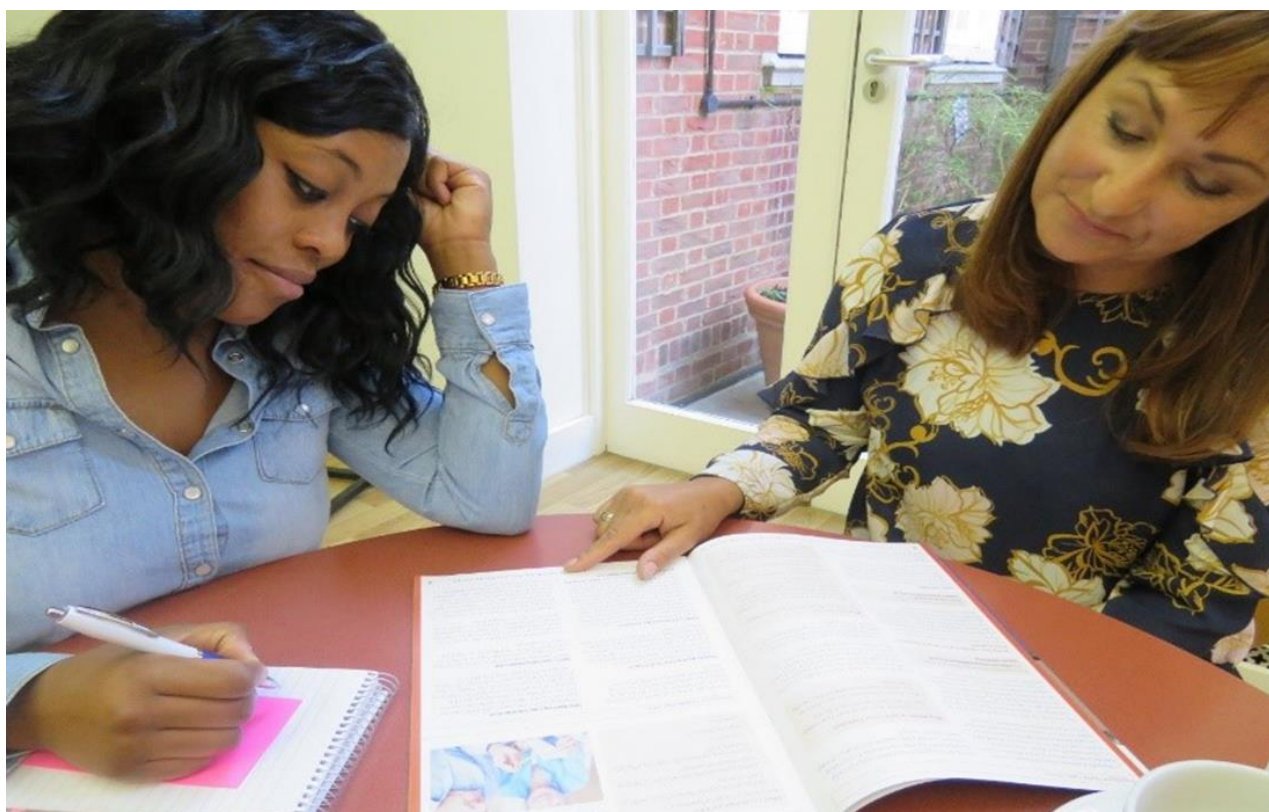
This practice was really unpopular because patients felt their privacy was being invaded.

We decided to draw this to the attention of the service provider separate from a complaint.

After raising the issue with Lewisham and Greenwich NHS Trust, they informed us that our intelligence had supported their business plan to convert a linen room into an appropriate space for blood tests which has now been approved.

Patients will now have a dedicated space which will not encroach on their privacy.

*"Thank you very much, I truly appreciate your help and what you are managing to achieve, not just for me but for other patients."
(Lewisham resident)*



Feature Case Study



Problem

Mr M had been receiving renal dialysis as an out-patient at a local hospital for 13 years because he was unsuitable for a renal transplant. He contacted our advocacy service because he sometimes found that he was not receiving the full amount of time on the dialysis machines, as the nurses were very busy.

As he knew a considerable amount about his life-threatening condition, he was very anxious about this practice. He was also concerned that new patients did not appreciate how damaging this practice could be to their health.

Actions

Many patients with long standing conditions can be very challenging to care for, the Advocate was mindful that a complaint should not compromise Mr M's relationship with the dialysis staff. When drafting the complaint, they ensured that the letter acknowledged the care that Mr M had received and acknowledged that the service was clearly understaffed. The client letter requested that the complaint be used as a tool to lobby for increased funding for the service.

Outcome

The provider letter displayed a very thorough investigation into the service. The investigation showed that there were many issues with the service and that delays in transport meant that if Mr M was late for his therapy slot, then sometimes his treatment had to be cut short.

In response to the complaint, special measures were introduced to care for Mr M. There was also an acknowledgement that the complaint had been used to successfully obtain increased funding and as a direct result, extra nursing staff would be recruited.

Feature Case Study



Problem

Ms A was a vulnerable client who had previously been assisted by one of our advocates in gaining access to treatment by a specialist unit at SLaM. However, she was now having issues accessing transport to her appointments.

As our client lived in Lewisham, she was out of borough for SLaM and was advised to travel by taxi and reclaim the cost. As she was also restricted in her mobility, a taxi was totally unsuitable, and she required an ambulance. Her first appointment was cancelled as no one knew how to arrange an ambulance and she was returned to the waiting list. Ms A sought our assistance as she was desperate to begin treatment.

Actions

The client wished to complain that the NHS had not provided her with transport. An advocate raised this complaint with the service provider who quoted regulations from the NHS website by telling us that "Patient Transport Services may not be available in all area; you will need to speak to your GP or the healthcare professional who referred you to hospital."

Ms A had already approached her GP who was unhelpful. The advocate felt that there should be a clear pathway for a client with both mental health and physical disabilities to access out-of-borough transport, as the two categories of illness were not mutually exclusive. The advocate approached a number of organisations to clarify this issue.

Outcome

Eventually, the advocate contacted the Senior Joint Commissioning Manager for Adult Mental Health at the Lewisham CCG. They were able to clarify that the GP should organise and pay for the transport and then be able to reclaim the payment from the CCG. The Commissioner was happy to be the point of contact to facilitate this issue for the client. The GP is now acting upon this information.

Volunteers



Volunteer contribution



31

residents supported us



£13,714

was the monetary value of our
volunteers



960

hours volunteered



123

working days given

Volunteer Spotlight

We caught up with one of our fantastic volunteers to show how they are making a difference

Kate

Q: What is your volunteer role at HW?

A: Data Input Volunteer

Q: What does your role involve?

A: Mainly helping the organisation by uploading the comments collected by staff and volunteers at hubs into the Feedback Centre. But I am always open to getting involved with any admin task.



Q: Why did you choose to volunteer for HW?

A: It's a small local charity where I felt my small contribution would make the biggest difference

Q: What has been your favourite moment at HW?

A: It has been lovely being made so welcome and feeling part of the organisation despite only being a part-time volunteer.

Q: What has been your best personal achievement whilst volunteering?

A: It's been great having a regular "job" to go to which has given me structure whilst not in work – I am pleased I've kept at it



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Lewisham

Website: www.healthwatchlewisham.co.uk

Telephone: 020 3886 0196

Email: info@healthwatchlewisham.co.uk

Volunteer Recognition

Our volunteers are an incredibly important part of our organisation and we feel that it is just as important to make sure they understand how much we appreciate them.

We gave out some well-deserved awards to volunteers who made outstanding contributions in 2019. Find out more about the winners below!



Alessandra

Alessandra established a new partnership that allowed us to hear the views of Spanish speaking residents, a seldom heard community in Lewisham. She volunteered her time at the weekend and linked us with another Spanish speaker, who now volunteers for Healthwatch.

Thank you Alessandra!



Alex

Alex is an irreplaceable part of the Healthwatch family. Come rain or shine, Alex will be listening to the views of patients across the borough. He uses his encyclopedic knowledge to signpost patients to the right information and support. He organises Hubs and his sense of humour brightens our days.

Thank you Alex!



Kate

Kate provides support in vital tasks that others might not find exciting (data entry). Those tasks are vital for our organisation and intelligence gathering process. Kate shows amazing attention to detail, is always cheerful and easy to talk to and work with. Thank you Kate!



Taiwo

Taiwo has shown true commitment by volunteering an amazing 361 hours in 2019 to help residents get their voices heard through the advocacy service. She is caring, listens to residents and best of all, always has a smile on her face. We hope her hard work will contribute to furthering her career. Thank you Taiwo!

What they said

As a volunteer interested in the provision of health services, hearing people's views on the local health and social care services gave me the possibility to connect further with my local community and play a role in guiding and signposting people when necessary, which was very rewarding and interesting.

One of the highlights for me was to engage with the Spanish speaking community which was one of the seldom heard ethnic groups--one of which I am also a part of!

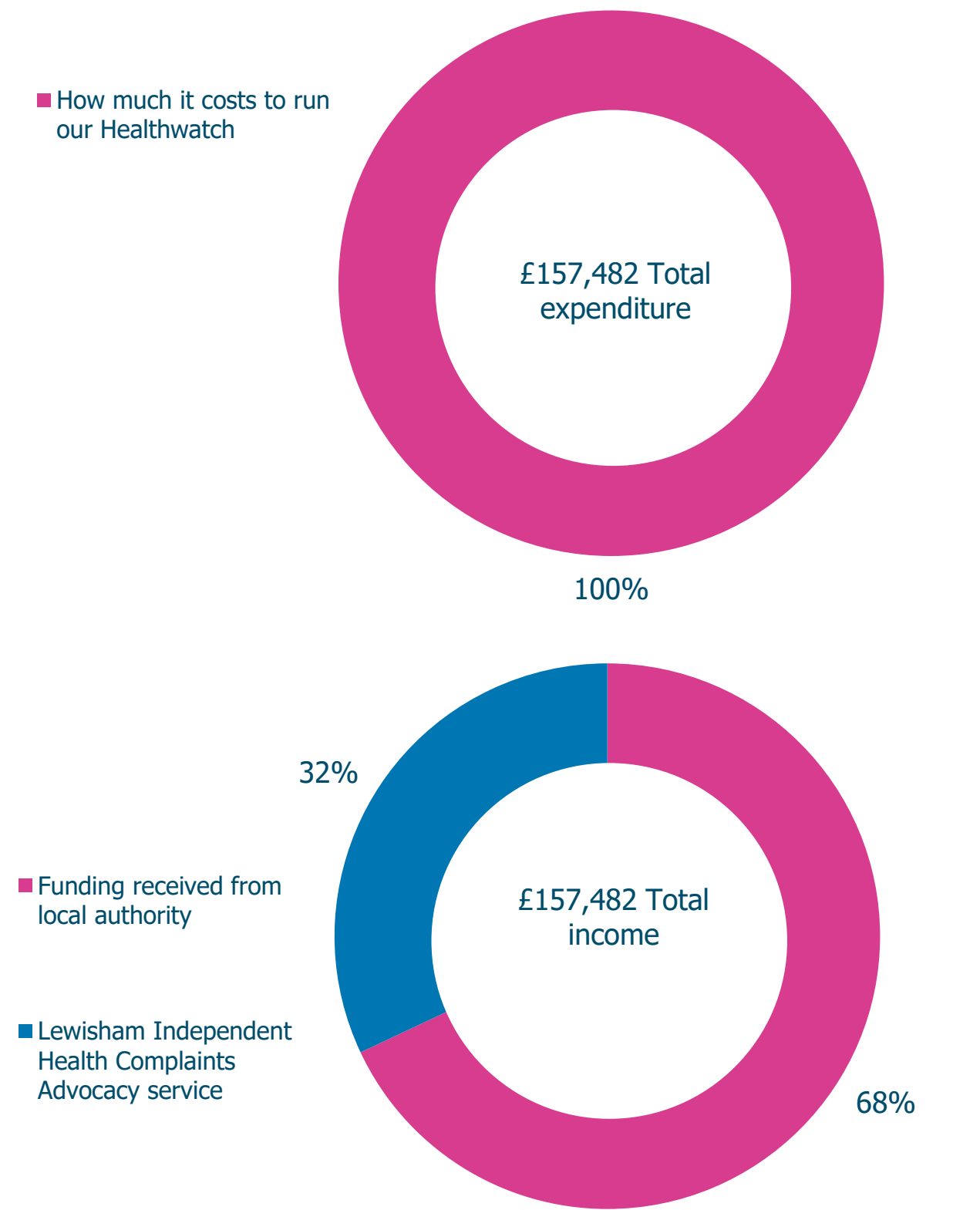
It felt really lovely to be able to use my mother tongue to contribute to improving the services for people who deal with language and cultural barriers to access health and social care. I would definitely recommend it to people who are interested in connecting with their community and meeting interesting people!

Alessandra

Finances



We are funded by our local authority under the Health and Social Care Act (2012). At the time of writing, the Community Waves financial accounts for 2019/20 are still to be published. Full details will be released upon availability.



Our plans for next year



Having influence in a changing landscape

From the 1st April, the six Clinical Commissioning Groups (CCGs) in South East London, who are responsible for planning and buying our healthcare services and making sure that we have good provision of care, all merged to form a new CCG at the regional level.

This new joint CCG covering Bexley, Bromley, Greenwich, Lambeth, Lewisham and Southwark is called South East London CCG (<http://www.selondonccg.nhs.uk>).

Healthwatch Lewisham along with the other five Healthwatch in south east London (Bexley, Bromley, Greenwich, Lambeth and Southwark from day one wanted to make sure that what people are telling us is part of the new planning, monitoring and commissioning of services.

To support us we appointed Folake Segun as Director, South East London Healthwatch. Folake began on 1st April and is working with the SEL HW.



Folake Segun, SEL Healthwatch Director

We are going through unprecedented times, with rapid changes rolled out across health and social care. During the lockdown period and over the next few months and years, you may have to use services differently. Your feedback is as important as ever to get things right.

Please do get in touch with us and encourage your friends and family to share their experience too – so that we can make care better for borough residents and everyone in south east London.



Get in touch

Website: www.healthwatchlewisham.co.uk
Twitter: @HWLewisham
Instagram: @HWLewisham
Phone: 020 3886 0196
Email: info@healthwatchlewisham.co.uk

Change in service provider

From the 1st April 2020, Your Voice in Health and Social Care (YVHSC) will be the new providers of Healthwatch Lewisham.

Healthwatch Lewisham will be providing reduced community engagement services due to COVID-19. However the service is running virtual community engagement sessions and will offer signposting, information and guidance during this time.

For further information about the future of Healthwatch Lewisham, please contact YVHSC:

Website: <https://www.yvhsc.org.uk/>

Phone: 020 3886 0839

HOW TO CONTACT HEALTHWATCH LEWISHAM

Phone: 0203 886 0196

Email: info@healthwatchlewisham.co.uk

Website: www.healthwatchlewisham.co.uk

Twitter: @HWLewisham

Facebook: @HWLewisham

Instagram: [healthwatch_lewisham](https://www.instagram.com/healthwatch_lewisham)

Address: Healthwatch Lewisham, Waldram Place, Forest Hill, London, SE23 2LB

Goodbye from Community Waves

Community Waves became responsible for delivering Healthwatch Lewisham in April 2015, and since then, have always provided a high-quality service which enabled our residents the opportunity to have their voice heard and get involved with the local health and social care conversation.

Our magnificent staff team have worked diligently to develop reports with clear, concise and accessible findings that have influenced services and policy change. Representation from our Committee members at key local meetings created a platform for sharing patient and public insight which informed the process of strategic commissioning in the borough.

From 1st April 2020, we will no longer be responsible for delivering the Healthwatch in Lewisham contract; the new provider will be Your Voice in Health and Social Care.

We would like to express gratitude to all stakeholders that worked with us over the years to ensure that the patient voice was influential and integral in the design of future services. We will also take this opportunity to once again thank our volunteers whose dedication and support allowed us to commit to a wide range of different projects. Every minute given to our organisation will always be appreciated.

Community Waves would again like to thank everyone who has shared an experience, attended an event or completed a survey over the last five years. Your involvement, no matter how small, allowed us and local services to understand the issues that mattered most to our local population.

Healthwatch Lewisham will have an increasingly important role to play in an ever-changing health and care landscape with the merging of local clinical commissioning groups (CCG) and services responding to the unprecedented outbreak of COVID-19. We ask that you continue to share your experiences in what will be a challenging time for our community.

Community Waves Staff and Trustees



We will be making this annual report publicly available on 30th June 2020 by publishing it on our website and sharing it with Healthwatch England, Care Quality Commission, 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 need this report in an alternative format please contact us.

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