



Healthier Communities Select Committee

Report title: Production of a Lewisham Health Care and Wellbeing Charter

Date: 21 June 2022

Key decision: No.

Class: Part 1

Ward(s) affected: All

Contributors: Assistant Chief Executive (Scrutiny Manager)

Outline and recommendations

The purpose of this paper is to engage with members of the Healthier Communities Select Committee on their experiences and views to inform the development of a new Lewisham Health Care and Wellbeing Charter.

- Members of the Healthier Communities Select Committee are invited to share their initial thoughts and views on what should be included in a Lewisham Health Care and Wellbeing Charter and to note the proposed steps for its development.

1. Summary

- 1.1. The purpose of this paper is to engage with members of the Healthier Communities Select Committee on their experiences and views to inform the development of a new Lewisham Health Care and Wellbeing Charter.

2. Recommendations

- 2.1. Members of the Healthier Communities Select Committee are invited to share their initial thoughts and views on what should be included in a Lewisham Health Care and Wellbeing Charter and to note the proposed steps for its development.

3. Policy Context

- 3.1. The Council's *Corporate Strategy 2018-2022* outlines the Council's vision to deliver for residents over the next four years and includes the following priority relevant to this item:
 1. ***Delivering and defending: health, social care and support*** - Ensuring everyone receives the health, mental health, social care and support services they need.

4. Background

- 4.1. In Lewisham, the Mayor and Councillors have committed to achieving the Manifesto pledge to:

Help make it easier to book GP and health appointments in Lewisham. We will work with our local hospital, primary and community care partners and communities to co-produce a Lewisham Health Care and Wellbeing Charter with shared expectations for good, equitable and timely access to health services.

- 4.2. The Charter will provide a set of shared values and principles to improve health and wellbeing outcomes and experiences of residents, patients and service users.

5. Proposed next steps

- 5.1. Lewisham's Health and Wellbeing Charter will be co-designed and co-produced through a series of community and stakeholder workshops and discussions.
- 5.2. The areas for engagement and discussion on what the Charter should include will be based around the following community based care themes:
- 5.3. **Proactive and Preventative** – By creating an environment which promotes health and wellbeing, making it easy for people to find the information and advice they need on the support, activities, opportunities available to maintain their own health and wellbeing and to manage their health and care more effectively;
- 5.4. **Accessible** – By improving delivery and timely access when needed to planned and urgent health and care services in the right setting in the community, which meet the needs of our diverse population and address inequalities. This includes raising awareness of the range of health and care services available and increasing children's access to community health services and early intervention support.
- 5.5. **Co-ordinated** – So that people receive personalised health and care services which are coordinated around them, delivered closer to home, and which integrate physical and mental health and care services, helping them to live independently for as long as possible.
- 5.6. Lewisham's Health and Wellbeing Board will be responsible for the production of the

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Charter. The Health and Wellbeing Board will be supported in this work by the local care partnership's health and care communication and engagement group.

- 5.1. The leaders of the Lewisham Local Care Partnership (LCP) have made the commitment that their approach to citizen and community engagement will
 - Support citizens and communities to exercise power by creating the conditions where all individuals can contribute equally
 - Build trust through purposeful and consistent efforts to foster relationships and act on feedback received
 - Provide people with opportunities to participate by focusing on reducing current barriers (including around language, resources and cultures) to engagement
 - Work together to achieve more with what we have recognising limits on the funding, time and capacity available
- 5.2. The Charter will seek to address the feedback that has been obtained by Healthwatch and other existing surveys on access and provision of services.
- 5.3. The Health and Wellbeing Board will seek to ensure that stakeholders commit to its values and principles to drive innovation and change.

6. Financial implications

- 6.1. There are no direct financial implications arising from the implementation of the recommendations in this report.

7. Legal implications

- 7.1. There are no direct legal implications arising from the implementation of the recommendations in this report.

8. Equalities implications

- 8.1. Equality Act 2010 brought together all previous equality legislation in England, Scotland and Wales. The Act included a new public sector equality duty, replacing the separate duties relating to race, disability and gender equality. The duty came into force on 6 April 2011. It covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 8.2. The Council must, in the exercise of its functions, have due regard to the need to:
 - eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
 - advance equality of opportunity between people who share a protected characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.

9. Climate change and environmental implications

- 9.1. There are no direct climate change or environmental implications arising from the implementation of the recommendations in this report.

10. Crime and disorder implications

- 10.1. There are no direct crime and disorder implications arising from the implementation of the recommendations in this report.

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11. Health and wellbeing implications

- 11.1. There are no direct health and wellbeing implications arising from the implementation of the recommendations in this report.

12. Report contact

- 12.1. Sarah Wainer, Director of System Transformation, Lewisham Health and Care Partners, sarah.wainer@nhs.net
- 12.2. John Bardens, Scrutiny Manager, john.bardens@lewisham.gov.uk 020 8314 9976

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