

Charter for Health, Care & Wellbeing Services in Lewisham

What is the charter?

It describes the expectations of Lewisham people for the provision of health, care and wellbeing services in the borough. These services may be provided in the NHS, in social care or by voluntary and charity organisations.

The charter also describes the responsibilities that citizens have identified for supporting those services and for their own health and wellbeing.

This is what we have heard is important

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**

Service planners and providers must be open about what can be provided with the resources and capacity that is available.

There must be **accountability for the quality and delivery** of services to clear and specific standards.

Access is paramount. Services should be located so that people are able to easily get to them taking into travel and transport.

Information or access to services should **not depend on people having digital technology**

To minimise anxiety from waiting, **appointments should be provided promptly.**

All information that is provided to people must be **easily understood**, including on appointments, services or treatments.

Privacy and confidentiality must be respected; personal information should not be shared inappropriately with other people, services or agencies.

Services should **consider the whole person** and give them the opportunity to contribute to their own treatment plans. There should be scope for **self-referral** to services.

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

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

There must be opportunities 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.

For the benefit of the whole community, people have a responsibility to support the NHS and other vital health and care services by **using the right service and keeping appointments.**