

Healthwatch Lewisham



Annual Report

2014/15



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Introduction

Welcome to the second Annual Report from Healthwatch Lewisham.

This year our community engagement team worked on several priority themes, identified by local people, to enable our local voice to shape local services. These included enablement, mental health services, integrated care, and access to primary care. Within these themes our team has engaged with a wide range of people in the community, including older people, young people and families, and those communities whose voice is less well heard.

We have engaged with older people to better understand their experience of health and social care provision. We have gathered views and experiences of health and social care services for children and young people by working closely with other local organisations including local Children's Centres. Our Enter and View activities have been vital to understanding the experiences of people whose voice is not so well heard. This year these activities focused on mental health and those with learning disabilities.

Healthwatch Lewisham takes a committed partnership and collaborative approach. We have engaged with the wider community and voluntary sector throughout the year at the Health and Social Care Forum where we facilitated discussions and gathered feedback on services relating to our priorities.

Healthwatch Lewisham has continued to develop links with the Lewisham Connections project, and is a member of the Lewisham Connections Steering Group. We have been an active partner in Lewisham's bid for the Fulfilling Lives: HeadStart Programme, a Big Lottery funded partnership initiative to improve the mental health and resilience of young people aged 10 - 14 years in the borough.

Healthwatch Lewisham is proud to be a national award winner for our collaborative working. The Lewisham team and volunteers, along with five other south London Healthwatches, won the award for Outstanding Collaborative Project at the national Healthwatch Network Awards of Achievement 2014.

In this time of rapid change in health and social care, the role of Healthwatch is ever more important to ensure that the experiences and views of local people are at the heart of local decision making. Healthwatch Lewisham will continue work to strengthen local engagement and build a strong and supportive local Healthwatch network during the coming year.

We hope you enjoy reading the outcomes and achievements of Healthwatch Lewisham, and look forward to your continuing support.



About Healthwatch

We are here to make health and social care better for ordinary people and believe that the best way to do this is by designing local services around their needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our mission

Healthwatch Lewisham will enable people, communities and organisations in Lewisham to have a say and influence the planning, commissioning and delivery of health and social care services to improve the health and wellbeing of patients, public and service users.

Aims and Objectives

Our aims and objectives are to:

- Gather views and understand the experiences of people who use services, carers and the wider community.
- Make people's views known.
- Promote and support the involvement of people in the commissioning and provision of local care services and how they are scrutinised.
- Recommend investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
- Provide advice and information about access to services and support for making informed choices.
- Make the views and experiences of people known to Healthwatch England and providing a steer to help it carry out its role as national champion.

Our priorities

Our strategic priorities were established through engagement events with members. These priorities are outlined here.

Enablement

Focusing mainly on fit older people who do not meet Fair Access to Care Services assessment criteria.

Mental health services

To promote the development of prevention services; to make sure that mental health services across the borough take service user and carer feedback into account.

Integrated care

People with complex health and social care needs are supported to live at home and receive integrated care and support from multi-agency teams working closely with their GP.

Access to primary care

To improve access resulting in better health outcomes for local people including carers, young carers and older people who do not have English as their first language, to promote people to be able to manage effectively their own conditions at home.

Our values

Our values at Healthwatch Lewisham are:

- Equality & Diversity
- Inclusion
- Public engagement & participation
- Transparency
- Accountability
- Effectively representing the voices of patients, service users and residents of Lewisham



Engaging with people who use health and social care services

Understanding people's experiences

Lewisham is a diverse borough and our community engagement is targeted to meet the needs of local people. A range of steps were taken to get views of people's needs and experiences of health and social care services, including seldom heard voices. These are outlined below.

Young people

One in four Lewisham residents is under 19 years old. So it is vitally important that children and young people have a say in how local services are run. Healthwatch Lewisham has been finding innovative ways to engage with young people and we now have a dedicated children and young people's area of our website.

Last year Healthwatch was elected on to the Children and Young People's Forum steering group. A number of presentations were made last year to this forum.

We currently have young people who are Healthwatch Youth Champions and Healthwatch Lewisham supported the HeadStart bid which could potentially bring up to £10 million to Lewisham from 2016 to 2020. Healthwatch Lewisham is a key partner in the bid and has been involved in its development since the initial stages of the planning process.

We also worked closely with other local organisations to provide drop-in sessions

to gather views and experiences of health and social care services for children and young people at Kaleidoscope - Lewisham Centre for Children & Young People. The reports from this engagement are available on our website.

“The Healthwatch workshop was really interactive, we were really impressed.”

Lewisham resident

Older people

Older people's views of services are key to helping us understand what works and does not work in health and social care provision.

Throughout the year we worked with pensioners groups and in October Healthwatch Lewisham held an intergenerational event for residents at a sheltered housing scheme to mark Older People's Day. The idea for the event emerged after Healthwatch Lewisham trained six young people earlier in the year to become Enter and View champions.

Our Youth Champions wrote a set of recommendations to improve the wellbeing of older people. As a result, we organised an intergenerational event with the Young Mayor's Team.



Seldom heard and other disadvantaged groups

Healthwatch Lewisham worked closely with Black and Minority Ethnic (BME) groups, including a Vietnamese group and a Turkish elders group around accessing primary care. Elsewhere we visited homeless services, older people's groups and residential homes to find out what works and what does not work in primary care. A report was published outlining these findings.

"I felt empowered giving my views as a carer."

Lewisham resident

Steps were taken to establish views of those from outside the borough. Healthwatch Lewisham engaged with students from Goldsmiths University at their annual Freshers' Fair where we encouraged students to become members and to volunteer with the organisation. Many of these students lived outside the borough of Lewisham. We provided information about local health services and encouraged students to register with a local GP to avoid unnecessary visits to the Accident and Emergency service.

"I am very impressed and extremely happy with the report."

Lyla, Tryangle Project

Healthwatch Lewisham worked with service users and individuals from a range of communities - ensuring that the views of seldom heard groups were heard. For instance we worked with Lewisham Speaking Up, a learning disability

advocacy organisation in obtaining their views of services.

We also worked with the Whitefoot and Downham Food Project ensuring that marginalised individuals using this service had their views heard. We attended a number of Lesbian, Gay, Bisexual and Transgender events to promote awareness of how their members can feedback or raise concerns about health and care services.

One of Healthwatch Lewisham's main priorities is mental health and we were involved in planning last year's annual voluntary sector Mental Health Conference. Over 100 service users, carers and professionals attended this event and we ran a well-received workshop about how to best involve Healthwatch in improving local mental health services.

At our annual event in December we engaged with over 100 people, reaching many seldom heard groups of people.

Enter and View

As an independent consumer champion of health and social care, Healthwatch Lewisham is able to visit local health and social care services.

Under the Health and Social Care Act 2012, Healthwatch can carry out Enter and View visits to any publicly funded health and social care provider.

Enter and View visits are carried out by trained Healthwatch staff and volunteers. As well as speaking to people using the service, Healthwatch observe how the service is delivered and the general environment in which it takes place.

Healthwatch Lewisham carefully plan Enter and View visits with a clear purpose in mind to help improve health and social care services.



Priorities for Enter and View work during the year were determined through our community engagement work, and this year focused on learning disability services and on mental health services.

Healthwatch conducted Enter and View visits to three registered care services and two local day centres, and undertook several Enter and View visits to the Ladywell Unit. The Ladywell is a mental health unit based at University Hospital in Lewisham.

For more details about our work with Ladywell, see the Impact Stories below.



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Information

Throughout the year Healthwatch Lewisham was present at various events and locations around the borough, including local assemblies, public events, health and social care settings. This work helped promote our priority work areas of access to primary care, mental health, enablement and integrated care.

Healthwatch Lewisham has over 900 followers on Twitter

As well as printed materials, we make full use of our website and other social media facilities. 1743 people subscribe to our monthly email bulletin Upbeat, and we have 926 Twitter followers. Healthwatch articles were published in the Voluntary Action Lewisham email bulletin and their newsletter, along with articles in other local publications.

The Healthwatch website is updated weekly with health and social care news and resources. In addition, there is now a dedicated children and young people's area of our website.

“I used Healthwatch and had a fantastic outcome for my daughter who has learning difficulties. It totally changed the outcome thanks to your involvement.”

Lewisham resident

Throughout the year we continued to ensure that our leaflets were available throughout the borough at local libraries, GP practices, shops and public venues.





Signposting

Throughout the year, Healthwatch Lewisham disseminated a range of information about local services and helped members of the public navigate the health and social care system.

The team responded to signposting requests from the information telephone line and email. The most common queries continued to be about access to primary care, mainly GP access.

“Healthwatch does signpost to the right place really quickly.”

Lewisham resident

Enquiries were often addressed in just a few minutes. However, some were serious issues that required research to find the right organisation to signpost to.

For this reason we have developed a list of useful contacts for common requests which is added to regularly by the team.

The list includes details of where to signpost to such as Patient Advice and

Liaison Service, NHS England, Lewisham Council Social Care Complaints, Social Care Information Team, Voice Ability’s advocacy service, etc.

Using our extensive database we are able to signpost people to relevant local services such as Lewisham Connections and the Diabetes Support Group, as well as national bodies such as the National Child Birth Trust.





Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch Lewisham produced a number of reports, all of which are available on our website. This section outlines some of this work.

District Nursing report

Following concerns about the quality of district nursing services, Healthwatch conducted interviews with the recipients of district nursing services.

Healthwatch attended monthly district nursing stakeholder meetings to present reports of service user feedback on how to improve the service.

The Healthwatch District Nursing report was included in an audit review of district nursing services. The service user feedback was accepted by the service and the recommendations are currently being implemented.

Enter and View reports

Healthwatch carried out a number of Enter and View visits over the year. Reports from this work can be accessed on our website, and our work with the Ladywell Unit is profiled below in the Impact Stories section.

Unsafe Discharge report

Healthwatch Lewisham was part of a national investigation into what happens when people are sent home from hospital without the right support in place.

We wanted to get a deeper understanding of what happens to people who experience 'unsafe discharge' from hospital or care settings. We were particularly concerned about the impact that unsafe discharge can have on people who are already vulnerable.

Our work focused on vulnerable groups such as older people and people with mental health problems.

In this inquiry we spoke to over 200 people in Lewisham about their experiences of returning home from hospital. The report included recommendations to improve the discharge process and this was shared with Healthwatch England in July.

Primary care report

Feedback at our public events highlighted that patients have significant difficulties when trying to access primary care. Healthwatch decided to carry out further engagement activity with over 450 individuals and 20 community groups to find out what mattered and what difficulties they had accessing primary care services.

Many of those participating praised their GP, although we heard over 200 examples of people having difficulties when



accessing their GP. Issues were mainly around appointment making and advance appointments.

Issues raised included the quality of their GP appointments, misdiagnosis, not being listened to, language barriers and not being referred onto other services. People felt that there was often an inconsistency between general practice and also an inconsistency between other health and social care providers. A key topic was the lack of communication between health and social care services.

Our public engagement events helped influence Lewisham Clinical Commissioning Group's Primary Care Development Strategy. This strategy was influenced by findings about the extent to which local people were unaware of how to access GP out of hours services.

Healthwatch Lewisham worked closely with the Lewisham Clinical Commissioning Group in the compilation of their report delivered to Lewisham Council's Healthier Communities Select Committee in January.

Putting local people at the heart of improving services

Health and Wellbeing Board

Healthwatch Lewisham has a seat on the Health and Wellbeing Board. Our chair attends this board and is able to raise concerns and highlight issues on behalf of Healthwatch Lewisham and its members.

Healthwatch Lewisham staff and subcommittee help support the chair in this role by discussing issues ahead of these board meetings. This ensures that our representative on the board is well informed of the issues and is therefore able to effectively articulate any concerns.

Healthwatch Lewisham staff also presented last year's annual report to Health and Wellbeing Board in July. This was well received by the board, who were supportive of the work of Healthwatch Lewisham. Minutes from board meetings are available on the council's website.

Healthwatch staff also attended the Joint Public Engagement Group, the subgroup of the Health and Wellbeing Board that meets specifically to incorporate the views of the public into health and social care strategy.

Working with others to improve local services

Healthwatch has a representative on the governing body of the Lewisham Clinical Commissioning Group and its subgroup the Public Engagement Group. These representatives are lay members of the Healthwatch Lewisham subcommittee.

Through these meetings Healthwatch is able to ensure that the views of its members and the public are incorporated into the commissioning of health services in the borough.

Healthwatch Lewisham facilitated two events on the future commissioning of integrated services. The aim of these events was to gather views on Lewisham Clinical Commissioning Group and Lewisham Council's Joint Commissioning Intentions for Integrated Care 2015-17. Over 40 people attended the events, feeding into the joint commissioning intentions relating to integrated care in the borough. These views were taken on board in the commissioning of health and social care services for Lewisham.

We have good relationships with commissioners and providers and have had excellent responses to our requests for information. All our requests for



information from commissioners and providers were responded to.

We continued to engage with the wider community and voluntary sector throughout the year at the Health and Social Care Forum where we facilitated discussions and gathered feedback on services relating to our priorities.



Healthwatch Lewisham has built on its links with the Lewisham Connections project. We are a member on the Lewisham Connections Steering Group.

Local Healthwatches are required to report on whether or not they have made recommendations to the Care Quality Commission (CQC). Healthwatch Lewisham did not make recommendations to the Care Quality Commission (CQC) to undertake special reviews (themed investigations) or investigations (responsive inspections). As Healthwatch Lewisham did not make any recommendations to the CQC, the CQC did not undertake any special reviews or investigations.

Inquiry into community care services

Following concerns expressed to us about the changes affecting community care services we undertook an Appreciative

Inquiry - an approach that is designed to focus on identifying what is working well.

More than 100 examples of excellent community care were collected. Healthwatch organised two stakeholder events with commissioners, service users, staff, voluntary sector organisations and local councillors to endorse themes and develop a vision for community services.

The inquiry identified a number of themes that are essential to excellent community care and Healthwatch produced a report of the Appreciative Inquiry with the findings from the public event.

As a result, Healthwatch met with the Clinical Commissioning Group to discuss the findings of the Appreciative Inquiry and commissioners expect to incorporate these themes into future planning of local health services.



Headstart partnership

Healthwatch continued to be an active partner in Lewisham's bid for the Fulfilling Lives: HeadStart Programme. Lewisham is



one of twelve areas in the country considering how best to improve resilience in young people aged 10 to 14 years. This is an opportunity to transform young people's wellbeing in the borough and could potentially provide funding of around £10m over five years to improve the mental health of young people.



Impact Stories

Case Study One

Championing the views of parents and carers

Parents and carers' voices are key to understanding what works in our health and care services.

Healthwatch Lewisham worked closely with the Parent and Carer Forum as part of a consortium of organisations who provide support, signposting and information at the Kaleidoscope centre for children and young people in Catford.

"I thought the event was very good."

Sue, Parent and Carer Forum

Our aim of working with the LPCF was to find out about families' experiences using health and social care services for children with complex needs and then to seek to influence this service provision.

Healthwatch Lewisham produced two reports collating the feedback from families who use the children's centre.

Following this, Healthwatch was invited to the forum in January 2015 for an in-depth discussion with parents with a particular focus on community care services.

21 members of the Parent and Carer Forum took part in the discussion. The key issues they discussed were general practice, hospital services, Children and Adolescents Mental Health Services, and the transition from children's to adult services.

Healthwatch collated the findings from all the engagement undertaken over the previous year with families who have children with complex needs.

Healthwatch used this information as part of an inquiry into community care services and also produced a report on our work with the Lewisham and Parent Carer Forum which we shared with the wider membership of parents of the forum.

From this work, we held constructive discussions with commissioners about how to improve health and social care services for children with complex needs.

For more information on Healthwatch Lewisham's reports please visit www.healthwatchlewisham.co.uk.





Case Study Two

Enter and View visits to mental health services

From our engagement work last year we established that mental health services were a key priority for service users and members of the public.

As a result, Healthwatch Lewisham conducted Enter and View visits to seven wards at the Ladywell Unit run by South London and Maudsley (SLaM) NHS Trust.

The aim of the Enter and View visits was to assess patient experience, particularly about how well supported patients felt on the wards.

National award winners

Healthwatch Lewisham, along with five other south London Healthwatches, won the award for Outstanding Collaborative Project at the national Healthwatch Network Awards of Achievement 2014. The award was for the collaborative approach to Enter and View visits.

Last year we conducted several Enter and View visits to the Ladywell Unit, located at Lewisham Hospital. This provided us with valuable information about the current patient experience of local inpatient mental health services.

Healthwatch reports including Enter and View reports are taken seriously by commissioners and providers, and SLaM responded to all the recommendations of the Healthwatch Enter and View Report on the Ladywell Unit.

We have since met with SLaM managers regarding updates on the improvement plan following our Enter and View visits.

Key outcomes as a result of this work included redecoration of wards, ward and service manager surgeries and improved staff safeguarding competencies.

Healthwatch carried out Enter and View visits to seven inpatient wards at the Ladywell Unit and spoke to 39 patients.

Subsequent meetings with SLaM service managers at the Ladywell Unit have informed us of updates following our report.

All our Enter and View reports are available on our website.





Our plans for 2015/16

Healthwatch Bromley & Lewisham

Looking into 2015/16, one change presents itself before all others as both an opportunity and a challenge: having placed a winning bid, Healthwatch Bromley will be delivering Healthwatch for the London Borough of Lewisham from 1st April 2015. This presents an exciting opportunity to work across the two boroughs, and represent an even bigger patient voice with regards to health and social care.

Each borough has of course its own concerns and priorities and we are keen to reflect the diversity of both in our engagement work. At the same time we hope to ensure we represent a unified patient voice that accurately reflects the concerns of the two boroughs and identifies key areas for improvement. Our joint work across the two boroughs is reflective of the current climate in health and social care and the gradual move towards co-commissioning within the sector.

The increasing movement of residents and service users across borough boundaries also means that services are becoming more connected than ever, meaning it is no longer sufficient or beneficial to simply observe or improve services in an isolated manner or within a single locality.

Healthwatch Bromley & Lewisham will continue to build on its successes so far, including its work around Enter & View visits, primary care research and inquiry into unsafe discharge processes. The NHS Our Healthier Southeast London programme will be of particular importance over the coming months as our Community Engagement Officers will be working with a variety of different communities to make sure they have input into this.

We are confident that Healthwatch Bromley and Lewisham will be a strong consumer champion for both boroughs and look forward to the exciting opportunities ahead.





Our governance and decision-making

Healthwatch Lewisham governance

Volunteers and lay people are at the heart of decisions that we make. Our subcommittee members are volunteers, demonstrating our commitment to involving volunteers and local people in decisions about our priorities.

Healthwatch Lewisham's subcommittee members during 2014-2015 were:

Rosemarie Ramsay (chair from September 2014), Chris Freed (chair until September 2014), Brian Fisher, Denver Garrison, Geraldine Richards, Taiwo Oyekan, Nigel Bowness, Philippe Granger and Val Fulcher.

How we involve lay people and volunteers

Our bimonthly subcommittee meetings in the past year were open to the public and they were therefore able to raise issues and help steer the work of Healthwatch Lewisham.

These meetings provided a great opportunity for the public to find out about the governance of Healthwatch Lewisham, our work priorities, and a chance to hear from the providers and commissioners of health and social care services.

Staffing and volunteers

We would like to say a big thank you to all our subcommittee members and our numerous volunteers who have given many hours to help Healthwatch Lewisham achieve its goals.

Our staff team in 2014-15 consisted of Miriam Long, Marzena Zoladz, Jade Fairfax, Simone Riddle and Gary Davis (until September). Throughout the year our volunteers assisted staff in delivering many of Healthwatch's functions. A big thank you to:

Annette Morgan, Avril Douglas, Ayla Mustapha, Denis Nkrumah, Denver Garison, Desmond Hodgson, Diana Robbins, Elsa Pascal, Havza Hussein, Jacky Kinnear, Jennifer Gillard, Juliet Anthony, Kenya Fantie, Leia Garwood-Stevenson, Margo Sheridan, Nnenna Nzeh, Petrona Grant, Saffron Worrell, Sally Niblett, Sara Dimtsu, Sarah McGinley and Susie Miah.

Volunteers play an active part in a number of areas of our work. For instance, volunteers attended a number of health and social care services including the Kaleidoscope centre and GP surgeries.

A group of trained volunteers also assisted staff on Enter and View visits. Volunteers have also played an important role collating and analysing data to establish what the public thought of aspects of health and social care.





Financial information

INCOME		£
Funding from local authority to deliver local Healthwatch statutory activities	143,289	
Brought forward	29,848	
Total income	173,137	

EXPENDITURE		
Staffing costs	133,752	
Support costs	10,686	
Info and publicity costs	350	
Governance and fundraising costs	5,269	
Activity costs	22,476	
Total expenditure	172,533	
Surplus / Deficit	604	



Contact us

Get in touch

We have moved recently. Our new contact details are:

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We will be making this annual report publicly available by 30 June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, 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 require this report in an alternative format please contact us at the address above.

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