

<b>HEALTH AND WELLBEING BOARD</b>			
<b>Report Title</b>	Healthwatch Bromley & Lewisham: Lewisham Progress Update		
<b>Contributors</b>	Folake Segun, Director, Healthwatch Bromley and Lewisham	Item No.	8Ci
<b>Class</b>	Part 1	Date:	24 November 2015
<b>Strategic Context</b>	Healthwatch Bromley and Lewisham contributes to the aims set out in the Sustainable Community Strategy and in the Health and Wellbeing Strategy to ensure that people are at the heart of decisions about their own health and wellbeing, that they are able to make choices over the care and support they receive and to the commitment to improve, health and care.		

## **1. Purpose**

- 1.1. This report presents Members of the Health and Wellbeing Board with an update on Healthwatch.

## **2. Recommendation/s**

- 2.1. Members of the Health and Wellbeing Board are recommended to:
- 2.2. Note the progress of Healthwatch since 1<sup>st</sup> April 2015.

## **3. Policy Context**

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

- 3.4 Healthwatch Bromley and Lewisham also supports the reduction in health inequalities and the outcomes identified in the 10 year Health and Wellbeing Strategy.

#### **4. Background**

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

## **5. 2015-2016 Work Programme**

5.1. Healthwatch in Lewisham activities are led by the citizens and communities of Lewisham. We have engaged with several communities and organisations with a particular focus on obtaining the views of groups who fall within the 9 protected characteristics as defined under the Equality Act 2010. We have also carried out outreach in the shopping areas of Lewisham, Deptford, Catford and Forest Hill and at Waldron Medical Centre and South Lewisham Group practice.

5.2. The 2015-2016 work programme has been developed and our priorities agreed. They are:

### **5.2.1. Access to Services**

- Our focus is on communities who do not speak English as their first language. We have engaged the Vietnamese and Polish communities to understand their issues and help identify barriers. This work is currently being collated and written up. We will also engage with the Turkish and Tamil communities in the borough as part of this work.
- We will be carrying out a review of access to pharmacies across Lewisham.

### **5.2.2 Children and Young People's (CYP) mental health and wellbeing**

- In our work on CYP's mental health and wellbeing we are working with organisations that work with children and young people and through our own direct engagement gathering information and evidence that explores the issues of access, information and understanding.
- Through our dedicated Community Engagement Officer children and young people can tell Healthwatch Bromley and Lewisham about their experiences of using any health or social care service or about their experiences of health related issues. Our reach to children and young people has included large events, mental health drama workshops in schools, visiting youth groups, working with voluntary and community sector organisations supporting children and families and regular outreach at Kaleidoscope.

### **5.2.3 Mental Health**

- In this area of work we have gathered information on the patient experience of SLAM and submitted this evidence to the CQC.
- Further work being planned includes the collection of case studies that provide information on access from a cultural perspective or viewpoint.

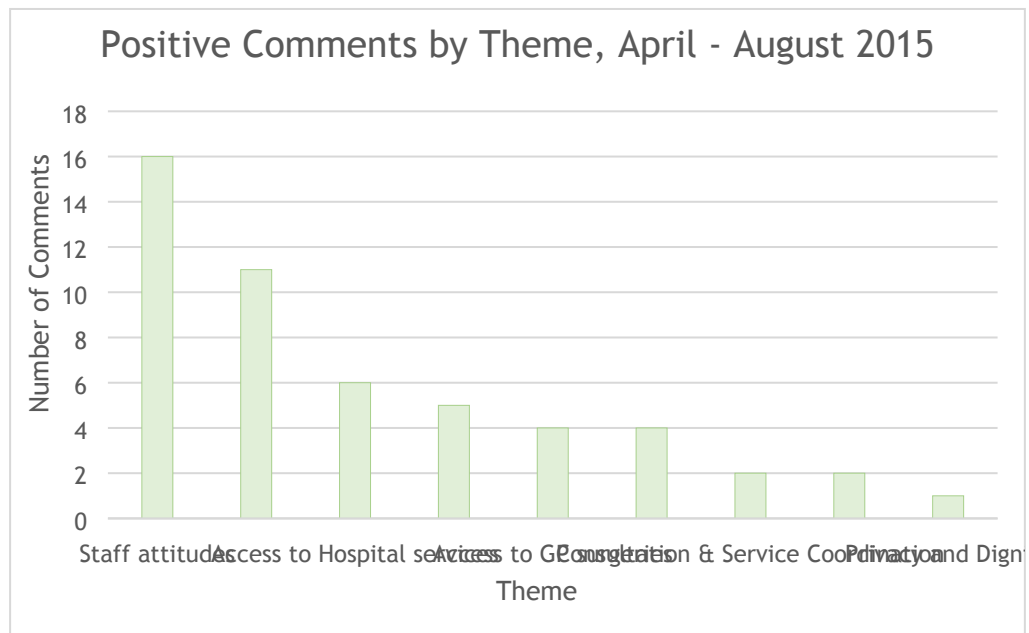
**5.3** In addition to the above priorities our work programme also includes:

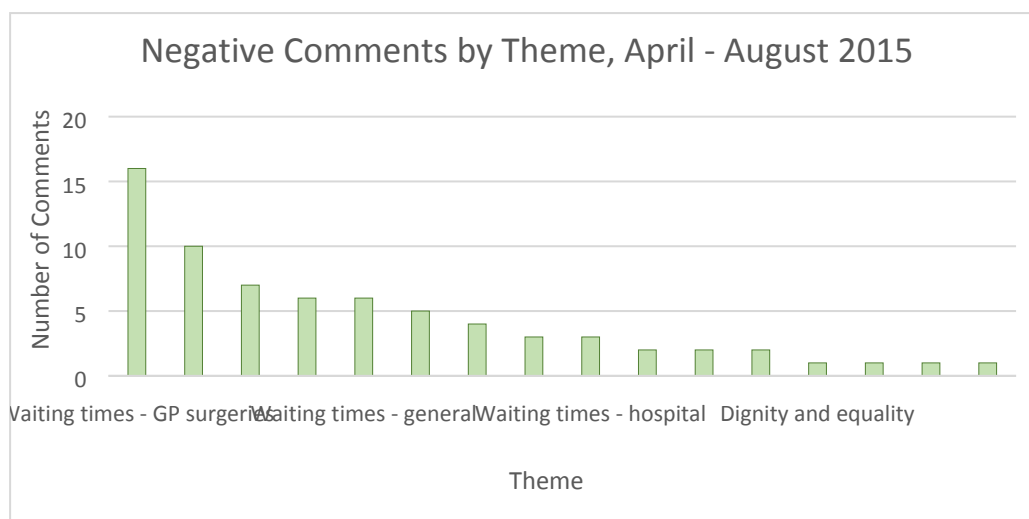
- Governance and Organisation
- Volunteers
- Engagement
- Information and signposting
- Partnership, Representation and Influence
- Communication

5.4 Board members and volunteers are a valuable resource. We have recently recruited a fourth Lewisham resident to join our Board and increased the number of active volunteers from 7 to 18. From June to September 2015 our volunteers supported us with 32.5 hours of volunteering. Recruitment of volunteers is ongoing. Details of opportunities are published on our website, through our e-bulletin and widely disseminated.

5.5 Engagement activity across the borough continues and not only raises the Healthwatch profile but is enabling people to share their experiences directly with the team. From April 2015 to September 2015 Healthwatch took part in 81 activities, engaging with over 2700 people.

5.6 Using our engagement activities and our signposting and information service we gather comments about services provided in the borough. The comments received by Healthwatch in Lewisham cover a range of issue and of providers. Comments received include both positive and negative experiences. The figures below show the comments received from April to August 2015 by theme.





- 5.7 We have put in place an Enter and View visit programme. Our Authorised Representatives are fully trained to visit publicly funded health and social care establishments to see for themselves how care is provided and to hear about user experiences. We will be undertaking visits extra care/assisted living homes in the borough.
- 5.8 We have partnered with Lewisham Library (home service) to reach some of the more isolated people with in the borough and capture their voices. These one to one visits are carried out on a monthly basis.
- 5.9 Healthwatch continues to have representatives on key bodies and partnership groups to ensure that the patient and public voice heard.
- 5.10 Our e-bulletin is published every 2 weeks with information on our activities, local news and relevant national news. The bulletin is circulated directly 1718 contacts. Our Twitter followers have increased to 1099 enabling us to increase our electronic reach.

## **6. Financial implications**

- 6.1. There are no specific financial implications arising from this report...

## **7. Legal implications**

- 7.1. The Health and Social Care Act 2012 requires local authorities to have a local Healthwatch service.
- 7.2. Members of the Board are reminded that under Section 195 Health and Social Care Act 2012, health and wellbeing boards are under a duty to encourage integrated working between the persons who arrange for health and social care services in the area.

## **8. Crime and Disorder Implications**

8.1. There are no crime and disorder implications

## **9. Equalities Implications**

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

## **10. Environmental Implications**

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

## **11. Conclusion**

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

If there are any queries on this report please contact Folake Segun, Director, Healthwatch Bromley and Lewisham on 020 8315 1916, or by email on at [folakes@healthwatchbromley.co.uk](mailto:folakes@healthwatchbromley.co.uk).

**healthwatch**  
Bromley and Lewisham