



Health & Wellbeing Board

Healthwatch Lewisham Annual Report 2019/20

Date: 3 September 2020

Key decision:

Class:

Ward(s) affected: ALL

Contributors: Mathew Shaw, Operations Manager, Healthwatch Lewisham

Outline and recommendations

This report provides members of the Health and Wellbeing Board with an overview of the work carried out by Healthwatch Lewisham during 2019/20.

The board is recommended to note the engagement and outcomes achieved by Healthwatch Lewisham under the previous provider Community Waves.

Timeline of engagement and decision-making

This paper is being submitted as an information item for the Health and Wellbeing Board.

1. Summary

The Healthwatch Lewisham Annual Report 19/20 showcases the breadth of work carried out by the organisation in order to capture patients' experiences of health and care services. The report outlines how Lewisham residents were able to influence the local plan for south east London and improve complaints information on GP websites. Information is also provided highlighting the impact of Healthwatch Lewisham Youth Board in representing the views of young people during its first year.

2. Recommendations

- 1.1. The board is recommended to note the Healthwatch delivery and outcomes between 1st April 2018 and 31st March 2020

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.
- 3.2. The Lewisham Corporate Strategy 2018 – 2022 has as one of its commitments that ‘all health and social care services are robust, responsive & working collectively to support communities and individuals’. Healthwatch Lewisham supports the Council to deliver its commitment to local people.

4. Background

- 4.1. Community Waves delivered the Healthwatch Lewisham contract from April 2015 - March 2020.
- 4.2. Your Voice in Health and Social Care was awarded the contract to deliver Healthwatch Lewisham from April 2020
- 4.3. 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 to make changes to their services.
- 4.4. Healthwatch 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 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.
- 4.5. Local Healthwatch are intended to hold both commissioners and providers of services to account by delivering the 6 statutory functions:
 - Gathering the views and understanding the experiences of patients and the public.
 - Making people’s views known.
 - Promoting and supporting the involvement of people in the commissioning and provision of local health and social services and how they are scrutinised.
 - Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission.
 - Providing information (signposting) about access to services and support for making informed choices.
 - 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.
- 4.6. The Healthwatch contract included the delivery of NHS complaint advocacy

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5. Healthwatch Lewisham Annual Report 2019/20

5.1. Healthwatch Lewisham activities during 2019/20 were delivered by the previous provider Community Waves.

5.2. Summary of work:

- 1,305 people shared their experiences of health and social care experiences with Healthwatch Lewisham
- 208 people were supported by our Lewisham Independent Health Complaints Advocacy Service to make a complaint.
- 108 Lewisham residents received advice and information from the Information and Signposting service
- 8 reports were published about the improvements people would like to see with their health and social care.
- 8 announced Enter and Views were carried and focused on experiences of GP services, care homes and mental health crisis services
- 31 residents volunteered for Healthwatch Lewisham and supported the organisation with a combined 960 hours

5.3. Highlights

- Over 250 residents, patients, carers and their families shared their views to explain what matters most to them. These experiences were used to inform the local response to the NHS Long Term Plan. The engagement was able to influence the SEL future strategy about digital consultations, cancer screening, access to mental health services and equalities.
- Healthwatch Lewisham looked into the quality of complaints information provided on GP websites. To help encourage consistency, a template was developed which was implemented as the standard model for all GP practices in the borough. 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 the national Healthwatch network awards.
- The organisation continues 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.
- Healthwatch Lewisham’s Youth Board partnered with the National Citizen Service. Together, we engaged with 200 Lewisham young people and achieved the following outcomes:
 1. Raised awareness of the Accessible Information Standard through the delivery of mystery shops at local pharmacies and opticians
 2. Raised £300 for The Maudsley Charity, to support young people's mental health
 3. Created a short film in one day to demonstrate the findings of, a study of young people's mental health knowledge and experiences

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6. Financial implications

6.1. There are no specific financial implications arising from this summary.

7. Legal implications

7.1. The Health and Social Care Act 2012 requires local authorities to have a local Healthwatch service

8. Equalities implications

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

9. Climate change and environmental implications

9.1. There are no direct climate change or environmental implications from this summary.

10. Crime and disorder implications

10.1. There are no direct crime and disorder implications from this summary.

11. Health and wellbeing implications

11.1. The report highlights the experiences of Lewisham residents during 2019/20 and provides a series of recommendations around a variety of issues to help improve local services for the Lewisham population.

12. Report author and contact

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