

HEALTH AND WELLBEING BOARD			
Report Title	Healthwatch Lewisham Annual Report 2020-21		
Contributors	Mathew Shaw, Operations Manager	Item No.	
Class		Date:	

1. Purpose

- 1.1 This report and accompanying copy of the Healthwatch Lewisham Annual Report for 2020-21 demonstrates the range of work that was carried out in order to capture people's experiences of health and care services during the COVID-19 pandemic.

2. Background

- 2.1 Your Voice in Health and Social Care was awarded the contract to deliver Healthwatch Lewisham from April 2020.
- 2.2 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 to make changes to their services.
- 2.3 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.
- 2.4 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.
- 2.5 The Healthwatch contract includes the delivery of NHS complaint advocacy

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.
- 3.2.1 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. Healthwatch Lewisham Annual Report 2020/21

4.1 Context

- From the beginning of April 2021, our staff team and volunteers had to adjust to a new provider and remote delivery model in response to Government guidelines relating to the COVID-19 pandemic.

4.2 Summary of work:

- We were able to adapt our engagement approach from a face-to-face model to a comprehensive digital model which saw us make direct telephone calls to residents and gather online reviews. We were also able to set up weekly Feedback Forums which gave people the platform to talk about the issues that mattered to them and ask questions about COVID-19.
- We heard from **4,231** people this year about their experiences of health and social care
- We provided advice and information to **292** people through our advocacy and signposting services
- We engaged with and supported **1,478** people to understand their experiences and share information during the COVID-19 pandemic this year.
- **2,803** people viewed our COVID-19 Information and Support webpage
- We published **9** reports about the improvements people would like to see to health and social care services
- **46** volunteers helped us to carry out our work. In total, they contributed **1,030** hours which is the equivalent of **147** additional working days

4.2. Highlights:

- Enabling the voices of **1,030** Lewisham residents about the impact of COVID-19 to be embedded within the borough’s COVID-19 recovery plan
- Supporting the local vaccination roll-out by regularly promoting information and sharing insight from the experiences of residents. We collected **273** reviews about vaccinations in February and March
- Delivering a weekly virtual Feedback Forum during April-July which gave **175** residents a platform to share their issues and ask questions about the virus and local response

- Creating a dedicated COVID-19 resource which provided national and local information about the vaccine, testing and other key messages
- We organised an 'Accessing Health Services' webinar in partnership with Public Health Lewisham after residents told us about the lack of clear information about GP arrangements within the borough
- Our Youth Board delivered a series of Instagram Live sessions called "Quaran-Teen" where they have discussions about topics that matter to them including the cancellation of exams and the mental health impact of the lockdown
- Through our representation at **61** operational and strategic meetings, we were able to voice the views of residents, encourage public involvement and share our intelligence
- Creation of SEL Healthwatch Director position provided a mechanism to enable our intelligence and the voice of Lewisham residents to be heard at a regional level within the Integrated Care System

5. Financial Implications

- 5.1 There are no specific financial implications arising from this summary.

6. Legal Implications

- 6.1 The Health and Social Care Act 2012 requires local authorities to have a local Healthwatch service

7. Crime and Disorder Implications

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

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. Environmental Implications

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

10. Report Author and Contact

- 10.1. If there are any queries on this report please contact Mathew Shaw, Operations Manager, Healthwatch Lewisham on 020 3886 0196 or email mathew@healthwatchlewisham.co.uk