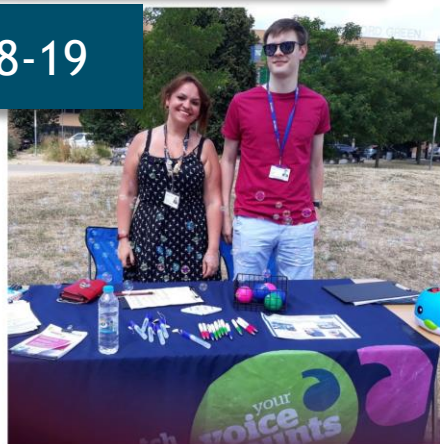




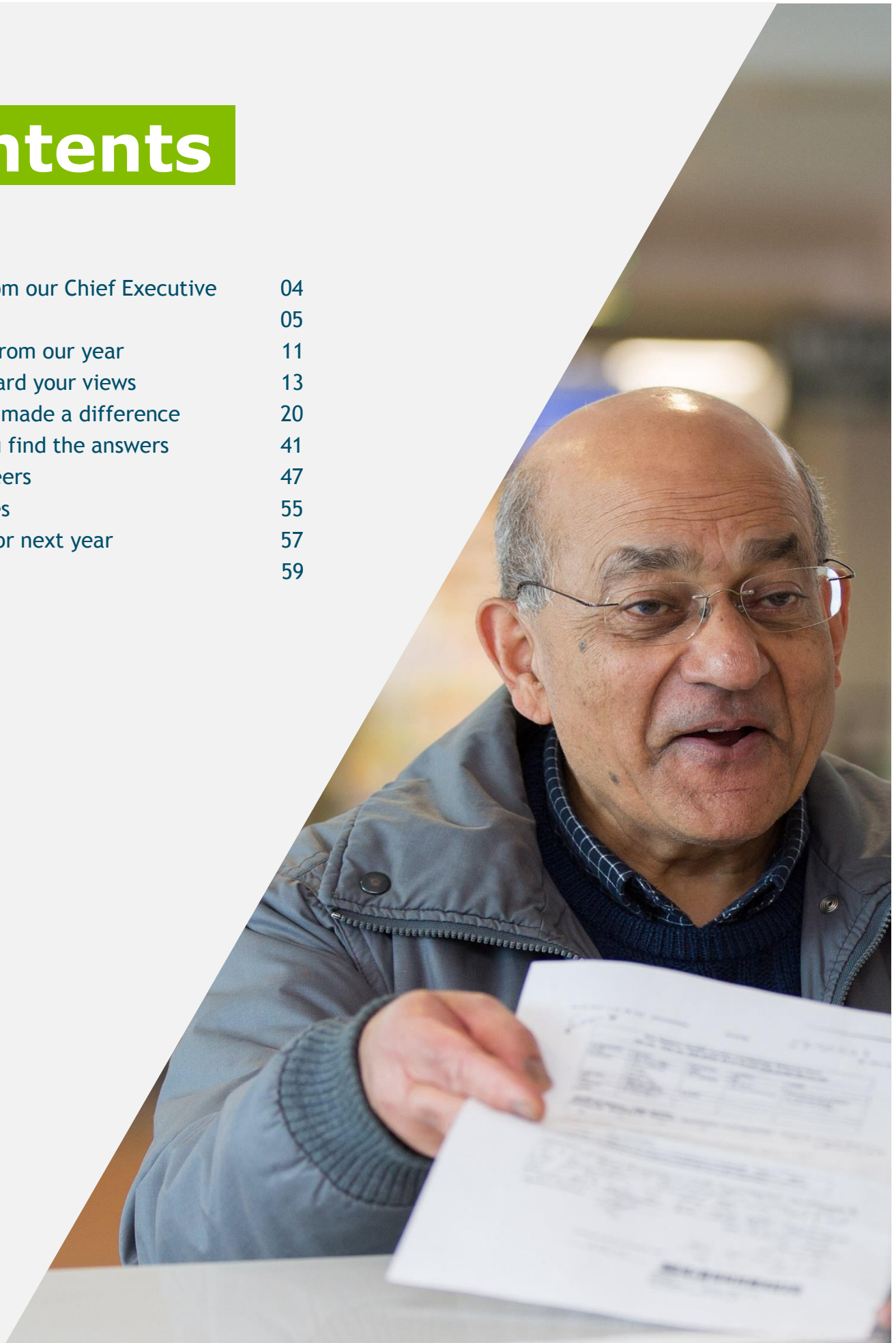
Healthwatch Lewisham

Annual Report 2018-19



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Message from our Chief Executive

This year has been an incredible but challenging year for us. Our strong reputation as a constructive partner to the health and care system allows us to challenge the current situation but also to work with commissioners and services to create better ways to do things and to involve service users and the public.

The work of our staff team, Healthwatch Lewisham Workplan Committee members and volunteers has been extensive and varied. Together, our asset-based approach has had real impact. These include:

- Setting up and Independent Advisory Group of BME community leaders to feed into how services at our lead mental health provider South London and Maudsley NHS Foundation Trust better meet the needs of that community.
- Our work with children and young people has been cited as evidence in new strategies for Sexual and Reproductive Health and the Children and Young People's (CYP) Transformation Plan
- Our exploration of men's mental health leading to the first men's mental health peer support group in the borough.
- Our review of out-of-hours telephone messages for GP practices leading to changes that increased the accuracy of information about local services.
- Our work on the Accessible Information Standard meant that our Lewisham and Greenwich NHS Trust has added it to their quality improvement programme and now features in their internal and external peer reviews.

- Our access to services work influencing a new translation contract.
- Our support of residents with independent health complaint's advocacy

I hope that you will enjoy reading this report and learning about our impact and how we are making a difference and improving services in our community.



Folake Segun
Chief Executive, Healthwatch Lewisham

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people. This year we spoke to **5,429** residents and service users.



Healthwatch Lewisham engagement 2018-19

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



Our Values...

Inclusive

We are representative of all communities. We work with everybody (adults, children and young people)

Independent

We are an independent organisation from Lewisham Council, Lewisham Clinical Commissioning Group, all Health and Social Care Services, Providers and Commissioners.

Caring

We are committed to serving with empathy and compassion, ensuring that we listen to people's views and experiences.

Respectful

We respect people, treat everyone with dignity, value diversity, are committed to equality and act with integrity.

Honest

We are committed to a culture of openness and transparency in all we say and do.

Our Values...

Critical Friend

We will be constructive as well as challenging with service providers, ensuring that we provide evidence to support what we say and do.

Connected

We will work with others through local and regional cross sector links and partnerships to enhance Health and Social Care provision for Lewisham residents.

Integrity

We will rise above individual and single organisational interests and ensure that all that we do is for the benefit of the public and health and social care service users.

Accountable

We will be driven by the commitment of local volunteers and the passion of our Board and we will share information about the organisation widely.

Our Workplan Committee



April meeting of the Healthwatch Lewisham Workplan committee

The committee plays an important role in overseeing Healthwatch Lewisham's strategic direction, advising and monitoring progress against our work plan. Members represent us and the voices of patients and service users at various committees including the Health and Wellbeing Board, Healthier Communities Select Committee, Lewisham Safeguarding Adult Board and the CCG Governing Body.

Our committee uses their expertise to inform and influence the projects and work we deliver. They ensure the views and experiences of different communities are reflected at strategic level.

We have a diverse range of members, who embody a variety of backgrounds and experiences. Between them they offer extensive knowledge around public health, social care, mental health, sexual health and have experience in policy, commissioning and delivering health services.

Examples of additional achievements

- Supported planning and organisation of the Community Safeguarding Conference to raise awareness of what 'safeguarding' means and the role of the Lewisham Adult Safeguarding Board.
- Regular conversations with Lewisham and Greenwich NHS Trust through Patient Experience Committee meetings has ensured that our recommendations around the Accessible Information Standard remain a priority for the Trust.

Our Workplan Committee

Dr Magna Aidoo, Nigel Bowness, Carolyn Denne, Linda Gabriel, Catherine Jenkins, Michael Kerin, Geraldine Richards, Bev Tanner

Partnership and Representation

We are part of many strategic and operational meetings, groups and networks and provides feedback on experiences of health and social care.

Our staff and volunteers represents our organisation on various key partnership groups and meetings in the borough, which enables us to voice the public's views directly to commissioners and service providers.

Partnership Groups and Meetings	
Healthier Communities Select Committee	Lewisham Council
JSNA Steering Group	Lewisham Council
Lewisham Adult Safeguarding Board	Lewisham Council
Lewisham and Greenwich Patient Experience Committee	LGT Trust
Lewisham CCG Governing Body Meeting	Lewisham CCG
Lewisham CCG Integrated Governance Committee	Lewisham CCG
Lewisham CCG PEEF	Lewisham CCG
Lewisham CCG Prescribing and Medicines Management Group (PPMG)	Lewisham CCG
Lewisham Health and Wellbeing Board	Lewisham Council
Lewisham Health and Wellbeing Board Agenda Steering Group	Lewisham Council
Lewisham Obesity Alliance Meeting	Lewisham Council
Lewisham Primary Care Commissioning Meeting (PCCC)	Lewisham CCG
Local Healthwatch Leaders Group	Healthwatch
NCDP Neighbourhoods 1 2 3 4	Lewisham Council
Our Healthier South East London Patient and Public Advisory Group	OHSEL
SLaM and HW meeting	SLaM
South East London CCG Stakeholder Reference Group	South London CSU



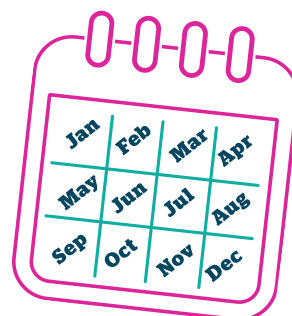
Highlights from

our year

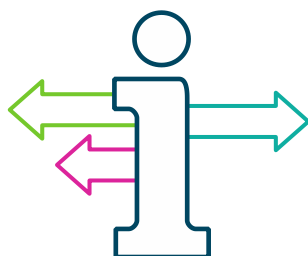
Find out about our resources and the way we have engaged and supported more people in 2018-19. Our resources:



1,759 people shared their health and social care story with us, **6.5%** more than last year.



32 volunteers supported our work in 2018/19. In total, they gave us **1,279** hours of their own time. The equivalent of **160** working days



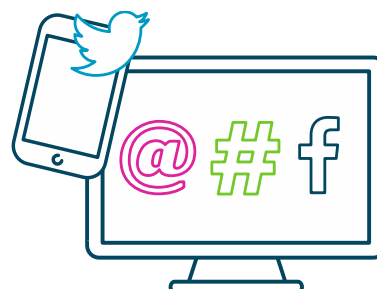
Our Independent Health Complaints Advocacy Service supported **188** residents to make a complaint.



We visited **4** services and held **65** engagement hubs to understand people's experiences of care.



We built and maintained relationships with **65** local organisations including service providers, voluntary and third sector groups.



20% more people engaged with us through our website and social media.



How we heard your

views

© thecreat

Capturing your views

We use a variety of methods to understand people’s needs and experience. Engagement through outreach activities is key to what we do and how we make sure voices are heard.



Engagement Hubs

Our hubs give Lewisham residents and service users more face to face opportunities to share their experiences of local health and social care services.

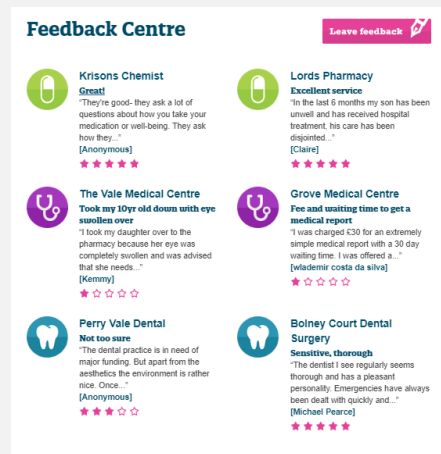
We held **65** engagement hubs in 2018/19 and visited a variety of local community hotspots including GP practices, Lewisham Hospital and summer festivals.

Feedback Centre

A central feature of our website is the Feedback Centre which enables people to rate local health and social care services, as well as search for their nearest services.

796 people shared reviews through the online portal this year, an increase of **156%**.

If you would like to share your experiences of local services, please visit www.healthwatchlewisham.co.uk



Seldom heard engagement

One of our priorities is to ensure we hear the experiences of disadvantaged groups.

We visited **7** seldom heard groups to better understand their views of local services and their awareness of self-care. Access to services, accessible information and continuity of health professionals were raised as key issues.

Our findings were shared at the CCG’s Integrated Governance Meeting.



Your experiences

“In the last 6 months my son has been unwell and has received hospital treatment, his care has been disjointed to say the least! The only service we can say that has been exceptional is Lords Pharmacy. They have been consistently helpful, always ordering my sons formula in time, and the pharmacy team seem to be the only people we have dealt with that have been helpful, sensible and genuinely seem to care. Keep up the good work. You have made a very difficult time a little easier for our family.”

(Lords Pharmacy)

“I took my daughter over to the pharmacy because her eye was completely swollen and was advised that she needs to be seen by a doctor.

The reception staff were utterly off handed in their attitude, it's disgusting especially given that this is supposed to be a care and compassion environment. My daughter pointed out the pharmacist and the pharmacy receptionist showed "more humanity" than the doctor's team. It's shameful!!”

(GP Practice)

“Due to family bereavement I have needed to support my cousin in his multiple healthcare needs. These have been complicated by his non compliance for several months.

I have needed to call on the help, advice and services of the various members of the staff and doctors without whom I would have had a difficult task made all the more complicated. Not helped by the fact that I live a considerable distance from my cousin and can't readily call into the surgery to sort things out.”

(GP Practice)

“The dental practice is in need of major funding. But apart from the aesthetics the environment is rather nice. Once you manage to get through to them (lines are always busy) I could book the next appointment the following week and they had early morning and weekend options available.

However, am not sure about the treatment I had. The crown he installed feels like there is a ridge (felt like this overtime), and he did not communicate if that was “normal or not. It's not a bad practice, just have to communicate better.”

(Dental Practice)

Your experiences

“Visit every couple of weeks and attend other sessions too. Much better than South Lewisham, where there is no play area. All services available under one roof. Staff very helpful and friendly, babies quickly weighed in. Leaflets and information available.”

(Children’s Centre)

“The staff are rude and refuse to explain why you can only book an appointment if you call in at 8am.

Many times you call it won't even ring, it just cancels the call and says the line is busy, so it can often take days to arrange an appointment that may be over a week away.”

(GP Practice)

“Best treatment for my heart attack. They were human and so good. As you get older, you don't necessarily expect such good care.

They were attentive and made sure I was comfortable throughout the process.”

(University Hospital Lewisham)

A patient has been referred to IAPT service by her GP. The initial referral was not processed, and the patient had to request another one through her GP.

She eventually had an assessment over the phone and was told she is eligible for a therapist.

She received a text message three months ago telling her she will have to wait up to 12 weeks. She has not heard from the service within the time frame and called IAPT to find out more.

However, she did not receive any further information and was left unsure when she is going to see a therapist. She also felt the person on the phone was rude and unhelpful. She feels desperate and still suffers from poor mental health.

(IAPT, SLAM)

Making your voice heard


We produce intelligence reports which highlight the key findings and themes that emerged from patient experience.

The aim of our reports is to help improve the quality of health and social care services. They are shared with a multitude of local stakeholders and service providers including at Lewisham and Greenwich NHS Trust's Patient Experience Committee.


It is also a recurring item on the CCG Integrated Governance Committee and we are working closely with them to ensure our reports influence service change.

Changes you want to see

Last year we heard from **1,759** people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



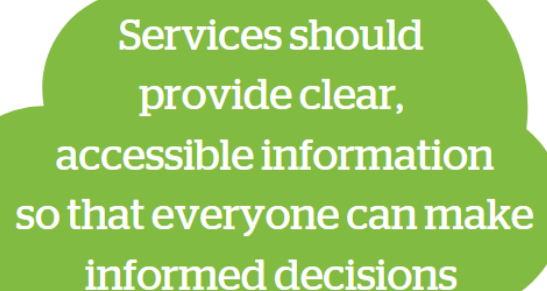
Make it easier
to see a doctor
or nurse quickly



Improved
access to mental
health services



Increased
awareness around
self care for seldom
heard communities



Services should
provide clear,
accessible information
so that everyone can make
informed decisions

Communication Trends



1,895 followers

113,091 impressions



9,491 e-Bulletin opens



161 new followers



9,237 sessions recorded on our website.

An increase of 42%

#12daysofhealthwatch



Share your views and help improve local services



"You feel lost. It is confusing when nurses call your name. You don't know which way to go or who to follow. Even the most capable people feel disempowered and anxious."

Lewisham resident with sight loss



Following the success of our #30daysofhealthwatch online campaign in September 2017, we organised a Twitter campaign called #12daysofhealthwatch between Christmas and January 5th 2019. This was an opportunity to celebrate public voice, our activities and achievements during the year.

The campaign was a success, with Lewisham residents interacting on a daily basis. #12daysofhealthwatch generated 4,400 impressions and our dedicated e-bulletin was opened 469 times.



How we've made

a difference

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in Lewisham. We show that when people speak up about what's important, and services listen, care is improved for all.

In this section, we highlight how we have made a difference in our community.

Improving complaints information in Lewisham

Service user feedback is an important aspect of any organisation's growth and stability. Complaints are a form of feedback that can be used to improve services.

Patients who use GP websites should be able to access complaints information and any documents needed to file a complaint. Information should be readily available, without patients having to contact the surgery directly.

Through our Lewisham Independent Health Complaints Advocacy Service, we were pleased to find several local examples of good practice in the provision of complaints information. However, the quality of website content was inconsistent in the borough.

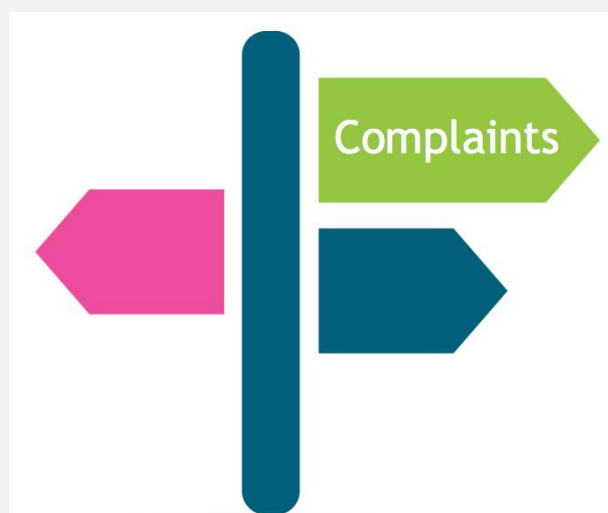
We embarked on a project to assess the existence and standard of information on practice websites.

Thirteen of the GP surgeries either had no information or extremely limited text. A common practice amongst websites with poor information was to refer patients to visit the reception to obtain further details about the complaints procedure.

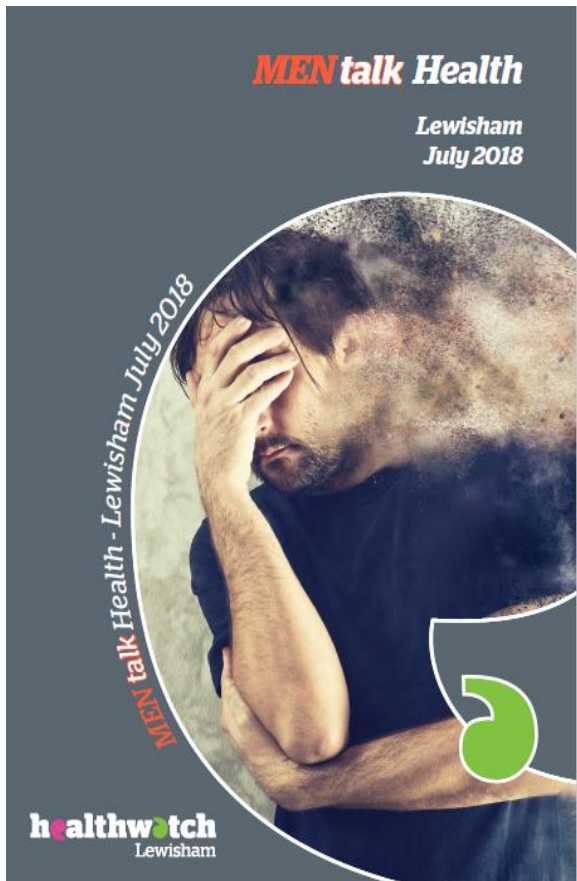
To help GP practices provide quality and consistent information, we created a template that can be adopted.

So far, **nine** surgeries have responded directly to our recommendations and made updates to their websites.

Following our report, *One Health Lewisham*, the GP federation, has agreed to implement our complaints template as the standard model for all GP practices in the borough. As a result, residents will now have greater access to information on how to make a complaint and what support services are available.



Men Talk Health



In our role as the patient voice we know that men share less feedback about health and care services than women. Studies have also shown that men are statistically less likely to report mental health problems.

We began a project to find out how men in Lewisham look after their mental health and what stops them from speaking up about their issues.

Using focus groups, we spoke to **108** men and found that they're more likely to isolate themselves than talk to family or mental health services. Shockingly, only 10% of respondents felt there is adequate support for men's mental health with many highlighting a cultural stigma, especially those from the Caribbean community.

The traditional concept of masculinity was a key factor that prevented men accessing services early. They have been brought up to believe that they must be strong and that 'men don't cry.' Showing and sharing emotions was perceived as being weak.

The men also feared disclosing their mental health issues to employers in case they were judged or lost their job. Having a trusted person to speak to, a friend, or a support group was recognised as a need.

If you would like to read our full report please click [here](#) or visit www.healthwatchlewisham.co.uk

Impact

- During our project, we learnt that there was an overwhelming demand for community support. Since the beginning of July 2018, in partnership with Quo Vadis Trust, we helped set up a men's mental health peer support group in the borough.
- Our Men Talk Health project has been recognised by Healthwatch England and the findings have been included in their multi-year programme which focuses on what support people want with their mental health.
- Public Health Lewisham have used our report in their review of men's perinatal mental health with the findings also being included as evidence in the Mental Health Adults JSNA refresh. A further impact of our work is that we have been invited to have representation at the borough's Suicide Prevention Steering Group.
- We have found that a lot of the findings from our work have resonated with residents and helped to create a conversation. Building on this, we are working with a local video and theatre production company to produce a short film which aims to raise further awareness of men's mental health.

What they said

“I got in touch with Healthwatch Lewisham to deliver a health talk for the local community on the topic of mental health as this is a key concern that customers of the library have said they want to hear more information about.

Marzena delivered an excellent talk tailored around research and evidence gathered from our local community making her talk relevant, informative and actionable.

Marzena understood the audience she was addressing and adapted her approach as a result to encourage engagement and trust. Her talk was so popular we have asked her to come back and repeat it this summer.

As a result of her talk in the wider Lewisham Library Health Talks series, she has helped to improve the quality of education that we as a library can offer and also encourage the use of the library as a neutral venue to learn about health and empower our community with knowledge.”

Eleanore Richardson
Community Engagement Officer
Lewisham Library

“ As the co-ordinator of the Neighbourhood 4 Community Development Partnership (Bellingham, Crofton Park, Forest Hill, Perry Vale & Sydenham) I found the report you produced last year - “Men Talk Health” - a really useful tool to bring to the NCDPs to help inform the discussion around Wellbeing Priorities for the Neighbourhood.

Men’s health & wellbeing issues have regularly come up as a priority and, in my neighbourhood, some projects have been done around this (one of which was involved in the information gathering around your report) so it was a fantastic resource to have on hand and share more widely during our workshop in May; stimulating discussion and increasing the knowledge/awareness amongst members.”

Carola Von Deym
Project Manager / Community Development Worker
Community Connections

Making Sense of mental health 2018/2019

Children and Young People’s (CYP) mental health and wellbeing is a national and local priority.

As a result, we embarked on a survey of young people’s mental health knowledge, experiences and opinions on services available to them. By working with local schools and youth organisations, we heard the experiences of over 500 children and young people.

We found that two of the main mental health concerns were school related (exam stress and school pressure). The others were stress, not being listened to, and trouble sleeping.

One in five CYP would do nothing, or block it out if they experienced mental health issues. They were four times more likely to speak to a teacher than a counsellor if they were experiencing poor mental health.

“Sometimes I don’t feel complete. I know I can trust people, but I keep my pain and worries to myself” - (A young Lewisham resident)

Our report was well received by commissioners and providers of health and care services. We are pleased to hear that the voices of CYP in Lewisham will be incorporated into South London and Maudsley’s service development plans.

We have produced a one page summary of key findings which can be found [here](#).

For the full findings of the report, please visit <https://www.healthwatchlewisham.co.uk/what-we-do/our-reports/>

HealthwatchLewisham is the independent champion for people who use health and social careservices. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen.

healthwatch Lewisham

This report was the result of engagement with 511 children and young people in Lewisham. To access the full report, please visit our website.

Get in touch
 Website: www.healthwatchlewisham.co.uk
 Telephone: 020 86905012
 Email: info@healthwatchlewisham.co.uk
 Twitter: HWLewisham
 Instagram: healthwatch_lewisham
 Facebook: HealthwatchLewisham

Experiences of anxiety and depression
 31% felt they had experienced anxiety
 1 in 4 felt they had experienced depression

What do CYP value in their services?
 Good listening
 Readily available
 Respect for privacy
 Options
 Continuity

Top 5 places CYP turn for support
 Family member
 Friend
 Block it out
 Speak to a teacher
 Do nothing

Top 5 concerns amongst CYP
 Exam stress
 Stress
 Trouble sleeping
 School pressure
 Not being listened to

Top 5 concerns amongst CYP (Bar Chart Data):

Concern	Percentage
Exam stress	60%
Stress	58%
Trouble sleeping	42%
School pressure	40%
Not being listened to	38%

Healthwatch Lewisham is delivered by Community Waves.

Top 5 concerns amongst Lewisham CYP

- 1 Exam Stress
- 2 Stress
- 3 Trouble Sleeping
- 4 School Pressure
- 5 Not being listened to

'Making Sense of Mental Health 2018-2019'

healthwatch
Lewisham

Top 5 places CYP turn for support

- 1 Family member
- 2 Friend
- 3 Do nothing
- 4 Block it out
- 5 Speak to a teacher

'Making Sense of Mental Health 2018-2019'

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Lewisham

Experiences of anxiety and depression

31% felt they had experienced anxiety

1 in 4 felt they had experienced depression

'Making Sense of Mental Health 2018-2019'

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Lewisham

What do CYP value in their services?

- 1 Continuity
- 2 Respect for privacy
- 3 Good listening
- 4 Readily available
- 5 Options

'Making Sense of Mental Health 2018-2019'

healthwatch
Lewisham

Enter and View

We have the statutory power to enter and view any health or social care service, to engage people who receive care under that service. In order to have quality/high level services for residents we will seek to establish best practice and areas for improvements to enhance service provision. These are formally reported back to the service provider.

During 2018/2019, we carried out **four** announced Enter and View visits in the borough.

Ladywell Enter and View

After hearing mixed feedback from the public, we chose to carry out a visit to the Powell Ward in the Ladywell Unit at University Hospital Lewisham.

The ward provides services for men, aged 18-65, with acute psychiatric illnesses.

Our key recommendations were:

- To review the activities programme on Powell Ward and think about introducing relaxation therapies such as yoga which can help to combat poor mental health.
- The regular checking of bathroom facilities to ensure they are clean and tidy, especially communal facilities.
- All safes in the rooms of the patients should be fixed and in working order. This will ensure the safety and security of the patient's personal belongings.

Impact

Following our report, SLaM confirmed that they will now review the Ward Activities timetable, identify items to add and draft a new activities programme.

The Trust has also introduced a new hourly patient checklist that includes ensuring the environment is clean and tidy. SLaM also acknowledged the safes were broken and beyond repair and have begun to replace them.

Beechcroft Care Home Enter and View

We carried out an Enter and View after the care home was flagged up by the Lewisham Safeguarding Adults Board.

During our visit, we were unable to get a positive sense of how feedback from residents, relatives and friends or others helped influence the work of the home.

Our key recommendations were:

- Resolve odour and cleanliness issue which had a negative impact upon the environment for care.
- Encourage staff to be observant and responsive to the day to day needs and preferences of individual residents.
- Review and actively promote all the ways that Beechcroft Care Home listens to residents, family and others and takes account of their views in improving the service so that everyone can be confident that their views are heard.

Impact

Despite sending an official reminder, Beechcroft Care Home have chosen not to respond to our report. Our findings were presented at the Safeguarding Adults Board

Enter and View

We carried out **two** Enter and View visits in March 2019 to hear the views of service users, staff and families.

We visited:

- Fieldside Residential Care Home
- **Harbour Café**, the new mental health crisis café provided by SLaM, Certitude and Lewisham and Greenwich Trust.

The purpose of our visits was based on our priorities for 2018/19, as chosen by Lewisham residents. These include access to services, mental health and disadvantaged groups.

Both reports will be published in the next few months.

Become an Enter and View Authorised Representative

The Health and Social Care Act allows local Healthwatch Authorised Representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.



Enter and View Authorised Representatives can:

- go into health and social care premises to see and hear for themselves how services are provided
- collect the views of service users at the point of service delivery
- collect the views from family and carers
- observe the nature and quality of services
- collect evidence-based findings
- develop recommendations which influence commissioning.

The role is voluntary, although expenses are paid.

If you are interested in this role, please register your interest with Sydney Jatter: sydneyj@healthwatchlewisham.co.uk

Children and Young People

Hearing the experiences of children and young people remains a key priority for our organisation.



Junior Citizens Scheme

We continue to be part of the Lewisham Junior Citizens Scheme. The two-week event sees Year 6s across the borough learn about key issues, such as road safety and drugs and alcohol awareness, prior to their move to secondary school.

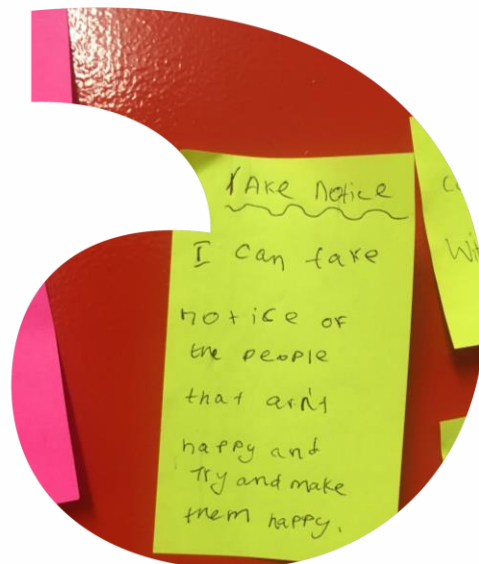
Our workshops educated **2,400** children were on what mental health is, and how to look after their wellbeing

Youth Board

Since January 2019, we have started to develop our own Youth Board.

Its role will be to represent the voices of young people in Lewisham in relation to health and social care services.

Watch our latest video to find out why it is important for children and young people to have a voice.



What they said

“We are a mixed comprehensive school in inner city London in the London Borough of Lewisham. The social demographics of our school show a poor income per household and complex domestic and family issues.

The workshops which Healthwatch Lewisham has conducted over the last academic year here at the school have proved to be invaluable.

An understanding to the concept of Wellbeing has made our students realise how important this is to both; not only to their academic achievement but also how the key issue of Wellbeing helped them to develop from young teenagers into young adults. The emphasis on Mental Health has also enabled our students to talk more openly about this most complex of issues but under excellent guidance from Sydney.

The workshops were presented professionally and in a manner which really engaged all of our students - many of whom have very real anxiety issues from a young age. I cannot thank Sydney enough for what she has brought to our school and I hope the relationship she has built up with Bonus Pastor will continue to flourish.”

Clive Manning
Assistant Vice Principal
Bonus Pastor Catholic College

WHY DO YOUNG PEOPLE NEED A
VOICE?

HEALTHWATCH LEWISHAM YOUTH BOARD

#YouthVoiceCounts

If you are 14-25 and:

- Want to gain experience for your CV
- Care about youth's health and social care
- Or simply want to get your voice heard

Then join us:



Text or call Sydney Jatter on 07482 193067



Or email

youthboard@healthwatchlewisham.co.uk



@hwl_youthboard

healthwatch
Lewisham



@hwl_youthboard

Legacy of our work

We aim for our work to create a long term change in how services are shaped. Here are some examples of recent impact.



Let's Talk About Sex

Our Let's Talk About Sex report has been referenced as evidence which helped influence the Lambeth, Southwark and Lewisham Sexual and Reproductive Health Strategy 2019-24.

The report explored young people's attitudes and experiences toward sexual health and healthy relationships, raising awareness around the services that are available, the laws around sex and healthy teenage relationships.

Accessible Information Standard

Following our Accessible Information Standard (AIS) report, assessing patient and visitor accessibility has been made part of University Hospital Lewisham's Quality Improvement programme.

The CCG will also use our findings and suggestions for improvement by adding the AIS into their contract monitoring for service providers.



AIS Training

Our AIS report found that people with sensory loss or learning difficulties reported that the process of getting to their appointment from the reception area posed a great barrier. Many felt lost and confused, especially in larger waiting areas shared by many clinics and services.

South Lewisham Group Practice asked us to deliver a training workshop to help practice staff better support disabled people and improve their access to services.

What they said

“The Healthier Communities Select Committee is very grateful for the local intelligence and expertise Healthwatch Lewisham provides. Their well-presented and informative research reports and regular presence and contributions at committee meetings have provided invaluable insight into local experiences of health and care services and supported the committee in its role of scrutinising the performance of local health and care services.”

Councillor John Muldoon,
Chair
Healthier Communities Select Committee,

“Following a 2017 review of several hospital departments, Lewisham and Greenwich NHS Trust has worked constructively with Healthwatch Lewisham to agree and implement improvements to ensure compliance with the Accessible Information Standard.

The review informed the organisations understanding of the requirements of the standard and has raised awareness both in the departments reviewed and the wider Trust.

The Trust aim is to progressively ensure that the requirements of the Accessible Information Standard are adopted as ‘business as usual’ in the design of services for our patients, visitors and staff and the advice and guidance provided by Healthwatch Lewisham continues to be instrumental in supporting this aim.”

Michael Wright
Head of Health and Safety & Risk
Lewisham and Greenwich NHS Trust

Working with other organisations

Reporting is just one of the ways that we ensure the patient voice and experience is at the heart of service design and implementation. The relationships we have built with commissioners and providers have allowed patients, service users and the public to influence changes in health and social care services.

Learning Disability Annual Health Checks

We worked with Lewisham CCG Primary Care Commissioning team to support their learning disability annual health check review.

We helped find out the reasons behind a low uptake in health checks and provide feedback on how this could be improved. The information was provided to GP's to help them engage and encourage people to have their annual health checks completed.



Translation Services Review

We gathered resident's experiences of translation services and fed our intelligence into the CCG's review of the Interpreting and Translation service for patients in GP surgeries, dentists and opticians

We also approached and worked with the Lewisham Multi-lingual Advice Service who encouraged their clients to engage with the review.



EDS2 External Stakeholder Panel

The CCG have a legal duty to ensure the services they buy are appropriate for, and inclusive of, the diverse local population.

Staff and members of our network assessed three local services to ensure they adhered to equality standards using a refreshed Equality Delivery System (EDS2) framework.

The services we helped assess were:

- Neuro-Development Team (NDT) and Paediatric Liaison Service (PLS) for children and young people (CYP) & Parental Wellbeing Service (CYP)
- GP Extended Access Service (GPEA)
- Community Falls Service



What they said

We have a strong working relationship with the Lewisham Clinical Commissioning Group and continue to represent local residents on many of their committees and boards.

“We have worked in partnership with Healthwatch Lewisham in a number of really important areas over the past year. They have actively contributed to a number of our committees which oversee the quality of services, patient experience, how we involve people and equalities. These include our Governing Body, Public Engagement and Equalities Forum, Primary Care Commissioning Committee and our Integrated Governance Committee.

“Their support to promote and help to deliver a number of events and activities to involve local people has been invaluable. For example our Frailty Summit, the Working together for a healthier Lewisham event and our review of primary care interpreting services. Healthwatch have produced a number of excellent reports which have helped services in Lewisham improve. For instance they reviewed how services in GP practices and at Lewisham Hospital meet the Accessible Information Standard, making a number of recommendations.

“I am also really pleased that they have developed a Youth Board during the year. This will be extremely helpful and we are looking forward to working with the members to ensure young people have a say in relation to health and care services in Lewisham.”

Martin Wilkinson
Managing Director,
NHS Lewisham Clinical Commissioning Group

“Healthwatch Lewisham continued their close working relationship with the Lewisham CCG primary care team in 2018/19, which has now been in place for several years. Their regular dialogue helps ensure that the CCG are well sighted on primary care related work that Healthwatch are leading so that this can be incorporated into CCG plans as necessary. The CCG also values the input from Healthwatch on primary care programmes they are leading including consideration of how Healthwatch can help support and promote these to the public. Healthwatch are also regular attending members at the formal bi-monthly CCG Primary Care Commissioning Committee where primary care matters (including practice mergers and contractual changes) are discussed.

We really value our relationship and regular dialogue with Healthwatch Lewisham as this helps us align our work programmes to support maximum impact. Healthwatch also provide an excellent conduit for sharing information directly with the Lewisham public, as demonstrated well through increased awareness of our GP Extended Access service.”

Ashley O’Shaughnessy,
Deputy Director of Primary Care
Lewisham CCG

Out of hours mystery shop

We conducted a project to assess the quality and accuracy of the out-of-hours phone messages at GP services.

We found that several GP practices had outdated information, for example, directing their patients to the New Cross Walk-In Centre that was no longer operational.

Our audit helped the surgeries to address this issue and supported patients to have access to accurate information on local services.



Independent Advisory Group

This year, we established the Independent Advisory Group on behalf of South London and Maudsley NHS Foundation Trust (SLaM) to improve their outcomes for BME patients in Lewisham.

The group consists of local BME community leaders who will work together to establish the group's priorities and understand what matters for the BME community in relation to mental health services.

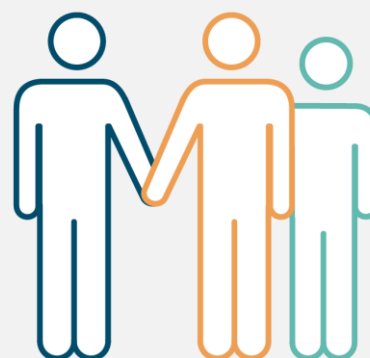


Carers Service

We supported the development of the specification for the Carer specialist information, advice and support service contract.

Patient experience gathered through a number of reports and feedback from local carers helped shape the process.

We were also represented on the evaluation panel.

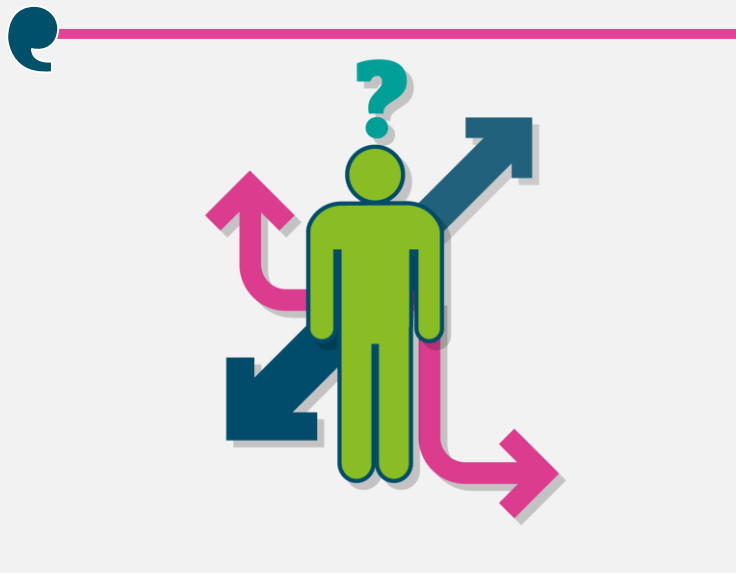


Lewisham Library Talks

In 2018, we gave two talks as part of the Lewisham Library Autumn Health Talks. Our talks covered mental health and diabetes.

Using the findings from our Men Talk Health project, we highlighted the challenges men face around mental health.

Our second talk explored Type 2 diabetes, explaining the condition, how it develops and the steps that can be taken to improve quality of life after diagnosis.



Lewisham Wellbeing Map

We work closely with a resident who has developed an online “Lewisham Wellbeing Map” which will show health and wellbeing provision in or near Lewisham.

The project aims to help enable social prescribing in the borough. One of our volunteers is helping support development of the map by being part of the steering group which is responsible for the overview of the map.

Adult Safeguarding Conference

We supported the planning and organisation of the Community Safeguarding Conference, in collaboration with the Adult Safeguarding Board and Voluntary Action Lewisham.

The event raised awareness of what ‘safeguarding’ means, the role and responsibility of the Board, and how to respond and report safeguarding concerns.

Our Chief Executive presented at the event, outlining the role of Healthwatch and how it works in partnership with organisations to address concerns.





CQC SLaM Inspection

We provided the Care Quality Commission with local intelligence prior to their inspection of South London and Maudsley NHS Foundation Trust.

We shared the findings from our Men Talk Health report, Ladywell Enter and View visit, Advocacy service and general engagement.

The CQC were hugely appreciative of our feedback and included our themes as prompts for the Lewisham teams during their inspections.

Population Health and Care Diabetes Current state review

Last year saw staff and volunteers input into the borough's review of diabetes.

We worked together with representatives from local health organisations, to shortlist the benefits for diabetes, and begin to identify the pathway and service transformation that will be needed to achieve the agreed benefits.



Quality Accounts

We respond annually to the Quality Accounts of the NHS trusts and providers delivering services across the Lewisham.

These are:

- Lewisham and Greenwich NHS Trust
- South London and Maudsley NHS Foundation Trust

Our evidenced based feedback allows us to directly respond to the providers' performance and delivery over the last financial year, and to ensure patient experience and engagement is at the heart of their work



BME Health Summit

Lewisham Health and Wellbeing Board have identified that their main areas of focus should be tackling health inequalities. They have initially chosen to prioritise BAME mental health.

As a result, a summit to explore ways to challenge BAME health inequalities was held.

We were part of the Summit Steering Group advising on the agenda, participants and public engagement. Our CEO was a co-lead at the event and facilitated group conversations along with members of our Workplan Committee.



Frailty Summit

Lewisham Health and Care Partners (LHCP) held a Frailty summit in July 2018 to hear local residents' and professionals' views about working better together to support people who are frail.

Our CEO facilitated the event and staff influenced group conversations by representing the experiences of residents.

Public Health Cuts consultation

We supported the local authority's Public Health Cuts consultation by helping individuals who may need additional support in filling out the online form.

In addition, we coordinated the dispersal of paper forms to ensure equality of access and to enable those who would not normally fill in the consultation online.



NHS Long Term Plan

With growing pressure on the NHS - an ageing population, more people living with long-term conditions, and lifestyle choices affecting people's health - changes are needed to make sure everybody gets the support they need. The NHS has produced a Long Term Plan, setting out all the things it wants health services to do better for people across the country.

In 2019/20 we have been commissioned by Healthwatch England to carry out engagement on the NHS Long Term Plan. The outcome of the engagement will help Our Healthier South East London to shape their priorities and how they will implement the plan locally.

**Share your views
and help make
local NHS
services better**



what
would you do?

What they said

"South Lewisham Group Practice work closely with our PPG in order to try to get input from patients and try to improve the services offered. Healthwatch regularly for some time now has had a table in our waiting area where they can talk to patients in order to get comments on the service received, pass on details of health and care services or carry out surveys. We are always happy to have them back as feel this is an invaluable way to get information needed to improve our NHS.

Healthwatch are part of our local electronic network and we pass on and receive information on local events, workshops, discussions etc which is also a valuable resource to us.

On a personal level I have found Healthwatch very helpful and friendly."

Alexandra Camies
Patient Participation Group Chair
South Lewisham Group Practice

"Healthwatch Lewisham is a vital service for our community. Engagement, health updates and monitoring of health services mean a lot to an unpaid carer. Getting updates from Healthwatch Lewisham really helps to inform me of what is going on in the borough of Lewisham. I hope Healthwatch can continue to connect to unpaid carers in the borough of Lewisham and update carers on how health services are working for us.

Healthwatch Lewisham have been so kind to promote my carer strategy forums and it shows how much they feel carers need to look out for each other. The staff at Healthwatch Lewisham have been polite and kind and often update me, even if I do not have time to read everything.

I really hope my words help to promote Healthwatch Lewisham and they the continue to engage with the community, without Healthwatch, life would be so much harder for us unpaid carers."

Matthew Mckenzie
Carer Consultant



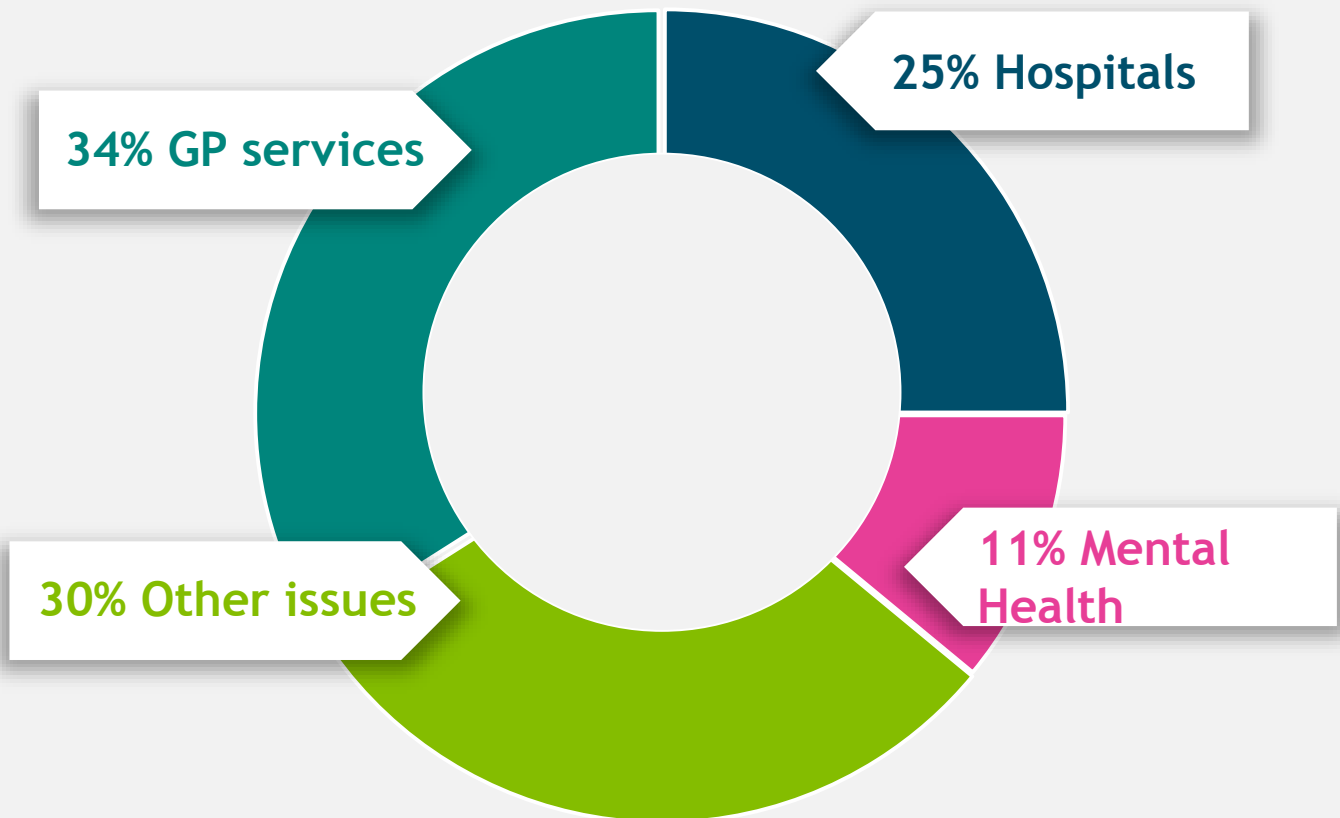
Helping you find

the answers

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look.

Last year we helped **105** people access the advice and information they need.

All information gathered is used to identify trends either in service areas or in relation to specific providers. Signposting enquiries are fed into our quarterly intelligence reports which are presented to key stakeholders and service providers in the borough.

You can come to us for advice and information in a number of ways including:

- + Over the phone
- + The contact us form on our website
- + By email
- + On social media
- + At community events

Key findings from our signposting service

- Access to University Hospital Lewisham services has been raised as an issue during the year. People have contacted our signposting service explaining that they are unable to speak to anyone on the phone at several departments in the hospital.
- We continue to support residents access Primary Care services by providing them with the details of their nearest GP practices.
- There was a rise in the number of enquiries we received relating to mental health issues. Residents wanted more information about local support services.



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

w: www.healthwatchlewisham.co.uk

t: 020 8690 5012

e: info@healthwatchlewisham.co.uk

Examples of signposting enquiries

Enquiry:

Ms A emailed our service after being unable to register with a GP for 4 years since moving into the borough. Despite contacting every surgery recommended on the NHS Choices website, each practice informed her that she did not reside within their catchment area.

She found this to be disturbing as she thought NHS catchment areas no longer existed.

Outcome:

After going through several different routes, including NHS England, we still found that the woman was unable to register with a GP practice.

We then worked in partnership with Lewisham CCG and eventually managed to get the patient registered with the Sydenham Green Group Practice.

Enquiry:

Ms B contacted our service interested in finding out what community diabetes support was available in Lewisham.

Response:

We informed Ms B about the Diabetes Peer Support Groups which are available in the borough.

These bring together people with Type 2 diabetes to share their experiences and advice on how to manage their condition. We provided the contact details of the nearest group to her address.

Enquiry:

Ms C contacted our service exasperated at being unable to contact the Gastroenterology department at Lewisham Hospital.

Her daughter is severely disabled and requires specific medicine to manage her sodium levels. The daughter needed a new prescription; however, their regular doctor was away, and their secretary had not actioned the request. The mother was worried about the negative effect the lack of medicine would have on her daughter's health.

Despite trying to organise a prescription for over two weeks, nothing has happened. At this point, the mother rang us for help because she didn't know what else to do and had run out of options.

Outcome:

We signposted the mother to the PALS service at University Hospital Lewisham. She was unable to make contact, so we called and explained the urgency of the situation and the need for them to speak with the mother and resolve the issue.

Within 5 hours, the daughter had been issued a new prescription and it was picked up by the mother.



© thecreativesisters

Advocacy

Our organisation continues to provide the Lewisham Independent Health Complaints Advocacy Service. We support residents in helping them make a complaint against local NHS services in the borough.

We have supported **152** new residents and helped a total of **188** people in making a complaint against a local NHS service this year.

A total of **560** people either accessed the complaint resources on our website or were signposted to other types of advocacy.

Analysis of our advocacy cases enables us to understand the key issues which are causing people to register an official complaint. We are then able to share our findings and help influence service improvement.

‘I trust you and thank you for your support. I could not have made the journey [throughout the process] without the support - I know I’m not on my own.’ Lewisham resident

From speaking with clients we recognised the following issues for Lewisham residents.

- **Hospital**
Access to treatment
Cancellations
Quality of treatment
Early discharge
- **GP services**
Delayed referrals
Access to appointments
- **Mental Health Services**
Access to services
Early discharge
Incorrect diagnosis



Do you want to make a complaint?

If you feel you’ve not had the treatment you expected from the NHS and want to complain, the law says you have the right to have the support of an advocate.

If you need support, please contact our service:
T: 020 8690 5012

W: www.healthwatchlewisham.co.uk

Feature Case Study



Problem

Ms E suffers from long-standing and chronic medical conditions which require regular monitoring and medication.

In September 2017, she was deregistered from her GP surgery and wasn't sure why. On investigation it appeared that this was due to a situation that had arisen when Ms E had requested her GP write a letter regarding her condition. She had tried on several occasions to obtain it from reception and her GP. The interactions lead to an altercation with the GP/receptionist and resulted in the police being called and Ms E having to leave the surgery without her letters.

The surgery stated it had a 'zero tolerance' policy and that its staff had both been upset by the incident; Ms E had therefore been deregistered, leaving her in an extremely vulnerable situation regarding her health needs. She had also discovered the GP had written derogatory remarks on her medical records as a result of the incident.

Actions

Ms E's desired outcomes were to remain at the surgery and to have an explanation about her deregistration, an apology from the GP concerned and the remarks removed from her record. A complaint letter was signed off by the client and posted on 27 November 2017.

The client did not receive a final response until 15 February 2018 despite chasing and promises of action. Although the surgery offered a meeting, Ms E decided she had been too upset by the whole episode to face such a meeting and was reluctantly looking for another surgery. Ms E chose to take the complaint to the Parliamentary and Health Service Ombudsman (PHSO).

Outcome

The PHSO upheld Ms E's complaint and contacted the surgery about the removal of the remarks from her medical record. As Ms E is no longer with the surgery, the PHSO is following this up with NHS Primary Care Support England who will be able to instruct the new practice to remove any record. **The client was extremely pleased with the news and was very grateful for the advocacy support received.**



Our volunteers



How do our volunteers help us?

At Healthwatch Lewisham we couldn't make all of these improvements without the support of our volunteers that work with us to help make care better for their communities.

32 local residents have supported us in 2018/19.

Our volunteers have contributed over **1,279** hours during the last year, which is the same as **160** working days.

The monetary value of our volunteers was **£18,271**



Our volunteers help us in so many ways from hearing your experiences at hubs, carrying out Enter and View visits into local services and providing high level representation at meetings across the borough to name just a few things.

We value their incredible contribution and strive to support them by giving something back.

We continue to offer a training programme for volunteers.

We offered the following training:

- Advocacy training
- Engagement hub training
- Enter and View training
- Safeguarding e-learning
- Dementia awareness training

Denver's return

This year saw Denver Garrison join our team as the Finance and Administration Officer.

Denver has a lot of history with Healthwatch Lewisham having previously been an outreach volunteer and former member of the Healthwatch Lewisham Committee.

My favourite moment is being part of a team with marvellous people in the workplace and appreciate the support and care.

Sandra, Volunteer

Meet our volunteers

We caught up with several of our fantastic volunteers to show how they are making a difference.

Michael

We would like to say thank you to Michael for his willingness to participate in a range of volunteering activities.

In addition to being a member of the **Work Plan Committee** and representing us at the **Health and Wellbeing Board**, Michael has supported us at **Hub outreach sessions** and has volunteered to become an **Enter and View Authorised Representative**.

Below Michael describes his volunteering experience in his own words.

Volunteer role at HW:

Member of Workplan Committee; HW representative on Lewisham Health and Wellbeing Board; engaging with local people at hubs etc.

What does your role involve:

Listening to the views of patients, service users etc; seeking to ensure the voice of patients and users is taken into account at the HWB; advising on HW strategy.

Why did you choose to volunteer for HW?

I had worked in the NHS and the voluntary sector as a manager and was keen to ensure that the patient voice was at the centre of decision-making. I also enjoy being a gamekeeper turned poacher.

What has been your favourite moment at HW?

Attending 'hubs' to engage with local people.

What has been your best personal achievement whilst volunteering?

Working with Lewisham Council and other agencies to improve the workings of the Health and Wellbeing Board.



Carolyn

Carolyn has been the star of our Enter and View programme.

She has given invaluable support in the planning and carrying out of Enter and View visits, as well as the visit reports. With Carolyn's support, we are able to hear the stories of service users, staff members and carers/friends/family members. Thank you Carolyn!

Below Carolyn describes her volunteering experience in her own words.

Volunteer role at HW:

Enter and View Authorised Representative and member of Workplan Committee.

What does your role involve:

Contributing to planning, visits and review of the Enter and View Programme and other areas of work to promote the voice of local people in health and social care.

Why did you choose to volunteer for HW?

When I retired from paid employment I wanted to contribute knowledge and skills I'd gained over the years from work as well as my experience as a carer to help improve services in my local community.

What has been your favourite moment at HW?

It's hard to pin down just one moment. The best bits of the role for me are about hearing first hand from people in care homes and mental health services about what's good about these services and what could be better.

What has been your best personal achievement whilst volunteering?

I enjoy working as part of a team with staff and other volunteers. I get a buzz every time I see positive responses from providers, commissioners, CQC and people using services to show that the evidence we've captured has helped to improve the quality of care and support



Sophie

Sophie joined us as a work placement student from University College London.

She has been extremely hands on in her short time, throwing herself into a variety of roles. Sophie has supported us at numerous events across the borough. Her positive attitude is extremely infectious and although we will be sad to see her go, we would like to wish her the best of luck in her new role at Age UK.

Below Sophie describes her volunteering experience in her own words.

Volunteer role at HW:

Engagement & Outreach Volunteer

What does your role involve:

Gathering patient feedback on health and/or social care services in the community.

Why did you choose to volunteer for HW?

Above all, I believe in Healthwatch's mission. It also gave me the chance to learn more about different NHS services and engage with a range of service users.

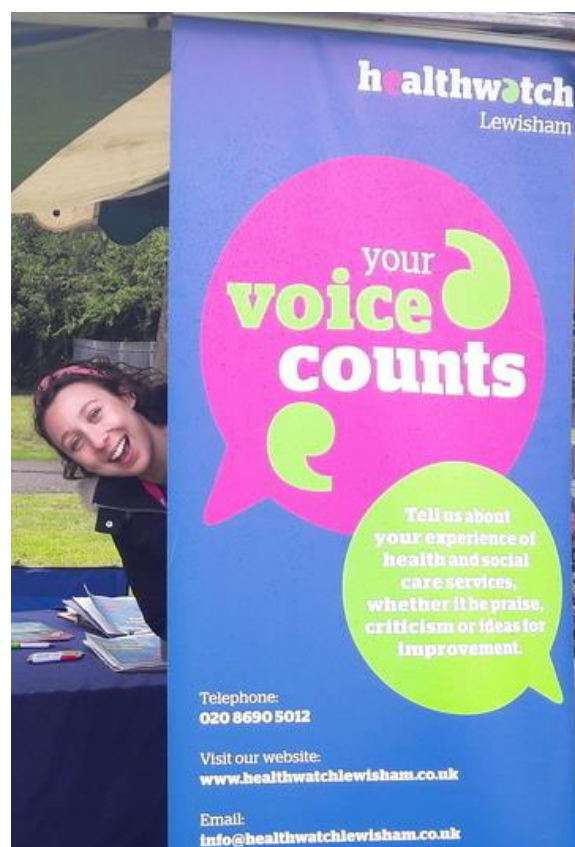
What has been your favourite moment at HW?

It's a tie between my two favourite moments. It was a real privilege to hear from men with lived experience of mental illness being so open during a focus group.

I also particularly enjoyed volunteering at the Phoenix Festival in the pouring rain- seeing the dedication of both the Healthwatch volunteers and other's in the community, with the extra hilarity of the sign repeatedly being blown over.

What has been your best personal achievement whilst volunteering?

My background has mostly been in youth work, so having the chance to engage with people of all ages has really boosted my confidence.



Alex

We would like to say a big **thank you to Alex**, our lead **hub** volunteer. Alex has attended an amazing 20 Hubs in 2019!

He has also organised hubs independently and is using his extensive local knowledge to help develop the Lewisham Wellbeing Map. We are very grateful, **thank you Alex**.

Below Alex describes his volunteering experience in his own words.

Volunteer role at HW:

Lead Hub Volunteer

What does your role involve:

I visit various health and social care locations around the Borough and seek the views of residents and attendees.

I also aim, where possible, to inform them of other suitable services, such as dentists or GP surgeries if they are not registered, for instance.

Why did you choose to volunteer for HW?

I have always had an interest in the health service and how the funding is apportioned, and ensuring everyone has their say. HW's pivotal role is ensuring we are the independent voice of health and social care.

What has been your favourite moment at HW?

Engaging with the public at our summer events.

What has been your best personal achievement whilst volunteering?

Assisting someone with registering with a local GP as they didn't have one and signposting them to other useful health services.



Taiwo

Since joining Healthwatch Lewisham in December 2018, Taiwo has become a great asset to the team. Taiwo has completed an incredible 197 hours of volunteering in 2019. Thank you for donating so much of your time.

Taiwo has been working on a project which analyses the impact of our advocacy service. We look forward to reading her report.

Below Taiwo describes her volunteering experience in her own words.

Volunteer role at HW:

Advocacy Support

What does your role involve:

Supporting Lewisham residents to make complaints about NHS services they have used and receiving their feedback about the service.

Why did you choose to volunteer for HW?

I love to help people and make their voices heard.

What has been your favourite moment at HW?

My favourite moment is when a client calls me when they are really troubled and they end the conversation with the satisfaction of being listened to and empathised with.

What has been your best personal achievement whilst volunteering?

- Being able to hear people's experiences
- Creating awareness of the HW service
- Being able to educate children about their wellbeing



Join our Healthwatch family



We would not be able to hear as many views on health and social care services without the help of our amazing team of volunteers.

At Healthwatch Lewisham, we understand that every volunteer is different. So we have a variety of roles to fit everyone's needs.

These include:

Communications and social media volunteer

We are looking for someone to provide support to the Communications Officer to develop our communications and media network throughout Lewisham. You will have the opportunity to help with our social media, website, e-Bulletins, and help us be heard by more and more residents.

Data entry volunteer

We capture the public's views of health and social care services in the borough. We need someone with good computer and administration skills to help us enter data gathered by our team onto our system. This is an opportunity to work in our vibrant and friendly office.

Engagement and outreach volunteer

To enable us to hear as many views and experiences of Lewisham health and social care services we carry out hubs at local hotspots. This includes talking to residents at GP Practices, hospitals and libraries, We are looking for volunteers to help support us at our hubs and help gather the views of local people.

Enter and View Authorised Representative

We are looking for volunteers to support us observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies.

Office Admin volunteer

We are looking for an individual to help support our team ensure that the Healthwatch office runs smoothly. Tasks will range from answering the phone and addressing the needs of the public to assisting with office organisation.

If you are interested in any of the above opportunities or would like more information, please contact Sydney Jatter on 020 8690 5012 or sydney@healthwatchlewisham.co.uk

All of the role descriptions can be found on our website
www.healthwatchlewisham.co.uk



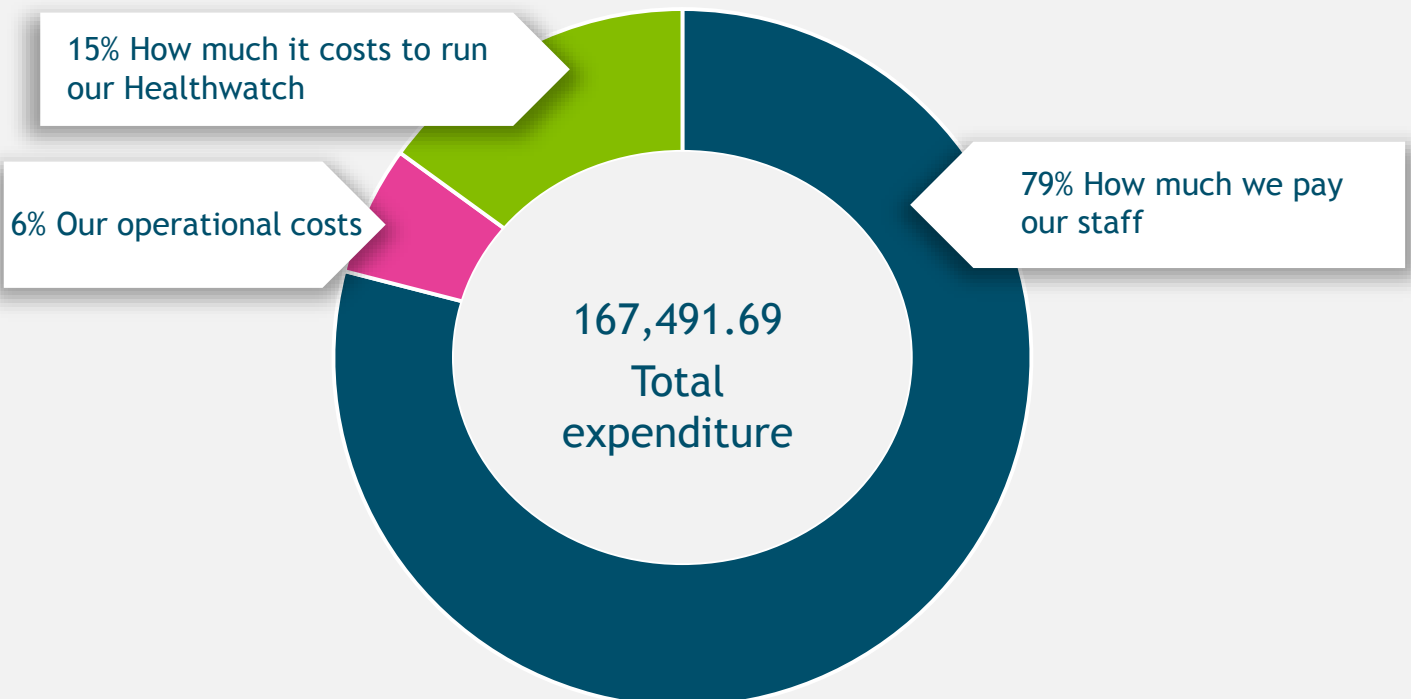
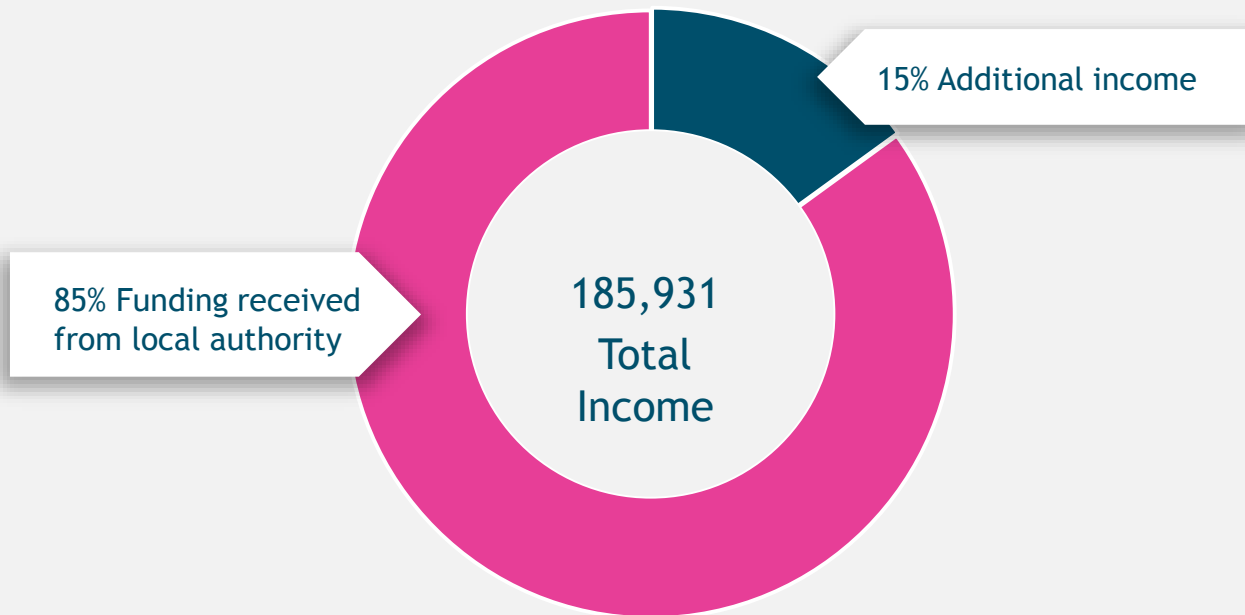
Our finances



How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £167,491.69

We also received £28,505 of additional income from other sources.





**Our plans for
next year**

What next

Looking ahead to 2019-2020, our priorities are:

- Access to Services
- Mental Health
- Disadvantaged groups (children and young people and older people)

Our workplan will be based on what residents told us about their experiences of local services, and reflect issues across the borough.

We will continue to gather patient feedback through our general engagement at hubs, summer festivals and through our Feedback Centre.

The health and social care environment is changing and financial pressures still continue to affect our communities and the services we all use.

This means that local health and social care services have to make changes to the way they run. This is both a threat and an opportunity. It will be even more important for us to work with our partners to ensure that local people are involved in the design of any new or remodelled services.

We would like to thank everyone who has helped us put people at the heart of health and social care, including:

- Members of the public who share their experiences with us face to face, over the phone or through our different digital platforms.
- All our amazing volunteers who add real value to Healthwatch Lewisham. This year 32 people gave us an equivalent 160 working days.
- The many voluntary and community organisations that we have worked with.
- Members of the Healthwatch Lewisham Workplan Committee for their support and constructive challenge.
- Trustees of Community Waves, the contract holder, for ensuring that we are providing a well run, high quality, value for money service.

Share your views and help improve local services



Contact us

Tell us your experiences of health and social care

We want to hear from as many of you as possible about your experiences of health and social care services in Lewisham.

The more we hear from you the more effective we can be in representing you and helping to improve services.

You can contact us by:

- Sharing your experiences in the Feedback Centre on our website: www.healthwatchlewisham.co.uk
- Email: info@healthwatchlewisham.co.uk
- Telephone: 020 8690 5012
- Write to us:

Healthwatch Lewisham,
Old Town Hall,
Catford Road,
London,
SE6 4RU

Sign up to our mailing list

If you want to keep up with the work of Healthwatch Lewisham, then contact us and tell us that you want to join our mailing list.

Alternatively, you can sign up by visiting www.healthwatchlewisham.co.uk and entering your email address at the bottom of the homepage in the 'subscribe to our mailing list' box.

We will send you our monthly e-bulletin and you will also hear about our latest reports and opportunities to get involved.

Volunteers

Volunteers are central to our work. We already have a fantastic team of volunteers who help to capture views and experiences of health and social care and who represent patients and service users in meetings across the borough.

Please get in touch if you are interested in finding out more about volunteering with us.

Events

We take part in a large number of events across Lewisham. When you see us, please come up and say hello and tell us about your experiences of health and social care.

If you are organising an event and would like us to be involved, then we would love to hear from you.

Please see here for our events: www.healthwatchlewisham.co.uk/events

Online

You can also keep in touch with our work and download our latest reports and newsletters at: www.healthwatchlewisham.co.uk

Also, keep in touch through social media at:



Healthwatch.Lewisham



@HWLewisham



We will be making this annual report publicly available on 30 June 2019 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Lewisham Clinical Commissioning Group, 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 need this report in an alternative format please contact us.

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Charity No: 9044348 Company No: 1159132



Healthwatch Lewisham
Old Town Hall
Catford Road
London
SE6 4RU

w: www.healthwatchlewisham.co.uk
t: 020 8690 5012 683 000
e: info@healthwatchlewisham.co.uk
tw: @HWLewisham
fb: facebook.com/Healthwatch.Lewisham