

Championing what matters to you

South East London Healthwatch
Annual Report Summary 2021-22



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Message from our director

Healthwatch X, through our Director south east London (SEL) Healthwatch, continues to influence how health services respond to people’s experiences and views. Working with the NHS south east London Clinical Commissioning Group (CCG) and other stakeholders to represent all six Healthwatch, she coordinates our collective intelligence and insight to inform decision making processes and add value to wide range of SEL CCG and Integrated Care System (ICS) work programmes and to encourage public involvement. The Direct SEL Healthwatch supports stronger working relationships and partnerships between and amongst Healthwatch Bexley, Healthwatch Bromley, Healthwatch Greenwich, Healthwatch Lambeth, Healthwatch Lewisham and Healthwatch Southwark. As a dedicated regional resource, she allows local Healthwatch to maintain a borough focus on delivery. The strength of our Healthwatch collaboration led to:

- Healthwatch SEL used as a NHSEI and Healthwatch England Promising Practice Case Study as a tangible example of the benefits of Healthwatch and the ICS working together.
- Sharing reflections and the impact we are achieving with our partners. at the 2021 Healthwatch Conference and
- Winning a Highly Commended Accolade at the 2021 Healthwatch Awards for our work with the CCG and system partners.

The Director chairs the SEL Healthwatch Patient Group. The Group consists of people from each borough, who are affiliated to Healthwatch. SEL Healthwatch Patient Group members are a diverse group reflecting a range of service user perspectives and experiences and can balance individual perspectives with broader patient and public interest.



“The South East London Healthwatch Director is a key member of the NHS South East London Clinical Commissioning Group Equalities Committee and the Engagement Assurance Committee as well as sitting on the Governing Body. She brings community insight and intelligence to inform the work of the CCG and in particular has been a key contributor to the development of the ICS approach to working with people and communities strategy. We look forward to continuing to work with her as we move to working as an Integrated Care System across south east London.”

Rosemary Watts, Assistant Director of Engagement, NHS South East London CCG, Our Healthier South East London ICS



Continued

The members from Healthwatch X are Name, Name. Examples of activity the Group has engaged in, include:

- ICS Population Health and Equalities Strategy
- Developing the ICS approach to Engagement
- Working with People and Communities strategy
- Home First development and promotion.

The excellent participation and contribution by Graham Head, member from Healthwatch Southwark, alongside the Director SEL Healthwatch at the ICS Data Usage Committee, has brought added value in ensuring that the programme receives a wide range of public views.

As NHS south east London CCG ends, we look forward to being active partners in the new, legally constituted South east London Integrated Care System (ICS). Healthwatch X will continue to work with the Director SEL Healthwatch to provide consistent and harmonised insight and intelligence to the ICS. Healthwatch in south east London will play our part to end health inequalities by amplifying the voices of communities that go unheard and work with the ICS to reduce the barriers to services people and communities face.



Folake Segun
Healthwatch south east London Director

“As a team supporting the development of the ICS (integrated care system), where all health and care professionals, partners and the voluntary sector work together, we need and value the involvement of Healthwatch and its public representatives.

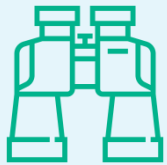
They are involved in a range of decision making groups and meetings and offer support and challenge from a public, patient and service user perspective. Their involvement helps us shape the services we provide, as well as the digital and data sharing initiatives we take forward.”

Dean Holliday, Head of Digital Programmes, Population Health and Care, Digital and Information Sharing, Our Healthier South East London ICS

About us

Here to make health and care better

Healthwatch are the independent champion for people who use health and social care services in the south east London boroughs of Bexley, Bromley, Greenwich, Lambeth, Lewisham, and Southwark. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



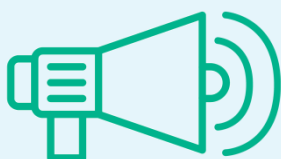
Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Our year in review

Find out how we have engaged and supported people.

Reaching out



18,565 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

Over 990 people

came to us for clear advice and information about topics such as mental health and COVID-19.

Making a difference to care



We published

47 reports

about the improvements people would like to see to health and social care services.

Including

1 commissioned report

Healthwatch Bexley worked with Public Health Bexley to produce a report exploring vaccine confidence in certain groups of the population less likely to be vaccinated.

Health and care that works for you



We're lucky to have

248

outstanding volunteers, who gave up **1,441 days** to make care better for our community.

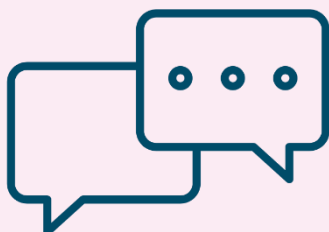
We're funded by our local authority. In 2021-22 we received over:

£450,000

We also employ

27 staff

who help us carry out this work.

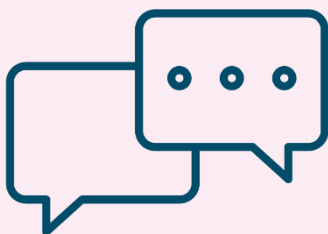


How we've made a difference throughout the year

Our influence and impact this year include

- Healthwatch input into SEL Digital Patient engagement plan.
- SEL Healthwatch commission from South London and Maudsley NHS Foundation Trust (SLaM) as part of the South London Listens Programme to conduct a south east London wide voluntary and community sector audit to support signposting and early intervention.
- SEL Healthwatch involvement and collaboration in developing the ICS Working with People and Communities strategy.
- SEL Healthwatch engagement in the development of the SEL ICS constitution.
- The Director SEL Healthwatch role as a model for VCSE participation in the ICS in SEL.
- Healthwatch Lambeth report – 'Birth during COVID-19: Women's stories of maternity care through the pandemic' presentation to CCG Quality and Safety Committee and fed into SEL ICS Maternity programme. Tongue-tie issue followed up by CCG.
- Findings from Healthwatch Bexley, Healthwatch Greenwich and Healthwatch Lewisham included at ICS Digital Exclusion Workshop.
- Healthwatch Bexley Digital Inclusion report included in ICS Toolkit and on CCG website.
- Healthwatch Greenwich – The experience of Nepalese patients during the pandemic presented to CCG Quality and Safety Committee leading to a promise of more training for reception staff.





How we've made a difference throughout the year

Key meetings this year where we informed boards and committees about what matters to people and what their experience of health services include:

- CCG Governing Body Board in Public
- SEL Primary Care Commissioning Committee
- CCG Equalities Committee
- CCG Engagement Assurance Committee
- CCG Quality and Safety Subcommittee
- ICS Data Usage Committee
- ICS Information Governance Group
- SEL Shared Care Record Governance Board meeting
- SEL Data Service (Discovery) Governance Board
- ICS Working with People and Communities Steering Group



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve



Volunteers

SELHW is supported by 248 amazing volunteers, whose efforts help us to understand what is working and what needs improving in health and social care in south east London.

This year, our volunteers:

- Helped people have their say, carrying out surveys face-to-face, over the telephone, and online
- Created blog, website, and social media content
- Supported our Enter and View programmes by visiting care homes
- Conducted project research, data analysis, and report writing
- Assisted with in-person community engagement activities and wellbeing workshops



South East London Reference Group

The Group consists of people from each South East London borough, who are affiliated to their local Healthwatch.

This year, the group has taken part in:

- Integrated Care System Population Health and Equalities Strategy
- Developing the Integrated Care System approach to Engagement
- Working with People and Communities strategy
- Home First development and promotion.

Making a difference: Key outcomes from 2021-22

Below is a summary of the key differences made by our six South East London Healthwatch during the 2021 to 2022 period.

2021-2022 Outcomes

SEL Healthwatch	Changes made to services
Bromley	<ul style="list-style-type: none"> • Successfully introduced a new digital approach to Enter & View programme, meaning service providers are now able to choose between virtual or physical visits. • The areas of improvement identified following eight Enter & View activities in 2021-22 led to recommendations being implemented by providers on each occasion.
Bexley	<ul style="list-style-type: none"> • Led a vaccine confidence initiative resulting in increased vaccination rates in the Bexley borough. • Helped to shape the phlebotomy booking system to include online bookings.
Greenwich	<ul style="list-style-type: none"> • Made recommendations regarding noise on post-natal wards to Lewisham and Greenwich NHS Trust (LGT), prompting improvement in this area through change in various processes (e.g, shift handovers undertaken in a closed room, visits minimised between midnight and 6am). • Recommended that LGT improve its WiFi, resulting in improved access to online interpreting services. • Reviewed support available to neurodiverse service users, leading to introduction of an eLearning module on reasonable adjustments and awareness trolley highlighting NHS Accessible Information Standard (AIS) requirements.

2021-2022 Outcomes

SEL Healthwatch	Changes made to services
Lambeth	<ul style="list-style-type: none"> • Conducted research with young people with mental health conditions and learning disabilities. Found they faced a lack of planning and support when transitioning from child to adult mental health services. Presented findings to Living Well Network Alliance (LWNA) in Lambeth, who as a result recruited staff to coordinate support during this transition. • Improved uptake of Annual Health Check (AHC) and covid-19 vaccine among people with learning difficulties, autism, and severe mental illness.
Lewisham	<ul style="list-style-type: none"> • Conducted research on the ‘virtual by default’ access model in response to the covid-19 pandemic, with a focus on primary care. Many participants were clearly affected due to lack of confidence accessing online systems, the cost of utilising these systems, and long telephone waiting times. Directly influenced North Lewisham Primary Care Network in developing a digital hub to guide and support residents in engaging with the systems implemented by GPs.
Southwark	<ul style="list-style-type: none"> • Reviewed adult community mental health services to determine unmet needs, which were found to include lack of information regarding services, issues with referral and assessment, and barriers to access for individuals with complex needs (such as autism, attention deficit hyperactivity disorder (ADHD), and serious mental illness). Received formal response from South London and Maudsley NHS Foundation Trust (SLaM) outlining specific plans to address the gaps identified by Healthwatch Southwark. • Conducted a project regarding the implications of hospital waiting times on patients and presented findings to many key stakeholders who are now using the findings to inform internal improvement programmes.

Top Priorities & Next steps 2022-23

Healthwatch Bromley

1. Tackle health inequalities.
2. Engage more with communities seldom heard from regarding patient experience.
3. Continue to gather patient experience feedback and share our findings with key decision makers.
4. Continue to develop the Enter & View programme to help improve services.

Healthwatch Bexley

1. Covid-19 Recovery
2. Health inequalities including access to secondary care service
3. An internal refresh of Healthwatch Bexley's systems, including undertaking the Healthwatch Quality Framework and raising awareness of Healthwatch Bexley and increasing our volunteer base

Healthwatch Greenwich

1. Post-pandemic improvement in access to health and care services
2. Supporting system-wide programmes to reduce health inequalities
3. Primary care: amplifying the voice and experience of marginalised communities

Healthwatch Lambeth

1. Cross-cutting: Primary Care Network and patient engagement, Multiple Long-Term Conditions, and Diabetes pathways
2. Older People: Hospital Discharge, Neighbourhood Nursing, and Continuing Health Care
3. Mental Health: Enter & View visits and Mental Health projects at King's College Hospital, Mental Health events
4. Children and Young People: Young People's engagement and mental health
5. Learning Disability: Lambeth Learning Disability Assembly

Top Priorities & Next steps 2022-23

Healthwatch Lewisham

1. Launch of new Healthwatch Lewisham website in April 2022
2. Build on our outreach work to engage with residents from seldom heard communities
3. Improve our Patient Experience Programme to include a diverse range of partners and enable more residents to share their feedback.
4. Improve our reporting to better share the feedback we capture and encourage outcomes
5. Continue our work with partners to encourage improvement of local services based on feedback of those who use local services.

Healthwatch Southwark

1. Tackling health inequalities with a specific focus on the following: -Mental health within the Black African and Caribbean community.-Accessibility of health information for Latin American community.
2. Young People's Health: establishing a youth panel and getting young people more actively involved in health projects and decision making bodies.
3. Improving access to health and social care services for people with learning disabilities and autism.
4. Reviewing how can 'wait times' be better managed for elective care patients.
5. Understanding dental access issues in minority communities.



Contact us to get the information you need.

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.

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