Healthwatch Lewisham gives children, young people and adults in Lewisham a stronger voice to influence and challenge how health and social care services are provided within the borough.

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Friday 13th October 2017

We're looking for people to join our Diabetes Peer Support Groups

Do you have diabetes and want support within your community? Healthwatch Lewisham is setting up a diabetes peer support group in each local neighborhood, in the London Borough of Lewisham.

Come along and talk with others who may be experiencing the same issues as you. Our groups look to provide support and offer advice around exercise, nutrition, motivation and mental wellbeing.

For more information, please contact Stephanie Wood on 020 8315 1906 or...
#30daysofhealthwatch

Those of you who are avid followers of our Twitter account, will have noticed that during September we held a social media campaign called #30daysofhealthwatch. This was an opportunity for us to show unseen photos of our organisation highlighting the different aspects of what we do.

Above is a little collage of just a few photos we have used. Please visit @HWLewisham to see the whole campaign in all its glory. Thank you to
Healthwatch finds that patients need to be more involved in their discharge from hospital

We are proud to share with you our latest report focusing on discharge from hospital.

Healthwatch Lewisham carried out a research project to assess patients’ and carers’ experiences of being discharged from hospital. We made three separate visits to the discharge lounge at University Hospital Lewisham (UHL) where we spoke with staff, patients, carers and family members.

We found that there is a good dialogue between patients and the nursing staff. People praised the UHL discharge team for being very positive, warm and welcoming towards them.

However, internal communication was raised as an issue. People felt there was a lack of co-ordination between the nurses and the consultants and doctors. The nursing team were not always being updated or had access to current records/diagnosis by the doctor/consultant.

A significant number of patients also felt they were not adequately involved in the decision-making process regarding their discharge plan.

As a result of our findings, Lewisham and Greenwich NHS Trust (LGT) have produced an action plan based on our recommendations. It focuses on key areas such as communication, signposting resources, medication and patient involvement.

Stephanie Wood, Engagement Manager, Healthwatch Lewisham stated:

"We are encouraged by Lewisham and Greenwich Trust's pro-active response to our recommendations and look forward to seeing the full impact of the changes and developments in patient care and involvement with regards to discharge."

For the full report please click here. We have also produced a three page summary and impact report which can be found here.
Join our Work Plan Committee!!!

Healthwatch is looking for dynamic and committed local people who will bring their own skills and experiences to help shape the work we do across the London Borough of Lewisham.

The Work Plan Committee plays an important role in overseeing Healthwatch Lewisham’s strategic direction, monitoring and advising the progress of Healthwatch Lewisham against its work plan.

To ensure that our Committee represents the diverse nature of the borough we are particularly interested to hear from all communities.

Work Plan Committee membership is on a voluntary basis. A detailed role description for committee members can be found by clicking here. To apply, please complete the following application form and equal opportunities monitoring form, and return to info@healthwatchlewisham.co.uk.

Hard copies are also welcomed.

Please send this advert through your networks or to anyone you think would be interested.

For an informal discussion about the role, or for any further enquiries, please contact Stephanie Wood, stephanie@healthwatchbromley.co.uk or 020 8315 1906.

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Share your experiences of local services
Feedback Centre, have you?

The more that people share their ideas, experiences and concerns about the NHS and social care, the more local services can understand when improvements are needed.

Thanks to people sharing their ideas and experiences with their local Healthwatch, services across England have made positive changes that benefit those who use them.

But, to make the biggest difference, we need to hear from more people. So please share your views and experiences of local services with us.

You can talk to Healthwatch Lewisham by either:

1. Sharing your experience through the Feedback Centre on our website
2. Calling 020 8315 1916
3. Emailing info@healthwatchlewisham.co.uk

Patient GP information in Lewisham

Healthwatch Lewisham has carried out an audit of local GP out of hours information for patients. A summary of the findings can be found by clicking here.

If you would like to see the full transcript of GP telephone and website messages, please contact us on 020 8315 1916.

Local News

More GP appointments available in Lewisham through new GP extended access service

Launched on 3 April 2017, the Lewisham GP Extended Access Service (which is based at Lewisham Hospital) offers additional GP and nurse appointments from 8am-8pm 7 days a week (including bank holidays) to patients registered with a Lewisham GP. Appointments must be booked in advance (it is not a walk-in service) and are just like appointments at a GP practice.
Dr Jacky McLeod, Senior Clinical Director at NHS Lewisham CCG said: “We know that residents in Lewisham live busy lives juggling work and family alongside many other responsibilities. They have told us that they can’t get GP appointments that suit them, so we set up the GP extended access service to help give our residents the appointments that they want and need. Since we launched the service, it has proved to be popular with patients and we hope the additional services and new location will make the service even better.”

The service is run by One Health Lewisham GP Federation (which is wholly owned by the GP practices in Lewisham) and is part of a national programme which aims to improve access to GP services and reduce the number of inappropriate A&E attendances by making it easier to get an appointment at a convenient time.

To access the service, patients should first contact their own GP practice in the usual way to request an appointment. If there are no suitable appointments available, patients may be offered an appointment with the GP Extended Access Service if appropriate.

If practices are closed, patients should contact the out-of-hours service SELDOC on 020 8693 9066 or NHS 111 who will be able to book an appointment with the GP Extended Access Service if appropriate.

With patients’ consent, clinicians at the service will have access to their medical records to ensure that they have the information needed to provide the best possible care. Notes of appointments will be sent back to patients’ own GP practice electronically to ensure that records are kept up-to-date.

For more information on the GP Extended Access Service, please visit www.onehealthlewisham.co.uk/gpea or ask at your GP practice.

Most people still getting good care - but health and care system is ‘straining at the seams’, making future quality precarious

The Care Quality Commission’s State of Care shows that, thanks to the efforts of staff and leaders, the quality of health and social care has been maintained despite very real challenges and the majority of people are
But future quality is precarious as the system struggles with complex new types of demand, access and cost.

The Care Quality Commission’s (CQC) annual assessment of the quality of health and social care in England contains much that is encouraging.

As of 31 July 2017, the following services were rated as good:

- **78% of adult social care services**
- **55% of NHS acute hospital core services**
- **68% of NHS mental health core services**
- **89% of GP practices**

However, the changing nature of demand - increasingly numbers of older people who are physically frail, many with dementia, more people with long term complex conditions - is placing unprecedented pressure on the system. In acute hospitals, this means more people waiting over four hours at A&E; more planned operations cancelled, and people waiting longer for treatment.

And in adult social care, the number of beds in nursing homes has decreased across most of England and domiciliary care contracts are being handed back to councils because providers say the funding is insufficient to meet people’s needs; estimates show that one in eight older people are not receiving the help they need.

For the full report please click [here](http://mailchi.mp/efe6cea8b25a/gbf1k4638t?e=[UNIQID]).

**Latest Lewisham CQC Ratings**

The reports of five health and social care services in Lewisham have been released by the Care Quality Commission (CQC) in the last three weeks.

The CQC inspect health and social care services to make sure they meet the necessary standards of care and quality.
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- Carepoint Services
- Dr Parisa Akhavan-Tabib - Dartmouth Road (Dentist)
- Lionheart Domiciliary Care Services Limited - Deptford
- Mydentist - Sydenham Road
- Triangle Group Practice

To view the reports click [here](http://mailchi.mp/efe6cea8b25a/gbf1k4638t?e=[UNIQID]).

**NHS Walk-in Centre Consultation**

Have your say on... The future of the NHS Walk-in Centre and proposals to improve primary care in Lewisham.

Lewisham CCG wants to improve urgent and non-urgent primary care across the borough and as part of this they are looking at the future of the NHS Walk-in Centre, based in the Waldron Health Centre in New Cross.

The CCG think that the way people access primary care services could be improved. Primary care services provide the first point of contact in the healthcare system, including GPs, community pharmacists, dentists and optometry services. Lewisham residents have told the CCG that the current system is confusing and as a result are not always seen in the right care setting or at the right time.

The CCG now wishes to consult with patients, the public and other key stakeholders on their proposals, which includes closing the Walk-in Centre.

The deadline for response is **Monday 30th October 2017**

To find out more, please click [here](http://mailchi.mp/efe6cea8b25a/gbf1k4638t?e=[UNIQID]). Or to fill out the consultation, click the following [link](http://mailchi.mp/efe6cea8b25a/gbf1k4638t?e=[UNIQID]).

**Proposed changes to Acute wards for older adults at SLaM**

South London and Maudsley NHS Foundation Trust (SLaM) are proposing a change to their service.

Currently they have 3 wards, Hayworth, AL1 and Chelsham House, who provide acute care for older adults with mental health difficulties and
supporting patients with cognitive impairment such as dementia.

SLaM are looking to get wider feedback and engagement from patients and carers, local community groups and organisations who can provide them with different perspectives on the potential impact of this change.

**The proposal:** For Chelsham House at Bethlem Royal Hospital to become a Dementia Acute In-patient Unit in order to provide better quality care for people with dementia and older adults with functional mental health difficulties who are admitted to the service.

**Why they want to make the change:**

Evidence from the Royal College of Psychiatry and guidance from publications such as the National Dementia Strategy, suggests that better care can be provided to older adults with functional or organic mental health difficulties if they are cared for in separate settings.

When the change happens, whatever their diagnosis, existing patients on Chelsham house won’t be transferred unless there is a clinical reason to do so.

For more information please click [here](http://mailchi.mp/efe6cea8b25a/gbf1k4638t?e=[UNIQID]).

Please tell them what you think about the proposal by contacting: Becky Horton, In-patient Service manager, on: 07710 066368 or Rebecca.horton@slam.nhs.uk

Deadline for responses is **Friday 27 October 2017**

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**Have your say: changes to prescribing in Lewisham**

Lewisham CCG are seeking your views on their proposals to make some changes to prescribing guidance around over the counter medicines and malaria prevention medicines in Lewisham.

**What are the proposed changes?**
injuries that will get better over time.

We are also proposing to stop prescribing malaria prevention medicines for use in travel on an NHS prescription to bring Lewisham in line with national guidance.

The consultation ends on **24 October 2017**.

Please share your views by **reading the proposals** and **completing a short survey** or email them to **lccg.engagement@nhs.net** or call **020 3049 3208**.

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**Walk-in Hearing Aid Clinics**

Do you wear NHS hearing aids?

Action on Hearing Loss have five FREE walk-in hearing aid clinics across the borough.

These can be found at:

- **Telegraph Hill Community Centre**
- **AGE UK**
- **Sydenham Library**
- **Deptford Lounge**
- **Lewisham Library**

For more information, contact Zehra Hassan on **07552 165 778** or **zehra.hassan@hearingloss.org.uk**

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**This is your Stoptober**

More than 1 million people have used Stoptober to help them quit! Will you join them?

Stoptober is a national campaign that challenges smokers to stop smoking for 28 days in October. Lewisham Stop Smoking Service are supporting Stoptober again this year and can help you to stay smoke free for the month.

Go to the **Stoptober Website** for full details and to get some extra goodies, like the Stoptober app, but don’t forget to give the Smokefree Lewisham team
We’re looking for people to join our Diabetes Peer Support Groups

Healthwatch Lewisham e-Bulletin

http://mailchi.mp/efe6cea8b25a/gbf1k4638t?e=[UNIQID]

Walking football session in Lewisham

Do you love playing the beautiful game?

Or maybe you just want to try something new?

Then perhaps walking football is for you!

Downham’s Men Project are now offering a walking football session on Thursday evenings (7pm - 8pm) at Downham Health and Leisure Centre.

For more information please contact Trevor Pybus on 07821 292317 or email trevor.pybus@ageuklands.org.uk

Getting your feedback

At Healthwatch we pride ourselves on always trying to improve. We would like to receive your comments about how you think we can make our e-bulletin better.

Please send your feedback to mathews@healthwatchbromley.co.uk

Healthwatch Lewisham is a non-political charity and as such items in this e-bulletin do not necessarily reflect the views of the organisation. We try to check all the information in this bulletin and the web sites it links to, but we cannot accept responsibility for the contents of the websites and articles or guarantee their validity. Links should not be taken as an endorsement of any kind. Items come from various sources.

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