



Southwark Health and Wellbeing Board

Engagement Update (April 2015- Present)



Information and Signposting

By providing information to Southwark residents, we help them understand the health and social care system. We do this in a variety of ways: over the phone, via email, face to face, distributing factsheets, delivering workshop sessions.

At the time of writing, Healthwatch Southwark has managed 92 signposting and issues queries since April 2015. These were through our public telephone line and email.

47% of the information and signposting queries since April 2015 were related to GP registration:

- Not being able to register with a 'good' GP (According to NHS Choices reviews)
- Not being in preferred catchment area
- Finding out GP surgery has closed and not knowing what to do next / queries about access to patient records

We submit this information to Healthwatch England on a regular basis so they can collate information from all local Healthwatches. On a quarterly basis, we submit information to NHS Southwark CCG to include in their Quality Reports.



Future plans

- ✓ Exploring possibility of logging quality issues directly onto NHS Southwark CCG's Quality Alert System
- ✓ Developing factsheets to provide people with information and signpost to relevant services e.g. how to register with a GP, where to go if feeling unwell, how to make a complaint





Community Focus Groups

Every quarter, we organise a community focus group. This is one of the ways we fulfil our role to speak to members of the community about access and use of health and social care services. From these sessions, we gain a realistic overview of what works well and what requires improvement in Southwark's health and social care services.

In June, we started engaging with the Gypsy and Traveller community in Southwark, via Southwark Traveller Action Group (STAG). We ran a small focus group, and have plans to carry out further engagement over the next couple of months. After this, we will publish a report with recommendations.

We are currently compiling a report to draw together intelligence from our community focus group on GP access, which is one of our priority areas. This will collate information from 5 community groups: Bengali, Somali and Latin American community, a deaf group and the Gypsy and Traveller community.

Key issues that have been identified:

- Lack of information that is appropriate for people speaking different languages / with communication difficulties
- Lack of understanding by staff around needs of diverse communities
- Difficulty accessing interpreting services in a timely way
- Long waiting times to get an appointment with a GP
- Confusion about what services GPs offer
- Limited knowledge of extended primary care services
- Changes made to services are not always heard about

Suggestions that were made on how services could improve:

- Run workshops / further engage with specific communities to strengthen their understanding of the health system
- Improve access to interpreting services
- Information should be provided in a different format e.g. easy-read, different languages etc.
- Make more appointments available to reduce waiting times
- Avoid changing how things work e.g. the booking system. If this is changed, it needs to be clearly communicated
- Make use of voluntary and community groups and outreach workers to relay information to specific communities
- Training for staff to improve sensitivity/awareness of communication difficulties, equality and diversity, and increase knowledge of services to signpost people to



Future plans

Community focus groups:

- ✓ In partnership with Macmillan Cancer Support, we are running a focus group with the Bengali community to explore how information is best received e.g. written translation materials, audio materials (October)
- ✓ As part of our community focus group programme, we will be working with a Vietnamese mental health group (October) and refugees (January)

Other engagement plans:

- ✓ We have launched a survey for the Transgender community regarding access and experience of health services. This has been sent to 14 community groups (not all Southwark based)
- ✓ As part of our mental health priority, we are focussing on the views of children and young people about support and advice for their emotional wellbeing
- ✓ As part of our social care priority, we are focussing on the views of people who have gone through the assessment process to see how accessible it is, what information is given, and if they are appropriately supported and signposted



Public Forums

Every quarter, HWS organises public events, to give Southwark residents the opportunity to keep abreast of changes to health and social care. We use these forums to give a space for direct dialogue with commissioners, providers and the public.

10 June 2015: “Your Care, Your Services: Issues to Solutions”

- 73 people attended
- Presentations from CCG (Local Care Networks) and Southwark Council (Home Care Vision) to hear about plans for better joint working and more person-centred care
- Key discussions on local care networks:
 - People need educating so they use the right services for their needs
 - People prefer to see the same professionals and build relationships with them
 - Communication is key - want to be kept informed and understand
 - Need to be considered as a ‘person’ not a ‘process’

- Key discussions points on home care:
 - Home care workers are front line and should work in partnership with other health and social care professionals
 - Consistency is important - having the same carer so they get to know the person
 - More needs to be done to raise awareness about what local charities can offer
 - Carers need to be ‘culturally sensitive’ to the needs of individuals
 - More clarity needed on what the roles are of carers, as this is variable
 - Important to record and track what has been done so all professionals are informed
- Full [report](#) available online

28 September 2015: “Everyone is treated equally” - Join the debate

- 67 people attended
- Purpose of event for members of public to meet key people involved in their health and wellbeing and hear their commitment to addressing inequalities
- In attendance - Gwen Kennedy (CCG), David Quirke-Thornton (Southwark Council), Mark Whitten (Police), John Moxham (King’s Health Partners), Zoe Reed (SLaM)
- Key points of discussion:
 - Care of frail elderly, especially when receiving care at home and in homes
 - Getting timely care for the most vulnerable and how ‘integrated’ services can help with this
 - Difficulties in keeping up with changes that are taking place in services, particularly when you have access and communication needs
 - How patient experience data is collected on equality - need to be more direct
 - Importance of early education about mental health to prevent crisis
 - The impact cuts are having on quality of services, and the value of the voluntary and community sector in supporting diverse communities
 - The importance of listening to people with ‘invisible disabilities’ and engaging with those that are ‘allergic to services’
- Report will be available on website soon (end of October)



Future plans

- ✓ Will be involved in Guys and St Thomas’ NHS Foundation Trust’s patient and public engagement strategy event (December) which will be promoting the power of patient voice in public service development
- ✓ Exploring joint public event with Healthwatch Lambeth on health and wellbeing of children and young people (December)





Visits to services

Healthwatch Southwark has carried out engagement visits to both Guys and St Thomas' NHS Foundation Trust and King's College Hospital NHS Foundation Trust. These visits will take place on a regular basis through 2015/16 with the aim to:

- Provide feedback that is gathered independently, and given directly to the service
- Increase our presence so that we are able to speak with as many people as possible about their experiences of services

We have so far visited 2 sexual health clinics (at each Trust) and the transport lounge at Guys and St Thomas' NHS Foundation Trust.

Sexual health clinics:

- We spoke with 33 people; most people were there for a routine check-up
- What was highlighted as 'the best thing' about their visit was the interaction with staff (being friendly and respectful) and the timeliness of being seen
- Concerns were raised around the waiting times being long and confusion over how to get an appointment

Transport clinic:

- We spoke with 10 people
- Again, what was highlighted as 'the best thing' about their experience was the interaction with staff (kind and supportive)
- Concerns were raised around the complicated process of booking transport, long waiting times, not being given enough information, and having to travel a long way with strangers in the same care



Future plans

- ✓ Engagement at King's College Hospital NHS Foundation Trust's A&E department (October)
- ✓ Engagement at Guys and St Thomas' NHS Foundation Trust's Evelina Outpatient Department (October)
- ✓ Meeting with GP Federations to explore opportunities for engagement at both North and South Extended Primary Care Services

