



Southwark Health and Wellbeing Board

Engagement Update



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 51 signposting queries and issues notifications since April 2016. These were through our public telephone line and email.

Breakdown of top queries:

- **Access to care:** including, among other issues, help with GP registration, charges for services (including for asylum seekers), getting home visits, waiting times for GP appointments, and delayed hospital procedures/referrals.
- **Changes to GP surgeries:** including suspension of Avicenna Health Centre, closure of St James Church (Dr Zigmund) Surgery, and merger of several practices. Many people contacted us because they were unable to understand the letters they had been sent, were concerned about how to get ongoing care or unhappy about the surgery they had been passed onto, or felt upset about the closure of Dr Zigmund's surgery.
- **Access to medical records.**
- **Inadequate or inappropriate social care.**



Engagement focus areas

Health and social is a broad sector, therefore we have to channel our resources into specific areas of work. This is a summary of areas we have been focussing on. Over the next 6 months we will be engaging and involving local people and stakeholders to refresh our priorities for future years.

GP access and experience

In December 2015, we published a [report](#) based on what 79 Southwark residents told us about GP access and experience:

- It is difficult to get an appointment.
- People aren't aware of community health services available.
- People aren't always offered an interpreter when needed.
- People don't know how to make a complaint.

In March 2016, we published 3 reports that delved deeper into GP access issues that had been highlighted in the initial report.

[A review of GP out-of-hours phone messages - what do they tell us?](#) We recorded all phone messages and found that they were inconsistent and some gave incorrect information about where to access care. The report provides a recommended template for an answerphone message. Lambeth CCG has replicated this review across Lambeth GPs and have encouraged them to use the same answerphone template.

[Making a complaint: what online information do Southwark GP surgeries give to their patients?](#) We checked GP websites and found that the extent of information offered about making a complaint varied. Some did not mention complaints and few offered information about services that could help people to make a complaint. We made 4 recommendations in the report.

[Do Southwark GPs offer interpreting services?](#) We 'mystery shopped' all GP surgeries to see if we were offered an interpreter. Not all offered an interpreter for an appointment and few offered it for registration. We made 7 recommendations in the report.

Next steps...

We have presented these reports to the GP Practice Managers Forum as well as North and South Southwark's Locality Patient Participation Groups (PPGs). We will be reviewing progress over the next year.

Mental health and sexual health - young people

We wanted to hear from young people about their awareness and understanding of mental health and sexual health, where they go to get advice and information and how they think we could improve access to support services. We have run workshops with young people's groups across Southwark and distributed surveys to a Southwark Academy. We are currently analysing all the data and will publish the two reports in the next month.

Next steps: We hope to organise an event for stakeholders in November to share the findings of this work and discuss the recommendations we have made to commissioners and providers of mental health and sexual health services.



Through partnership with HeadStart, through the Challenge Charity, we have worked with young volunteers over the summer - we've called this HWS Youth - where young volunteers carry out activities to inform Healthwatch Southwark's work. The focus is on how young people experience services. Over the summer, we hosted 19 volunteers aged between 16-18 years old. Because of our focus on sexual health, HWS Youth carried out the following:

Pharmacy visits: 6 Healthwatch Southwark Youth volunteers developed a questionnaire based on what they knew local pharmacies provided to young people on sexual health. 16 HWS Youth volunteers then visited 17 pharmacies in August 2016.

They were interested in finding out:

- what training pharmacists have received to work with young people
- what information they offer people about their sexual health services
- what is kept confidential when a young person is seeking sexual health advice and support

Enter and View visits to Brook Sexual Health Clinic and Camberwell Sexual Health Clinic - see Enter and View section of this report.

Next steps...

We are currently writing up reports on the pharmacy visits and Enter and View visits. These reports will include recommendations and will be shared with stakeholders.

'Going Home' pilot

Healthwatch Lambeth and Southwark have worked together on a pilot we have called 'Going Home.' The pilot involved following a patient and their carer's journey from hospital to home for three months. We spoke with them every week so we could monitor their transition from hospital back to the community.

We organised a 'Going Home' event with Healthwatch Lambeth, Lambeth CCG and Southwark CCG in July which was very well attended (over 130 delegates - commissioners, providers, and VCS, patient and carer representatives). Lambeth CCG and Southwark CCG funded the story to be made into a [short film](#) which was shown at the event.

The draft event report was presented to the Southwark and Lambeth Strategic Partnership. Organisers were set the challenge of running a similar event next year and sharing a story that showed discharge processes have improved. Lambeth and Southwark CCG and both Healthwatches are in discussions about what the next stages should be.

Discharge to Assess Pilot

Healthwatch Lambeth and Southwark are involved in a project called Discharge to Assess. This is a pilot scheme providing two step-down flats (one in Lambeth and one in Southwark) for people leaving hospital who may need further support before they can return to their home or to an alternative setting e.g. residential care.

The step-down flats in Southwark are based at Lime Tree House, Peckham. This is one of Southwark Council's existing providers which can now provide step-down support for a short period of time. No financial contribution is needed from people.

Healthwatch Southwark and Lambeth are using the 'Going Home' methodology which is to visit the patient every week for three months so we can follow their journey from hospital to Lime Tree to home (or wherever they go after their short-term stay).

We then attend meetings with Southwark Council and staff at Lime Tree to discuss the step-down scheme and the experience of patients. We have collected 3 stories so far for Discharge to Assess. People told us they weren't clear what Lime Tree was and that it would have been helpful to know what exactly it would involve so that they could be more prepared. We are currently leading on the development of a welcome pack to be given to people in hospital when they are identified as being eligible for the step-down scheme. We've also informed development of a hospital checklist to ensure appropriate patients are put forward for this scheme.

Engaging with 'seldom heard' communities

As well as carry out focussed engagement on our priorities outlined about, we are also committed to hearing the views and experiences of different communities in Southwark. In the past, we have spoken with: Latin American, Deaf, Somali, Bengali, Vietnamese communities. Over the past 6 months, we have focussed on:

- Hearing from the Gypsy and Traveller community. On several occasions we visited Traveller sites across Southwark to speak to people about their health and wellbeing. In July we produced a [report](#) summarising what we heard.
- Hearing from people who are Transgender. We distributed a survey to online forums and received 23 responses. A [report](#) was published in September 2016 summarising what we found.

Next steps...

We know that we hear more from women than men about access and experience of health and social care services, so we are committed to hearing more from men. A focus group with Farsi-speaking men in July kicked off our engagement. We hope to publish a report next year.



Enter and Views

Accident and Emergency Departments

Enter and View Visits to [King's Hospital A&E](#) (May 2016) and [St Thomas' Hospital A&E](#) (June 2016):

- We carried out 4 Enter and View visits to each hospital's A&E department between Nov 15 and Mar 16.
- We carried out visits to see what patients thought of the service, why they used this service, and what they knew about other services available to them (111, SELDOC, Pharmacy etc.) We also spoke to staff about what it was like working there.
- We found patients did not know much about what other services offered, and many chose to come to A&E because they couldn't get an appointment with their GP and knew they would be seen within 4 hours at A&E.
- We made 11 recommendations in the King's report and 9 recommendations in the St Thomas' report. Responses from the trusts and commissioners are included in the reports.

Next steps...

We will be monitoring the progress of the Trusts, CCGs and GP Federations to see how they are meeting the recommendations we made.

Burgess Park Care Home

In August we published an Enter and View report for [Burgess Park Care Home](#). We visited the home on two occasions in May 2016. We spoke with ten residents, seven relatives and seven members of staff formally, and two residents informally (due to their memory/communication difficulties).

- Relatives and residents said that the care home staff were caring despite being under a lot of pressure. Some relatives of residents with complex needs were concerned that the home was failing to meet these needs.

- Staff seemed to have good relationships with residents. However, under-staffing was a concern among both staff and relatives, and morale seemed low.
- Several residents said they did not have opportunities to talk to others. Relatives also felt residents needed more stimulation.
- We made 14 recommendations to the care home.

Next steps...

We will be monitoring the progress of the care home to see how they are meeting the recommendations we made.

Sexual Health Clinics

11 of our HWS Youth volunteers carried out Enter and View visits to Brook Sexual Health Clinic and Camberwell Sexual Health Clinic in August. They spoke with 22 patients and 8 staff about their experience of using these services and working there. We also asked about people's thoughts on the proposed changes to sexual health and reproductive services in Southwark and Lambeth, including home self-testing kits, closures of local services, and GPs and pharmacies providing sexual health services.

Next steps...

We will publish the Enter and View reports and monitor how the providers progress with meeting our recommendations. These reports will also be used to inform the proposed changes to sexual health services.