

The NHS Long Term Plan and what this means for Lewisham

Objective

Working with our partners we will engage with local residents and community groups to inform them about changes to local commissioning arrangements and gain their input to how the NHS Long Term Plan is implemented locally and how we develop 'place' based functions in Lewisham as part of the SE London integrated care system.

Completed

OHSEL engagement on our behalf and with our support: *'Help us to shape the future of the NHS in South East London'*

- SEL event 'Getting the best start in life' 16 July
- SEL event Lewisham borough 16 July

Lewisham specific outreach activities

- Lewisham BME Mental Health Forum 12 July
- Asian Elderly Group at the Calabash Centre 19 July
- Lewisham BME Network 25 July
- Lewisham Mental Health Forum 30 July

Additional events

- DWP Lewisham Job Fair
- Lewisham stakeholders event 18 July
- Evelyn Multicultural Festival 20 July
- Lewisham Pensioners Forum 24 July
- Consultation Meeting with Parents/Carers of Children with Disabilities March 2020

Outcomes

Reports from two Lewisham events in July: ['Getting the best start in life'](#) and a [Lewisham event covering all themes](#).

We contributed to the dissemination of the LTP online survey, and facilitated direct contributions from residents during the Evelyn Multicultural Festival.

Supported our colleagues from Healthwatch to [get views from local residents](#) by distributing and displaying posters, emailing survey information and link and directly talking to residents during the Lewisham Job Fair.

Additional meetings were held in July to inform our partners and community representatives in Lewisham on the NHS LTP and changes for Lewisham including the proposed merger of Lewisham CCG with other SE London CCGs.

We visited four groups in Lewisham, two of them supporting carers, one for Asian Elderly residents and Lewisham BME Network talking to more 50 Lewisham residents.

As a result of the engagement we have prepared a 'You Said, We are doing/will do' (YSWD) report to hand over to new structures in the Borough Based Board and the SE London CCG.

South East London has prepared a [response to the NHS Long Term Plan](#)

In March 2020 CYP Joint Commissioners met with four members of the Parent Carer Forum to update them on the ambitions and expectations as laid out in the NHS Long Term Plan and to review the local response to this. The meeting was positive and Lewisham Parent Carer Forum will be connected with the SEL CYP Transformation Team to ensure engagement opportunities are maximised.

Recommendations

The YSWD report to be shared with the new Lewisham Public Engagement Forum (part of the Borough Based Board) and the SEL Engagement Assurance Committee to ensure that Lewisham residents' views are acted upon and not forgotten about.

Primary Care Support and Development

Objective

Support PCNs to map out their community connections and to engage their communities in ongoing dialogue; Support practices with guidance around public engagement relating to mergers; Engage with the public around primary care developments such as online consultations.

Completed

- Practice mergers completed with engagement reported on at the Primary Care Commissioning Committee.

Outcomes so far

A meeting was held to discuss this and some opportunities for supporting PCNs were identified.

Recommendations

A SE London-wide approach is developed and agreed for supporting practice mergers and supporting PCNs with their duty to engage with their populations.

Respiratory

Objective

Engage with and involve local people in developing a new respiratory model of care in Lewisham which better supports and meets their needs.

Completed

- CCG Public Reference Group meetings February and November 2019
- Creation PRG Respiratory subgroup. Meetings on May and July 2019 (My COPD app)
- Downham Celebrates June 2019
- Breathe Easy Group June 2019
- [LEEP review](#)

Outcomes

During the PRG meetings the members received a detailed overview of the development of an Enhanced Integrated Respiratory Service in Lewisham, including the 4 Integrated Respiratory hubs to provide diagnosis, point of care testing, treatment, support to primary care, home oxygen assessment, support and review, and increased spirometry provision. Other aspects of the

Enhanced Integrated Respiratory Service include the My COPD app, pulmonary rehabilitation (optimised Lung Exercise Educational Program LEEP service), Asthma and COPD action plans, Virtual clinics, Smoking Cessation, Prescribing, Education and training and IAPT support to patients via community respiratory hubs.

The PRG Respiratory Subgroup joined the Respiratory Steering Group in April 2019. In July they joined a workshop with patients and members of the public from Bexley, Greenwich and Lewisham to discuss the My COPD app. The group raised a number of questions and issues covering themes such as quality, flexibility, collaboration, health and safety, target group, training and motivation for the user to use the app.

During the Downham Celebrates Festival 2019 we took the opportunity to join upcoming national campaigns and brought information on respiratory conditions to support the 'Love your Lungs' campaign and 'Breathe Easy' week. The [British Lung Foundation](#) and [Clean Air Day](#) groups provided a selection of informative material for the occasion.

We distributed 'Working Together Health Packs' containing information on health services in Lewisham including the [Lewisham Air app](#). We have promoted the app through all our engagement events from June onwards and supported Public Health Lewisham using social media.

In June we attended the Breathe Easy group meeting. Offered a selection of material for the members, including COPD/asthma/Use the Right Service. A number of members joined the CCG engagement list to receive updates on health events and information.

The LEEP Review will inform plans for future commissioning.

Recommendations

Future engagement around support like LEEP should try to find new ways to reach those who didn't engage with the service.

Mental Health

Objective

To support the developing Mental Health Provider Alliance, working with local residents and service users to co-produce care pathways and services which better meet local people's needs and aspirations and reduce health inequalities.

Completed

- Discussions at CCG Public Reference Group
- Weekly Lewisham Alliance Operational Transformation Group (LACTOG) from April 2019
- Me and my community event – October 2019
- Social media campaigns
- Information on CCG website

Outcomes so far

Mental Health Alliance

Lewisham Mental Health Alliance includes the CCG, Local Authority and key providers (GPs, South London and Maudsley NHS Foundation Trust (SLAM), community mental health organisations and Lewisham & Greenwich NHS Trust). Members of the PRG have contributed to weekly meetings to contribute to the Lewisham Alliance Transformation Operational Group (LACTOG). The aim of the Alliance is to provide better services for mental health service users, starting with primary care, filtering through to secondary and having a front door service where service users can have one point of access.

[Me and my community](#)

The event had more than 170 participants: commissioners, providers, carers and representatives from a variety of community groups and members of the public. The programme offered a selection of discussions and a market place where organisations provided information on health services and support in Lewisham. The discussions were organised in three sessions with a total of 12 workshops ranging from Carers information, Prevention, Mental Health in Schools, 5-Ways to Wellbeing, to themes including Social Inclusion Recovery Services, Help in a mental health crisis, and additional conversations on how to improve BAME groups equality for access and experience of mental health services.

Other

We have promoted other events in Lewisham (Mental Health Carers forums, Dementia events, Psychosis awareness workshops) and campaigns by social media and/or email using our engagement list.

[Improve your mental health through quitting smoking](#)

[Help during post holiday blues](#)

[Be aware of stress](#)

[World Mental Health Day](#)

Recommendations

Involvement in developing the Mental Health Provider Alliance should continue.

Work to reduce inequalities, particularly for BAME residents should be supported by the Borough Based Board and the Public Engagement Forum.

Frailty

Objective

To involve local people and community organisations in plans to transform care for people who are frail.

Completed

- CCG Public Reference Group – February and May 2019, and January 2020
- Falls Awareness Day – November 2019
- Care at Home – supporting Experience-based Co-Design
- Table Talk – several venues across Lewisham
- Bexley, Greenwich and Lewisham Winter Campaign – several events across the boroughs and social media campaign

Outcomes

Frailty

During 2019 the project has mainly been focussing on developing a frailty dashboard which identifies people with mild, moderate and severe frailty to inform the future work plan and engagement activities. Engagement and involvement plans and activities will continue into 2020/2021.

In January 2020 the PRG members received an overview of the SEL Adult Community Services Plan. The plan aims to improve care for people with complex needs, a proactive plan to prevent people suffering a crisis.

- Provide an assessment in a patient's home if they are in a crisis, within 2 hours of referral
- Provide a 'reablement' response to a patient within 2 hours of referral

Reablement is offered for up to 6 weeks to help people be discharged from hospital or prevent admission.

- Improving care for people with complex needs
- Support Primary Care to enhance the care offered in care homes

The main cohort of patients will be elderly, as most frail patients and those frail due to long term conditions are elderly but it is not exclusively focused on this group. Lewisham PRG members offered lived-experience examples to inform the plans and will continue to contribute as the plans develop.

The **Care at Home Provider Alliance** brings together staff providing care to people in their home from a number of provider organisations and professions. Experience Based CoDesign (EBCD) is a technique where staff and patients or service users work together to improve both the care and the experience of receiving care. Staff and service users will identify emotional touch points, finding steps to improve and co-design solutions. 32 staff from across Lewisham Health and Care Partners were trained during the year. An additional session was also arranged including two PRG members and Healthwatch Lewisham staff and volunteers who will support the projects during 2020.

Falls Awareness Day More than 250 visitors attended this event, organised by the Community Falls Team at LGT with input from the CCG and the Council. The day included safe exercise workshops, health clinics, market place with information on services and talks, including information on medication and side effects related to falls. This event was selected as an example to support the Public Engagement training delivered by NHS England.

Throughout the year members of the **Table Talk** project have visited venues across the borough on our behalf and talked to elderly residents, sharing information on Lewisham services and access to support and healthcare.

Bexley, Greenwich and Lewisham Winter Campaign had a special focus on residents over 65 and residents with long term conditions, to increase the numbers of people who have vaccinations for flu, pneumococcal and shingles and promote to residents and health and care staff the different ways people can access appropriate care across Bexley, Greenwich and Lewisham. The campaign included focus groups, individual interviews and social media messages. The Facebook campaign reached 71,408 people and generated 457,473 impressions and 2,175 post engagements. Early data indicates that it was successful in increasing takeup of the flu vaccine amongst the over 65s.

Recommendations

Engagement plans relating to frailty to be discussed at the Lewisham Public Engagement Forum

Diabetes

Objective

To involve local people and community organisations in plans to transform care for people with diabetes.

Completed

Supporting public involvement to develop a new model of care for prevention and management of diabetes in the community, as part of the Bexley, Greenwich and Lewisham Diabetes Transformation Programme

- CCG Public Reference Group (PRG) meetings February and October 2019
- Creation of PRG Diabetes Subgroup – meetings June and November 2019, and January, February and March 2020.
- Diabetes Task and Finish groups – July and September 2019, and February/March 2020

Promoting the National Diabetes Prevention Programme (NDPP), self-care and support our colleagues from Public Health, and other LHCP members.

- Downham Celebrates June 2019, supporting Diabetes Prevention Week
- Cookery clubs for NDPP enrolled residents, delivered by GCDA and funded by Health Innovation Network (HIN) from May 2019
- Lewisham Library Health talk by Senior Clinical Director Charles Gostling in July 2019
- Promotion of Book and Learn online course, by email, twitter, and visual material
- Promotion of Annual Health Checks among LD residents on Bexley, Greenwich and Lewisham during our [Big Health Day](#) held in October 2019

Outcomes

PRG members have contributed to the definition of quality outcomes for Lewisham residents, for diabetes types 1 and 2, and to translate these into KPIs for future service specifications. PRG members have also collaborated on the description for future Diabetes Peer Support Groups, and how they should adapt and support diabetic residents who are newly or long-term diagnosed and show different levels of engagement (none, medium or high).

The Lewisham Library Health Talk on diabetes was attended by over 30 residents who got engaged on a lively discussion and received information on diabetes signs, risk factors and the NDPP.

During the Downham Celebrates Festival 2019 we talked to over 200 residents and displayed diabetes information provided by Diabetes UK. We promoted the benefits of a healthy life style and on the day we had a drawing competition for children.

The Cookery courses have been an excellent way to reinforce the NDPP messages, increasing motivation in participants and providing the tools for a long-lasting self-management effect.

Through the BGL Learning Disability Big Health Day we reached more than 300 residents and their carers. It was an excellent day and participants have given positive feedback. Answers on 'What did you learn today?' include '*About what's bad for you, need more fruit and veg, more fibre in the diet*' or '*To look after ourselves, keep healthy*'

Recommendations

PRG remain involved in diabetes plans

Public Engagement Forum to have oversight and assurance of public engagement plans around redesigning the service model and reducing inequalities in 2020/21.

Children and Young People

Objective

To support Joint Commissioners to involve children, young people and families in plans to transform services for Children and Young People (CYP), including the Children and Adolescents Mental Health Services (CAMHS) Transformation Plan.

Completed

- CCG Public Reference Group meeting September 2019
- I-Thrive Cross Sector Consultation 16 October 2019
- Series of co-production events (including PRG) to create needs based group definitions (see below for details)
- [Easy Read CYP MH strategy](#) published on CCG website
- I-Thrive follow-up workshop 10 February 2020

Outcomes

Mental Health and Emotional Wellbeing (MHEWB)

The 1st inaugural I-THRIVE Cross Sector Consultation was attended by 85 professionals across the borough. It was an opportunity to inform professionals about the National i-THRIVE framework coming to Lewisham. Professionals' mapped MHEWB services for CYP 0-25 and worked together in groups to define the first draft of needs based group definitions.

This was then used as the basis for the coproduction programme to the wider community of CYP, families and carers.

The following cohorts were involved in the coproduction programme.

- Mental Health providers in a Delivery Sub- Group
- CAMHS Alchemy Groups (BAMER and Neurodiversity)
- Public Reference Group (PRG)

- Lewisham SEND Parent & Carer's Group
- Young Mayors Assembly (17 attended)
- Representatives from Children & Family Centres
- Youth Offending Service

Their feedback has been merged with the professional definitions to form a new set of Group based needs which are to be used alongside imagery within the iThrive services directory which will be a resource for our young residents, families, carers and professionals.

At the follow-up i-THRIVE workshop on 10th February attendees were provided with an update on the coproduction programme and the final Needs-based Group Definitions along with an introduction to the additional part of the framework: Collating Mental Health and Emotional Wellbeing Data Outcomes. A snapshot on the development of the Services Directory was also shared. Delegates were asked to vote on symbolic images from around the borough or provide alternative suggestions. The most popular images will be used in Phase 2 of the Coproduction programme with the Community to decide on the final images to be used.

Early Intervention Services

Four 'Early Help' engagement events were undertaken in February '20 with approx. 60 partners in attendance. Partners shared views on the I-thrive language and process which will be adopted into next stages. Future events with YP and parents are planned in the summer with a launch of the Early Help strategy and Young Mayor's sessions are arranged in April '20.

SEND

In Sept/Oct 2019, YP, parent/carers and professionals were engaged in the development of the SEND strategy video clip. The video link has been shared widely and will be available online after approval by Mayor and Cabinet in March 2020.

Domestic Abuse

To raise awareness of the impact of domestic abuse across a wider audience in March 2020 we have organised a screening of our domestic abuse awareness film **The Timekeeper**. The event at Catford Mews Cinema is expected to be attended by over 150 people.

Recommendations

The iThrive directory should be developed and tested further with young people.

The Public Reference Group should continue to be involved in CYP activities.

The Lewisham Public Engagement Forum should continue to support the engagement activities of Children and Young People's services.

