

# Lewisham Health and Care Partnership stakeholder bulletin

24 March 2023

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## Working together in Lewisham – a welcome from Pinaki Ghoshal



Welcome to the second edition of the Lewisham Health and Care Partnership (LHCP) stakeholder bulletin.

One of the four strategic priorities for the LHCP is to work together to build stronger, healthier families. As Lewisham Council's Executive Director for Children and Young People, I am responsible for a number of areas that support this priority, including children's social care, prevention and family support, and education.

Ensuring that children and young people have the best possible start in life is one of the most important things that we do as a council. As such, we have a number of ambitions that we are working hard, both within our teams and together with our partners, to deliver over the next few months and beyond. These include:

- Working with our schools and other educational institutions to deliver our new [education strategy](#), which focuses on raising achievement while maintaining

an inclusive culture. We are already making excellent progress. 98% of Lewisham schools are Good or Outstanding, school attendance is one of the highest in London, and permanent exclusions have gone down.

Last summer our children made progress, which was better than the national average, with attainment that has significantly improved. Reflecting this success, we are now seeing more families choosing to send their children to a Lewisham school and for this academic year we had to increase the admission numbers in a number of our secondary schools.

- Ensuring that families in need are properly supported early on. This includes developing a programme of Family Hubs across the borough that build on the current Children and Family Centres and extending support to families of children of all ages. These will be delivered through closer working with a range of partners including health partners. The first pilot Family Hub will open in the spring with the full programme in place by 2025.
- Developing a more integrated adolescent safeguarding service which brings together different services that work with some of the young people we are most worried about in Lewisham.
- Further improving our children's social care service to ensure that our most vulnerable children and families receive a safe service that is strength-based, working in a more preventative way, reducing the number of children who come into care, and where this is needed seeking solutions through the wider network of families and friends.
- Ensuring health outcomes for our children and young people are improved, including emotional and mental health needs.
- Tackling race inequality and reduce the disproportionately poorer outcomes for children with a Black Caribbean heritage in particular. This includes a programme of tackling race inequality in our schools

We can only achieve our high ambitions for children and young people by working effectively with our partners. That's why I was delighted that partnership working was a strong theme in the recent, and positive, statutory inspection of Lewisham's Safeguarding Children Partnership. Their report, [which you can read about here](#), made a number of positive observations about how well partners in the borough are working together to keep children safe and support their families. There is more detail later in this bulletin about the report and its praise for many areas of the partnership's work, as well as the areas it identified for continued improvement.

This report is further evidence of what we can achieve for our children and young people by working together. Through both the LHCP and the wider ICS there are tremendous opportunities for us to work together in a more integrated way, further building on the historic joint commissioning arrangements that have been in place for a number of years. Together, we will create a thriving Lewisham with thriving children, thriving families, and thriving communities.

## **The four priorities for Lewisham**

Lewisham's Local Care Plan sets out the partnership's direction of travel and outlines the priority areas on which health and care partners will focus over the next five years.

As partners, we have identified a number of areas through which we will judge the success of our partnership working. These priority areas sit alongside existing partnership activity to achieve a substantial improvement in health and care outcomes and address existing inequalities.

This includes existing and planned activity on Mental Health, Urgent and Emergency Care, and Children's Community Health Services.

Over the next five years we will give specific partnership focus to:

- 1. Strengthen the integration of primary and community-based care.** This includes actions to establish the model, infrastructure and approach required to deliver effective integrated working at a neighbourhood level. Through this approach we will establish local models of care for at least two long term conditions and to support older people. We will also expand the provision of early intervention and community support for mental health.

*Dr Emma Nixon a GP from Grove Medical Centre said: "A key priority for the Lewisham Health and Care Partners is to support older people in Lewisham to remain as independent as possible for as long as possible, and when care and support is needed to be able to access it in a timely and efficient manner.*

*"To do this, we want to help the many professionals and organisations that support older adults in the health, social care, and voluntary sectors in Lewisham to be able to work together most effectively. We have established the Older Adults Transformation Board in December 2022 to bring together key partners, and following a well-attended workshop, identified our initial focus which is improving the offer of proactive care for older adults with moderate needs.*

*"We are building on the learning from the frailty pilot work being undertaken at present in Lewisham, as well as learning from other areas, to develop a more joined up proactive model of care with increased multidisciplinary working. We will use a population health approach to identify those most likely to benefit from this approach, and we expect to see reduced unplanned hospital admissions and increased wellbeing amongst older adults because of this approach."*

- 2. Working to build stronger, healthier families and providing families** with integrated, high quality, whole family support services. Our priority action is to establish the integrated model for family hubs across Lewisham and to identify the integrated pathways that can be delivered through family hubs.

Councillor Chris Barnham, Cabinet Member for Children, Young People and Community Safety, said: *“Our Family Hubs will provide a one-stop-shop for families and young people, making it easier for them to access vital services, advice, and support in one place. We know that for children and young people, the right support provided at the earliest opportunity can make all the difference.*

*“By improving access to services and bringing whole-family support under one roof, these hubs will help families overcome challenges and should ultimately help to improve outcomes for children and young people.*

*“We’re working closely with partner organisations, as well as families, across the borough as we shape and develop this service. We’re piloting the first of our hubs in the spring and are looking forward to extending this support with more hubs due to open across the borough later this year.”*

- 3. Addressing inequalities** throughout the Lewisham health and care system and tackling the impact of disadvantage and discrimination on health and care outcomes. We will implement an agreed infrastructure through which initiatives to address health inequalities and achieve health equity in the borough can be delivered.

Dr Catherine Mbema, Director of Public Health, said: *“I am pleased to see that addressing health inequalities has been prioritised in our Local Care Partnership Plan.*

*“As we know there are significant health inequalities faced by Lewisham residents that only concerted local and national action will be able to address. Lewisham Health and Care Partners prioritising local action to address this is therefore welcome and I will be supporting the Partnership to build on existing work in this area to improve health outcomes for Lewisham residents.”*

- 4. To maximise our roles as anchor organisations and be compassionate employers and build a happier, healthier workforce.** We want to create a range of employment opportunities for local people and an environment that fosters wellbeing in our staff.

Meera Nair, Lewisham and Greenwich NHS Trust's Chief People Officer, said: *“We believe our people will be happier and healthier if they have opportunities to grow in their careers, work in organisations that are diverse and inclusive and that care for their health and wellbeing, and all of these factors impact directly on the quality and the outcomes of the care that we provide.*

*“Among the areas we will be working together on are initiatives for joint roles and careers, creating pathways and opportunities to attract new people and retain our current workforce, establishing a core staff wellbeing offer, and identifying and building on areas of excellence on equality diversity and inclusion within our partnership.”*

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## **A £4,000 donation funds exercise equipment at University Hospital Lewisham**

The physiotherapy department at University Hospital Lewisham has received new exercise equipment worth £4,000. The equipment was purchased by the Trust Charity thanks to the generosity of The Friends of Lewisham Hospital.

The machinery included a leg press, hamstring curl, functional cable machine, knee extension, weight plates, dumbbells from 1-10kg, a bench, medicine balls, kettlebells, and sliders.

Danny Shaw, Senior Musculoskeletal Physiotherapist, explained: "We are very happy with our new equipment. We can now improve the service we offer to our patients by optimising their training loads, ensuring that exercise is functional and promoting gym use for better health. There is also a lot of fun stuff to use which will improve patient satisfaction and outcomes."

Pictured below, Patient Zion Dapaah said: "Thanks to this fantastic equipment, it allows me to do a wider variety of exercises that will help with my rehabilitation from my injury."



To find out more about our Trust Charity, the difference it makes and how you can show your support, please visit the [Charity webpage](#) or email the charity team on: [lq.charity@nhs.net](mailto:lq.charity@nhs.net).

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## **Lewisham and Greenwich NHS Trust: NHS Staff Survey results for 2022 show an improving landscape for colleagues**

Lewisham and Greenwich NHS Trust's NHS Staff Survey 2022 results are out, and for the third year running the Trust is above average on the response rate – 47% of staff shared their views – more than 3,000 people.

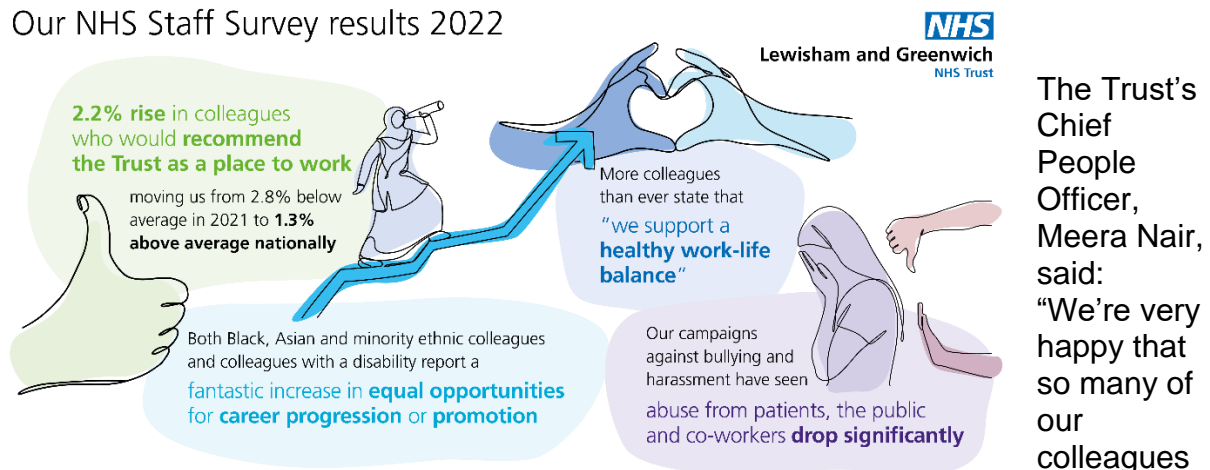
LGT has reported some positives from their results that show how the focus on making the Trust a great place to work is paying off. Here are some of the headline results:

- LGT is **above or at average on eight out of the nine [NHS People Promise areas](#)**
- LGT is **above average nationally in terms of colleagues recommending it as a place to work** – moving from 2.8% below average in 2021 to 1.3% above average nationally
- LGT’s campaigns against bullying, harassment and abuse have paid great dividends, with a **marked reduction in staff receiving these kinds of abuse** from patients/the public (down 0.7%), managers (down a massive 3.3%) and other colleagues (down – for the third year in a row – by 1.2%)
- The amount of Black, Asian and minority ethnic staff who say that the that the organisation provides **equal opportunities for career progression or promotion** has increased by a massive 7.1% – a key indicator for workplace equality. Moreover, colleagues with a disability reported a 4.9% rise in this metric, and for staff overall it was a 4.4% rise
- More colleagues state that LGT “**supports a healthy work-life balance**”, with a 2% rise since 2021

...and much more. You can find all the results for Lewisham and Greenwich NHS Trust and for trusts around the country on the [NHS Staff Survey website](#).

Regarding that ninth promise, ‘We are compassionate and inclusive’, where LGT just missed out on being above average, the Trust improved on that score compared to last year as well – the results reflect a growing Freedom to Speak Up and learning culture, and that they act on the concerns of colleagues. Indicators on racial and disability equality have risen, another crucial positive.

## Our NHS Staff Survey results 2022



Lewisham and Greenwich NHS Trust – **a great place to work**

The Trust’s Chief People Officer, Meera Nair, said: “We’re very happy that so many of our colleagues feel supported

to use their voice and help us make those crucial improvements.”

The Trust will build on the more negative results by, for example, continuing their anti-violence and aggression work and improving the experience of doctors, women’s health specialists and Estates teams in particular.



Over the coming months, LGT will be engaging with colleagues across the Trust to see how further changes can be made to improve the colleague experience for all.

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## **Have your say on a new dementia strategy for Lewisham**

Lewisham Council is encouraging people affected by dementia, as well as professionals who work with those who are affected, to give their feedback on a new dementia strategy for the borough.

The council has worked with partners including local healthcare and social care providers on the new draft strategy, which sets out the shared ambitions to improve the diagnosis, care and support provided to people with dementia.

[Watch our video](#) about the consultation or [read more and share your views online](#).

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## **Lewisham's Safeguarding Children Partnership praised by inspectors**

Inspectors have praised Lewisham's Safeguarding Children Partnership – which includes Lewisham Council, the South East London Integrated Care System, and the Metropolitan Police – for its work supporting at-risk and vulnerable children.

A joint inspection of the partnership was carried out in November last year by the Care Quality Commission, His Majesty's Inspectorate of Constabulary and Fire and Rescue Services, and OFSTED. The resulting report, published early this year, made a number of positive observations about how well partners in the borough are working together to keep children safe and support their families.

The inspectors praised many areas of the partnership's work, including information sharing between organisations, the ease of access to and responsiveness of the multi-agency safeguarding hub, and strong safeguarding relationships with partners including schools and health trusts.

The report also noted some areas for improvement, but acknowledges that these had already been identified by the partnership, including improving the communication between agencies.

You can [read more about the findings and find a link to the full report on Lewisham Council's website](#).

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## Lewisham Health and Care Partnership

Lewisham Health and Care Partnership (LHCP) aims to achieve a sustainable and accessible health and care system, to support people to maintain and improve their physical and mental wellbeing, to live independently and have access to high-quality care, when they need it. [Find out more here.](#)

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If you have any feedback or would like to subscribe to this bulletin contact [lhcpcommunications@selondonics.net.uk](mailto:lhcpcommunications@selondonics.net.uk)

The next issue will be published on 26 May 2023.

