

Lewisham Health and Care Partnership stakeholder bulletin

July 2023

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The months ahead, with Dr Prad Velayuthan

Welcome to the fourth edition of the Lewisham Health and Care Partnership (LHCP) stakeholder bulletin. One Health Lewisham is our integrated community provider, providing GP services and more. We asked Prad, GP and CEO for his perspective on what the next couple of months might hold.



GP services across the country have been extremely busy over the last year and it has been no different in Lewisham! One Health Lewisham provides a breadth of services for Lewisham patients to help improve their experience and take pressure of their usual stretched GP practice.

For example, we deliver NHS Health Checks to screen for heart disease; run the Urgent Care Centre at Lewisham Hospital to deal with urgent medical problems as they arise; deliver a Home Visiting Service to free up GPs to see more patients in their practice; and develop community services that mean patients can better access specialist advice closer to their own homes rather than have to attend hospital clinics sometimes with long waiting lists.

We know that demand is only going to grow with an ageing population and with the workforce challenges that the NHS is facing now and into the future – we need to think differently about the way we deliver health and care to our patients if we are to maintain a good and safe level of service. We need to be able to do more for our patients and better utilise the clinical expertise we currently have without burning them out or driving them out of the NHS. Our GP practices are doing a fantastic job

of training up and embedding lots of new clinical roles across their services to support with more appointments and, we are embracing health technologies that benefit patients as they develop. I am particularly passionate about innovation and investing in technology to solve problems for our stretched NHS services – One Health Lewisham has been leading the way in developing and implementing health technologies safely in services over the years and we will continue to do so.

Our latest example is the Community Virtual Ward – over the past six months, in partnership with Lewisham Hospital, we have been developing this completely new service. More detail on this exciting new initiative is included in this newsletter.

This service allows patients who have been discharged from hospital to continue receiving support and monitoring from our expert multi-professional team in the comfort of their own home. We have invested in technology, to enable patients or their carers to monitor and record their vital signs which lands real-time with our clinical team who are embedded in the community.

These virtually monitored readings help our multi-professional consultant led team to prioritise the sickest patients first and deploy our on the ground team to those that need it first, who then provide support and advice in priority order. This approach helps us support a lot more patients safely and enables us to provide ongoing support to patients for longer and until they are fully recovered – giving them and loved one's peace of mind.

You can find out more about how the virtual ward works in the article 'Virtual ward for patients' below.

For more information about One Health Lewisham, or its services please visit our website www.onehealthlewisham.co.uk or email comms at: ohl.comms@nhs.net

Tackling food injustice in Lewisham

Lewisham Council says that a triple-whammy of inflation, wage stagnation and real-terms cuts to benefits is causing people to experience food injustice – meaning that they don't have reliable access to enough affordable, nutritious and healthy food.

Councillor Juliet Campbell, Cabinet Member for Communities, Refugees and Wellbeing, [has written a blog](#) setting out how the council is working in partnership with a number of local community and voluntary organisations to tackle this challenge.



In addition, the Countryfile fans among you (we expect there are a few!) may have seen Dr Catherine Mbema, our Director of Public Health, in Beckenham Place Park being interviewed for the programme last month about tackling food injustice.

Countryfile gets on average around 8 million viewers an

episode (not including catch-up screening), so it was a great opportunity to show a national audience what we're doing alongside local partners to improve access to food in a long-term and sustainable way.

Stock image supplied by Lewisham Council

[A clip of the interview is available here](#) and the full programme can be viewed on iPlayer - [BBC iPlayer - Countryfile - Lower Hampen Farm](#) (from around 19 minutes, 30 seconds).

Family Hubs are officially launched – watch the promotional video

Families, staff and partner organisations came together last month for an official opening of Lewisham's first Family Hub at Clyde Nursery in Deptford.

The Family Hub services will include parenting and feeding advice, support with wellbeing and mental health, and early language development. There will also be youth activities for young people aged 11 to 19. Lewisham Council and partners plan to open more hubs in the borough later this year.

[Watch the council's video](#) to find out more about Family Hubs or [visit the website](#).

Lewisham Carers Hub contract awarded

Lewisham Council has awarded the contract to run the Lewisham Carers Hub to [Imago](#) – a social action charity with a successful track record of delivering services and projects across London and the south-east of England.

Imago will run the Lewisham Carers Hub from 1 August 2023 and will offer the full range of support services that are currently provided by the outgoing service provider, including counselling services, holiday clubs, mentoring and wellbeing activities. These services will be delivered from a new location that the council will confirm as soon as possible.

The council has worked with the outgoing service provider Carers Lewisham to ensure that there is a smooth transition with minimal disruption to services, and

thanks them for all their hard work over the last few years in delivering services for carers.

If you would like any information in relation to the new service, please contact Maggie Pordage at maggie.pordage@imago.community

Downham Door Knock provides valuable insight

On 16 May, the Downham Door Knock took place, which gave a valuable insight into the lives of people living in the Downham area of Lewisham.



The event involved 54 people from 17 organisations who volunteered their time and knocked on more than 1,000 doors in the Downham area. It was led by [Community Connections Lewisham](#) – a ‘social prescribing’ service, supporting anyone living in the borough (aged 18+) who is looking for help to improve their health and wellbeing. The volunteers set out to ask local people what they would like to see in their area, what barriers there are to engaging with

Downham: Picture by Malc McDonald

community activities, and what they would like to see in Downham, such as more provision for children.

A partnership work model was used that was originally pioneered by Age UK Wirral, with the aim of proactively approaching people in their homes. It was assumed that many of the residents who may not know what services are available, may not have accessed anything before or considered going to a group, and in particular may be experiencing social isolation.

North Downham was chosen as the area to survey by consulting local groups. Phoenix Housing’s Resident Survey and Age UK’s isolation heat map point to the area as at very high risk of social isolation, as well as scoring highly on several other indices of deprivation. Downham is often overlooked, has relatively low levels of education achievement and high levels of unemployment, going back generations.

The geographic layout is such it has relatively few natural places or town centres where people can meet. There are also relatively few community groups and formal volunteering – for example during the Covid-19 pandemic, the Lewisham Practical Assistance scheme had 65 volunteers but none from Downham.

A week prior to the Door Knock, GoodGym volunteers dropped 1,000 leaflets through letterboxes to let the residents know about the initiative.

An adapted survey was also sent to residents of Downham outside of the survey's catchment to gather their thoughts. One hundred and fifty-two conversations were had at the doors on the day, and 60 residents responded to the online survey.

The submitted webforms were exported to Excel, anonymised, and coded into themes and subthemes for each question looking at topics around social isolation. Each theme was then quantified to establish what were the most frequent topics that were brought up by Downham residents.

Erfan Kidia, the ICS Assistant Director of Medicines Optimisation (Lewisham), said: "The data could be built upon to further engage these residents, who are now aware of local activities and may need more encouragement to join in.

"The residents have given a strong indication of what they want to see more of, and participate more in.

"The information collected, and the conclusions reached – including the anonymised raw data – and can be used to enable further strategic work by all including Lewisham Health and Care Partners."

Organisations participating in the Downham Door Knock included:

Age UK Lewisham and Southwark, Brighter Horizons, Brook Lane Church, Community Connections, Community Falls Team, Downham Community Land Trust, Downham Seventh Day Adventists, Enable, Goldsmiths Community Centre, Grow Lewisham, GoodGym, Humankind, South East London ICB – Lewisham Medicines Optimisation Team, King's Church, Lewisham Council, Lewisham Council Voluntary Sector Team, Lewisham Local, METRO, Phoenix, SELCE, and Sevenfields PC.

Virtual ward for patients

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The community virtual ward uses modern technology which enables clinicians to continuously monitor patients and provide support remotely. The service has been hugely popular because patients can be comfortable in their home setting, while having good communication and access to primary care.

One of the patients provided feedback, saying: "It sounded daunting at first, especially the technology, but the instructions for the blood pressure, oxygen and

temperature were easy to follow, and once someone from the app phoned and talked me through how to input the data into the tablet, then it was easy to do."

How it works:

Each patient is handed or delivered a monitoring kit, typically comprising of a mobile phone, pulse oximeter, thermometer and blood pressure cuff. In addition to a structured questionnaire, patients are requested to take these readings and send them back to Doccla (the provider of the virtual ward technology) using the mobile phone, up to three times daily.

A multi-disciplinary team of clinicians then monitor patients throughout the day. Patients will usually remain on the platform for up to 14 days. For patients with slightly more complex care needs, face to face visits are available to supplement the virtual ward, as well as established links to other Lewisham-based services. Lewisham clinicians can make referrals into the Community Virtual Ward team by visiting <https://www.onehealthlewisham.co.uk/make-a-referral>

Healthwatch Lewisham Annual Report 2022-2023

Healthwatch Lewisham's Annual Report 2022-23 reflects all the outcomes from the research projects conducted throughout the year and the impacts that were made within the community. The community provided feedback about health and social care, and their feedback was utilised so that recommendations could be made to providers within the community.

The full report [can be downloaded here](#).

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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The next issue will be published in September 2023



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