

# **LEWISHAM PEOPLE'S PARTNERSHIP**

**Agenda for meeting to be held on 27<sup>th</sup> September 2023 at  
Lewisham Local, Unit C, PLACE/Ladywell, 261 Lewisham  
High Street, SE13 6NJ at 10.00am**

# AGENDA

Time	Activity
09.45 – 10.00am	Arrivals
10.00 – 10.15am	What voices do we have at this meeting?
10.15 – 11.00am	Development of a community space in Lewisham
11.00 – 11.15am	Break
11.15 – 11.40am	Co-production in Adult Social Care
11.40 – 11.55am	Update on the Charter for Health, Care and Wellbeing Services in Lewisham

## **Agenda item 1 – Development of a community space in Lewisham**

### **Background**

At previous Lewisham People’s Partnership meetings, people have consistently raised issues about access to health advice and information and the places and spaces they would like to see available in Lewisham.

The issues that they have been raised include:

- Peer to Peer services support people and communities in achieving better health outcomes but need sustainable funding
- One stop “shopfronts” across the borough would widen existing communication access points and enable people and communities to access information/support and health promotion programmes more effectively
- Sharing health and care information and communications across communities
- Clear, accessible communications on what health and care services are available and how people can equally access all services using digital and non-digital means
- Single points of access to holistic health and care services and increased health promotion
- How do people and communities get the information/support they need to improve their health and wellbeing - shopfronts/information hubs/single point of access
- How to improve health prevention and health promotion awareness
- Addressing the key issues for people and communities that would improve people’s health – what stops good health

### **The response to these issues**

Lewisham Council and the Public Health Team are currently scoping the use of a community space at Lewisham shopping centre to deliver and signpost to various preventative health interventions targeted to our various communities and working to address health inequalities across the borough.

Listening to the issues that people have raised, the Council and Public Health Team are keen to involve the Lewisham People’s Partnership in the development of the community space in Lewisham Shopping Centre.

## **Actions for the meeting**

Considering the issues raised by people in the Lewisham People's Partnership and the response from the Council and Public Health Team:

- What would you want to see available in the proposed new community space at Lewisham Shopping Centre that would support people and communities in Lewisham to live healthier lives and improve their health outcomes?
- What would you want to see available that would be most effective in reducing health inequalities across Lewisham's communities?
- If we can't achieve everything people would like to see in the new community space right now – what would be your three priorities?

## **Agenda item 2 – Co-production in Adult Social Care**

### **Background**

Lewisham Council is starting a programme of activities to make co-production an everyday part of how the Council works with people who use adult social care services.

Adult social care covers a wide range of activities to help people who are older or living with a disability or physical or mental illness live independently and stay well and safe. It can include personal care such as support for washing, dressing and getting out of bed as well as wider support to help people stay active and engaged in their communities.

Over the next few months, Lewisham Council is planning to hold a series of open conversations with people who use adult social care services to explore their experiences and what co-production means to them. These conversations are being facilitated by the Social Care Institute for Excellence which is a national charity committed to supporting people to shape better health and social care. If you would like to take part, please contact Cheriece Nelson, Improvement Project Manager for Lewisham Council by email on [Cheriece.Nelson@Lewisham.gov.uk](mailto:Cheriece.Nelson@Lewisham.gov.uk).

See Appendix 1 for an information sheet on what co-production is.

### **Actions for this meeting**

There will be a presentation about the council's programme of activities at the meeting. The purpose of bringing this item to the Lewisham People's Partnership is to provide an opportunity for the Lewisham People's Partnership to review and scrutinise how the Council's programme of activities and co-production is being carried out. Some of you may already have taken part in the engagement activities and it would be good to understand what has been positive about that experience and/or what you might change in the way the engagement was undertaken. If you have not, we would encourage you to do so and to pass on the information on how to participate to their friends, neighbours, communities and colleagues.

So, thinking about the programme of activities that the Council are undertaking:

- What are the important things that need to be included in the Council's programme of activities to make it meaningful?
- If you have already been part of the engagement – what has been positive and what might you want to change?
- What would you want to see in this process to demonstrate to you that people and communities are an equal partner in co-production?
- Should we expect all health and care services to be undertaking engagement like this?

## **Agenda item 3 – Update on the development of the Charter for Health, Care and Wellbeing Services in Lewisham**

### **Where have we got to so far?**

The Lewisham People's Partnership has discussed the development of a Lewisham Health and Wellbeing Charter at meetings in May and July 2023.

At the May meeting there was a consensus that the Charter needed to acknowledge and take into account the diversity of Lewisham, how inequalities and inclusion are addressed, be meaningful and able to be held to account, relate to what is important to people and communities in Lewisham and have specifics and metrics not generalities. This consensus was taken back to the June 2023 Lewisham Healthier Communities Select Committee for discussion. That meeting gave a clearer understanding that the Charter will be a companion to the revised Lewisham Joint Health and Wellbeing Strategy. The new strategy will respond to the recommendations in the two Marmot reports and will focus on the wider determinants of health and health services. In that context, it will identify the needs of people in Lewisham and then the actions needed to meet these needs will be influenced by the Charter.

There were further discussions on the development of the Charter at the July 2023 meeting of the Lewisham People's Partnership which concentrated on what were the most important issues to be included in the Charter and what are the responsibilities of Lewisham people and communities towards health and care services and what, as individuals and communities, can we do to support ourselves and others in living healthier lives and improving our health outcomes? The consensus from the meeting was that the important issues to be included in the Charter were equal and easier access to health and care services for all people and communities, ensuring that access is the same whether using digital or non-digital means, clear and accessible communications, single points of access to holistic health and care services and increased health promotion, commitment to reducing inequalities, sustainable and long term VCSE sector strategy and support, and clarity on how the wider determinants will be integrated into health and care strategies and plans.

The discussions on the Charter also highlighted a consensus on what would support people and communities to live healthier lives and improve health outcomes - peer to peer services, one stop shop fronts, sharing health and care information across communities, using the right service and keeping appointments, working smarter together, and utilising and expanding what is already working within our communities.

The outcomes of these discussions were included in the latest draft of the Health and Wellbeing Charter presented to Lewisham's Healthier Communities Select Committee meeting on 6<sup>th</sup> September – see next page.

At that meeting it was acknowledged that while the Charter was at a high level, it was integral to the new Health and Wellbeing Strategy and will provide the underpinning principles against which the more detailed plans within the Strategy will be delivered.

The Healthier Communities Select Committee also acknowledged that continuing dialogue with people and communities within Lewisham was needed to ensure that the Charter was meaningful to people and how it could support people and communities to live healthier lives and improve health outcomes.

**Actions for this meeting:**

The latest draft of the Charter for Health, Care and Wellbeing Services in Lewisham is attached for information – please distribute to your colleagues, networks and communities and if you – or they - have any further comments please do let me know and I'll forward to the Lewisham Public Health Team.

## Charter for Health, Care & Wellbeing Services in Lewisham

### What is the charter?

It describes the expectations of Lewisham people for the provision of health, care and wellbeing services in the borough. These services may be provided in the NHS, in social care or by voluntary and charity organisations.

The charter also describes the responsibilities that citizens have identified for supporting those services and for their own health and wellbeing.

### This is what we have heard is important

Services should be **planned and delivered to take into account all of the diverse communities** in Lewisham, to **ensure equity** and to **reduce health inequalities**

**Service planners and providers must be open** about what can be provided with the resources and capacity that is available.

There must be **accountability for the quality and delivery** of services to clear and specific standards.

**Access is paramount.** Services should be located so that people are able to easily get to them taking into travel and transport.

Information or access to services should **not depend on people having digital technology**

To minimise anxiety from waiting, **appointments should be provided promptly.**

All information that is provided to people must be **easily understood**, including on appointments, services or treatments.

**Privacy and confidentiality** must be respected; personal information should not be shared inappropriately with other people, services or agencies.

Services should **consider the whole person** and give them the opportunity to contribute to their own treatment plans. There should be scope for **self-referral** to services.

Everyone must be treated with **dignity and respect**, this includes people who use services, carers and people who work in the NHS and health and care services

**Social connections can help** with good health, care and wellbeing and should be supported. The role of paid and unpaid **carers should be recognised.**

There must be opportunities so **people can help themselves and others in their communities**, by promoting ways of achieving better health, prevent ill-health if possible, providing information and developing the assets we have in our community.

For the benefit of the whole community, people have a responsibility to support the NHS and other vital health and care services by **using the right service and keeping appointments.**



## APPENDIX 1 – INFORMATION SHEET - WHAT IS CO-PRODUCTION?

Co-production is a way of working that involves people who use health and care services, carers and communities in equal partnership; and which engages groups of people at the earliest stages of service design, development and evaluation.

Co-production acknowledges that people with 'lived experience' of a particular condition are often best placed to advise on what support and services will make a positive difference to their lives.

Done well, co-production helps to ground discussions in reality, and to maintain a person-centred perspective. Co-production is part of a range of approaches that includes citizen involvement, participation, engagement & consultation.

For co-production to become part of the way people and partnerships work there needs to be a commitment to the supporting principles of:

- Ownership, understanding and support of co-production by all
- A culture of openness and honesty
- Commitment to sharing power and decisions with citizens
- Clear communication in plain English
- A culture in which people are valued and respected

There are different ways of working with people and communities which include:

- **Inform**- sharing information about proposed changes so people understand what they mean
- **Consult** – asking for people's opinions on one or more ideas or options
- **Engage** – listening to people to understand issues and discuss ideas for change
- **Co-design** – designing with people and incorporating their ideas into the final approach
- **Co-production** – an equal partnership where people with lived and learnt experience work together from start to finish

### Co-production – learning from the pandemic response

The COVID-19 pandemic was a catalyst that sparked new partnerships, accelerated research, and increased the speed at which innovations were adopted across the health and care system. An independent review helped learn lessons from this period with recommendations on how potentially beneficial changes can become day to day practice. It was conducted between October and December 2020 and involved a range of lived experience voices and over 80 stakeholder organisations. The number one critical ingredient for change was co-production.

**What needs to be done to implement co-production as default?**

Work with system partners to place co-production – including people with relevant lived experience – at the centre of how the health and care system learns and embeds change from the response to COVID-19. At all levels – nationally, ICS and local – to transform ways of working to demonstrate:

- Always starting from what matters most to people who use and work in services
- Working with people who have relevant lived experience (patients, service users, unpaid carers and people in paid lived experience roles) and with staff
- Directly connecting with multiple and diverse voices
- Building equal and reciprocal partnerships with people

*This information is from NHS England - further information can be found at Co-production – NHS England.*