

Public consultation feedback form

1. What was the title of this consultation?

Healthwatch and the NHS Complaints Advocacy Service

2. Why were we consulting?

This consultation was about involving the public in the design, commissioning and delivery of health and care services. It aimed to capture the views of residents and stakeholders in order to shape a new outline for a Healthwatch and NHS Complaints Advocacy Service.

The current contract for the provision of a local Healthwatch and NHS Complaints Advocacy Service is due to expire on the 31st March 2020. Before a new contract is awarded, it was important that the public were consulted on the current service and ways in which this service might improve.

3. When did we consult?

This consultation took place between 1st July and 10th August 2019.

4. How did we consult?

We consulted with the public by means of an online survey on the Council's website. Paper copies of this survey were available upon request. A leaflet was also produced outlining the consultation which was distributed to local organisations.

5. How many responses did we receive to this consultation?

In total there were 18 responses to the survey and Lewisham Clinical Commissioning Group also provided a written response.

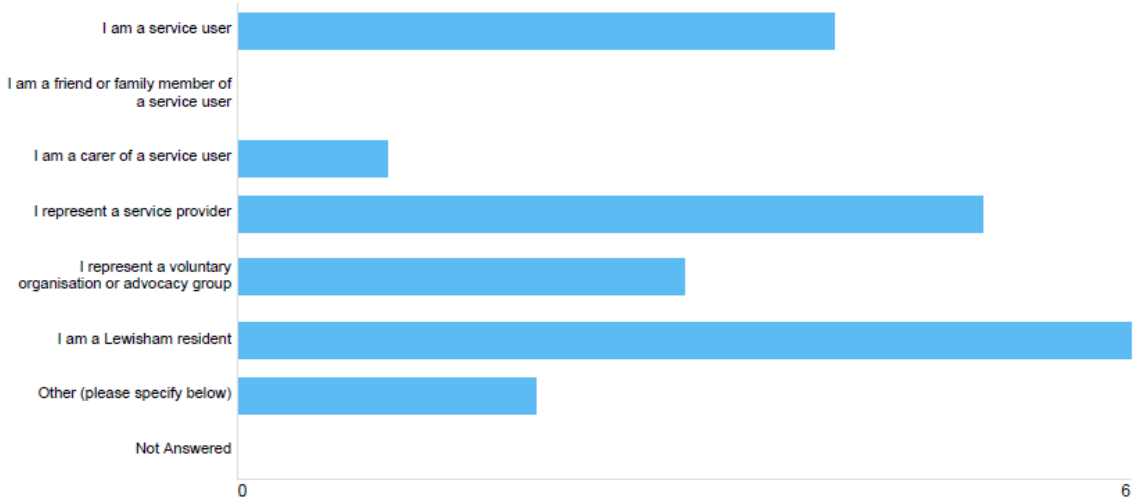
All respondents were over 30 years old, with one-third (33%) aged 60-64 years. Two-thirds (67%) of respondents were female and two-fifths (39%) were Black, Asian or Minority Ethnic (BAME). Less than one-fifth (17%) identified themselves as being disabled, whilst more than a quarter (28%) provided some form of unpaid care per week.

6. What did the responses tell us?

The following provides a breakdown of responses for each of the questions asked in the consultation:

Question : Which of the following best describes you?

Respondent type



Option	Total	Percent
I am a service user	4	22.22%
I am a friend or family member of a service user	0	0%
I am a carer of a service user	1	5.56%
I represent a service provider	5	27.78%
I represent a voluntary organisation or advocacy group	3	16.67%
I am a Lewisham resident	6	33.33%
Other (please specify below)	2	11.11%
Not Answered	0	0%

Question : Have you heard of Lewisham Healthwatch before?

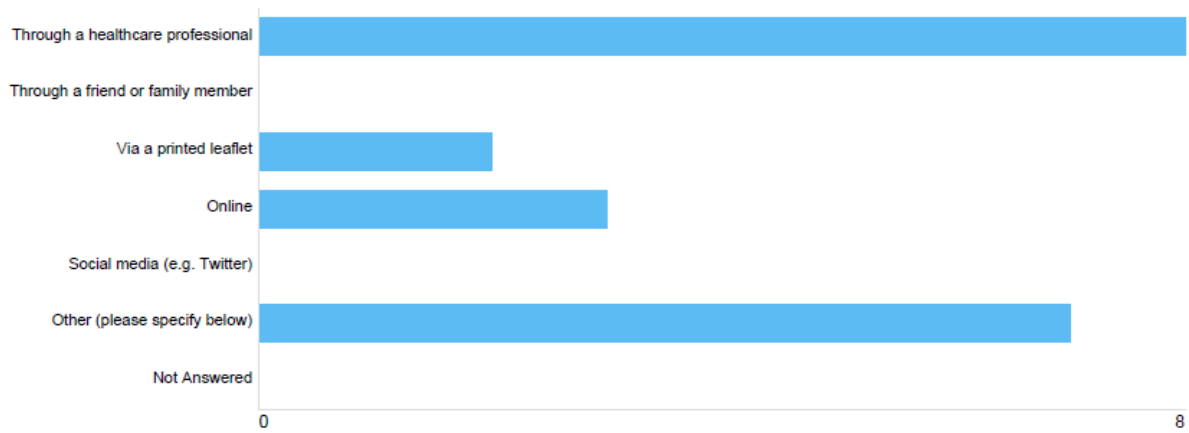
Awareness of Healthwatch



Option	Total	Percent
Yes	16	88.89%
No	2	11.11%
Not Answered	0	0%

Question : How did you hear about Lewisham Healthwatch?

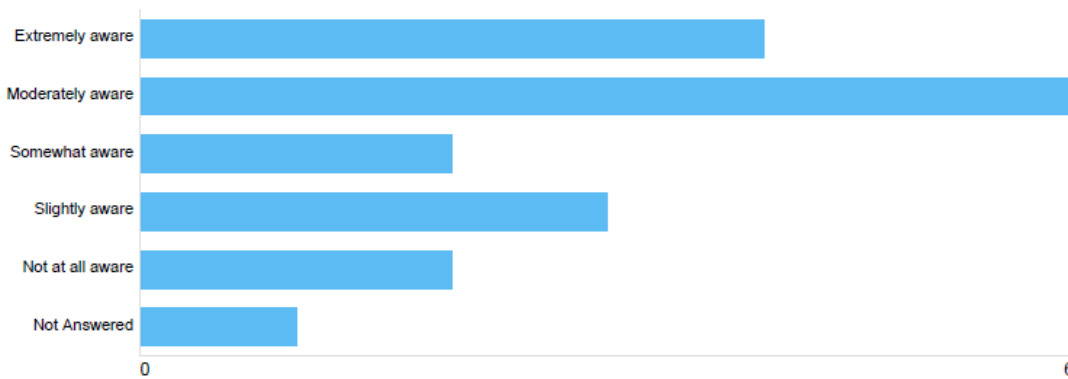
How heard about Healthwatch



Option	Total	Percent
Through a healthcare professional	8	44.44%
Through a friend or family member	0	0%
Via a printed leaflet	2	11.11%
Online	3	16.67%
Social media (e.g. Twitter)	0	0%
Other (please specify below)	7	38.89%
Not Answered	0	0%

Question : To what extent are you aware of the services that Lewisham Healthwatch provides?

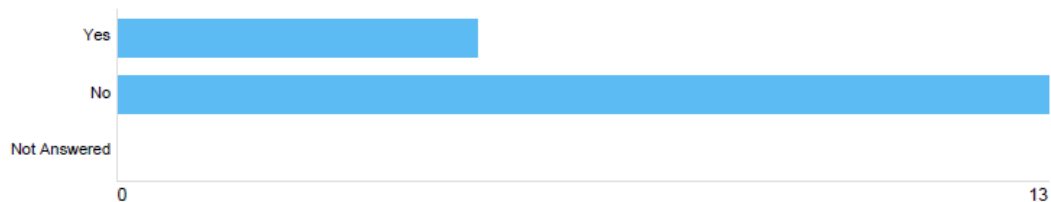
Awareness of Healthwatch services



Option	Total	Percent
Extremely aware	4	22.22%
Moderately aware	6	33.33%
Somewhat aware	2	11.11%
Slightly aware	3	16.67%
Not at all aware	2	11.11%
Not Answered	1	5.56%

Question : Have you used Healthwatch and/or the NHS Complaints Advocacy Service in the last 3 years?

Service usage - Healthwatch Lewisham



Option	Total	Percent
Yes	5	27.78%
No	13	72.22%
Not Answered	0	0%

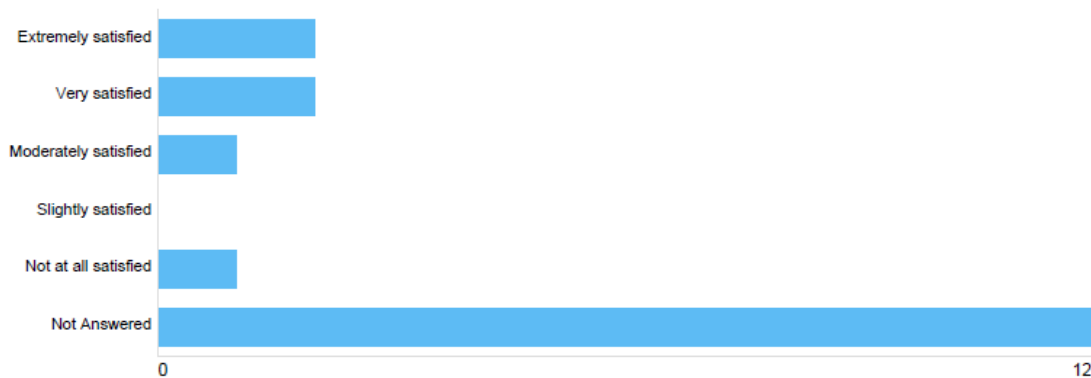
Service usage - NHS Complaints Advocacy Service



Option	Total	Percent
Yes	3	16.67%
No	14	77.78%
Not Answered	1	5.56%

Question : If you have used Healthwatch Lewisham and/or the NHS Complaints Advocacy, how satisfied were you with the service provided?

Service satisfaction



Option	Total	Percent
Extremely satisfied	2	11.11%
Very satisfied	2	11.11%
Moderately satisfied	1	5.56%
Slightly satisfied	0	0%
Not at all satisfied	1	5.56%
Not Answered	12	66.67%

Question: What could be done to improve Healthwatch services in Lewisham?

Suggested improvements included:

- Wider advertising for the services that Healthwatch provide
- Strengthen verbal communication by Healthwatch.
- Better engagement with the public so that their views are reflected in the development of health-related services.
- Increased funding for Healthwatch.
- More outreach support.
- Improved availability of support from Healthwatch.

Question: Do you have any other comments you would like to share with us?

Other comments included:

- A befriending service could also be commissioned.
- More community projects that will directly benefit local residents, whether they live in the community or in a care home.
- Healthwatch and the NHS Complaints Advocacy Service could be commissioned separately.
- The service needs to be more responsive with a better presence in the community.
- Healthwatch is very valuable with a positive input into the community's health and wellbeing.
- The NHS provides the same service at no extra cost.

Response from Lewisham Clinical Commissioning Group

The Head of Communications and Engagement at Lewisham Clinical Commissioning Group (CCG) provided a separate written response on behalf of their organisation.

General comments were as follows:

- The CCG has worked with Healthwatch in a number of important areas, including contributions to several of their committees which oversee the quality of services, patient experience, and public involvement.
- Healthwatch have produced a number of excellent reports which have helped services in Lewisham improve. For instance they reviewed how services in GP practices and at Lewisham Hospital meet the Accessible Information Standard, making a number of recommendations.
- The Youth Board set up by Healthwatch will be extremely helpful in ensuring that young people have a say in relation to health and care services in Lewisham.

Comments on changes to the service outline were as follows:

- Generally the specification was seen as comprehensive and well established. The challenge will be resourcing Healthwatch to enable it to carry out this brief effectively.
- The following could be added into the new specification to clarify the expected impact of its services:
 - a) Provide service user/patient feedback/insights to:
 - promote reflection and learning
 - inform service development
 - drive service improvements that meet the needs of users/patients

- b) Use position and influence on boards or committees to ensure that decision-making takes account of the wishes of patients and the population.
- c) Healthwatch Lewisham will be part of the new Place Based Board so the specification should outline their role in this. This could include working with providers to co-design services and holding them to account around this involvement.

7. What happens next?

The results of this consultation were shared with the Associate Director of Joint Commissioning on the 14th August 2019.

Feedback, in particular the suggestions for improvement, has influenced the content of the specification that will inform the re-procurement of the contract.