

LEWISHAM PEOPLE'S PARTNERSHIP

**Agenda for the online meeting to be held on 26th
June 2024 from 10.00am to 12 noon**

AGENDA

Time	Activity
09.45am - 10.00am	Arrivals
10.00am - 10.15am	What voices do we have at this meeting?
10.15am - 10.40am	Update on Lewisham People's Partnership Year One Review
10.40am – 11.05am	Improving primary care - how we can effectively engage people and communities in Lewisham's improvement plans?
11.05am - 11.15am	Break
11.15am - 11.55am	Improving primary care - how we can effectively engage people and communities in Lewisham's improvement plans?
11.55am - 12 noon	Any other business and dates for 2024/25 Lewisham People's Partnership meetings

Agenda item 1 – Update - Lewisham People’s Partnership Year One Review

Introduction

At the April 2024 meeting of the Lewisham People’s Partnership, we looked at the Year One Review – what has worked well, where the challenges have been and learning from engagement activities. Alongside the Review, the April meeting also discussed initial ideas for actions to support the continuing development of the Lewisham People’s Partnership into Year 2.

Following on from the April meeting, a report was submitted to the Lewisham Health and Care Partners (LHCP)¹ Strategic Board in May 2024 for their consideration of the proposed actions.

The Board welcomed the Year One Review, and that the Lewisham People’s Partnership will be continuing conversations widely with people and communities, VCSE, LHCP and primary care on the proposed actions with a focus on:

- Reviewing local, south-east London and national priorities - which are the priorities that most concern people and communities in Lewisham and have greatest impact on a. improving the health and wellbeing of people and communities in Lewisham and b. reducing health inequalities in the borough?
- Looking at developing a hub model – could the Lewisham People’s Partnership develop hubs/groups to provide a more effective focus on those priorities and, through that, to achieve greater reach to people and communities with engagement that is inclusive, meaningful, valued and better co-ordinated?
- Would a hub/group for voluntary, community and social enterprise (VCSE) organisations enable better co-ordination of engagement activity across both VCSE and LHCP, reduce duplication, use resources better and support information and outcomes being shared more effectively rather than remaining within organisational silos?
- Working together to develop a strong feedback mechanism to demonstrate that everyone knows that their contributions have been heard and valued and ensure that everyone can be informed of the outcome of engagement and the difference it has made
- We should not be re-inventing wheels – learn from the excellent work being done by BLACHIR, health equity programme, health and wellbeing champions, black led community and voluntary organisations, VCSE organisations, Healthwatch – experience and lessons learnt from all this work should be widely disseminated and utilised in future planning and commissioning
- We need to work on shifting the balance so that the Lewisham People’s Partnership is informing LHCP as well as responding to their requests and is seen to be owned by everyone and not solely as a sub-committee of the LHCP
- Agree a reimbursement policy for people, communities and organisations – to ensure previously seldom-heard voices are increasingly heard, there needs to be a level of reciprocity and recognition because without this there is a danger people will feel their time is not valued or respected or will not have the means to attend and contribute

Agenda item 2 – Improving primary care – how can we effectively engage people and communities in Lewisham’s improvement plans?

Context for this discussion

Over the past year of Lewisham People’s Partnership meetings, people have consistently raised the issue of access to primary care².

Long term priorities for improving primary care in Lewisham are contained in the Lewisham Five year Forward View Delivery Plan for Primary Care (2023 to 2028). The key objective of the plan – what needs to be achieved over this five-year period - is how the model of primary care needs to change to improve the health and wellbeing of people and communities in Lewisham in line with the three key recommendations from the Fuller Stocktake:

- Streamlining access to care and advice for people who get ill but only use health services infrequently providing them with much more choice about how they access care and ensuring care is always available in their communities when they need it
- Providing more proactive personalised care with support from a multi-disciplinary team of professionals to people with more complex needs including, but not limited to, those with multiple long-term conditions
- Helping people stay well for longer as part of a more ambitious and joined up approach to prevention

Alongside these recommendations from the Fuller Stocktake, Lewisham’s Five Year Forward View Delivery Plan for Primary Care identifies 6 priority areas which will be the focus of the work:

Proactive and preventative care	Supporting people to stay well for longer by enabling them to make healthier lifestyle choices and treating avoidable illnesses early on
Accessible care	Supporting timely access to care (including face to face and online) in line with patient need, for same day urgent care and routine care
Co-ordinated care	Supporting person centred care and co-ordinated care to improve quality through effective shared decision making for and with those experiencing the greatest need
Sustainable primary care	Supporting all primary care providers to deliver the highest quality care and enable transformation by remaining resilient and sustainable both now and in the future
Partnership/collaborative working	Supporting general practice to work cohesively together and effectively with wider local partners including the population, Lewisham People’s Partnership, Lewisham and Greenwich NHS Trust, South London and Maudsley NHS Trust, VCSE organisations and increasingly the wider primary care family
Inequalities	Supporting primary care to identify and reduce the disparity in outcomes and lived experiences between different population groups

Each of these areas has detailed actions demonstrating how delivery will be secured as well as the intended outcomes by 2028.

² Primary care covers general practice, pharmacy, dentistry and optometry. For the purpose of this discussion, we are concentrating on general practice and pharmacy..

Actions for this meeting

A review of what has been achieved in the first year of Lewisham's Five Year Forward View Delivery Plan for Primary Care has highlighted that more focus is needed on working with the Lewisham People's Partnership and wider local communities to support the delivery of the plan and that this should be prioritised in 2024/25 and onwards.

We know from the Lewisham People's Partnership Year One Review that if the voices and lived experiences of all our people and communities are to shape improvements in primary care then engagement and conversations need to be focused, meaningful, valued, long term and demonstrably influence decisions about access and services. We also know that we need to continue to build trust, and trusted voices, throughout our communities. We need to support open debate about what can be provided within the resources and the capacity that is available to us. Over the past year we have also looked at what we can do, as individuals and communities, to support our health and care services as well as what we can do to support ourselves and others in living healthier lives.

If improving primary care is to be a long-term focus for the work of the Lewisham People's Partnership it would be good to discuss, at the start, some of the important questions about how to do this effectively – for example:

- How can we best work together to understand what the issues are – how do we then work together to produce solutions – who needs to be part of this work?
- How do we shift the balance so that the Lewisham People's Partnership is informing the Lewisham Health and Care Partnership (LHCP) as well as responding to their requests – what questions do you want to ask primary care providers and primary care commissioners?
- What would demonstrate to you that the views and lived experiences of people and communities are influencing improvements in primary care – how do we work together to agree and implement an effective feedback mechanism?
- How can we best support and learn from the work currently being undertaken on health inequalities, health literacy, access and co-development by BLACHIR, black led community and voluntary organisations, health equity and health and wellbeing champions programmes, Healthwatch Lewisham and VCSE organisations?
- How do we support better co-ordination of primary care engagement activities across VCSE and statutory organisations? How do we foster a better knowledge across these organisations of the engagement activities being considered? How do we ensure that we know LHCP intentions and priority setting processes at a stage early enough in the process to have real meaning?

