

LEWISHAM PEOPLE'S PARTNERSHIP

Discussions and actions from the online meeting held on the 17th July 2024

For further information on the Lewisham People's Partnership please go to: www.selondonics.org/lewisham-peoples-partnership

AGENDA

Time	Activity
13.45pm - 14.00pm	Arrivals
14.00pm - 14.15pm	What voices do we have at this meeting?
14.15pm - 14.40pm	Update on Lewisham People's Partnership Year One Review
14.40pm – 15.05pm	Improving primary care - how we can effectively engage people and communities in Lewisham's improvement plans?
15.05pm - 15.15pm	Break
15.15pm - 15.55pm	Improving primary care - how we can effectively engage people and communities in Lewisham's improvement plans?
15.55pm – 16.00pm	Any other business and dates for 2024/25 Lewisham People's Partnership meetings

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Agenda item 1 - Voices at the meeting

Attendees:

Anne Hooper, Chair
Sue Boland, Head of Services for SEL Mind
Leoni Down, Head of Occupational Therapy at SLaM
Alexandra Camies, South Lewisham Patient Participation Group
Rosemarie Ramsay, R2
Erica Scott, Citizens UK
Jack Upton, System Development Manager (Lewisham)
Laura Jenner, Director of System Development (Lewisham & Lewisham Council)
Teresa Rodriguez, Communications and Engagement Manager (Bromley & Lewisham)
Helen Eldridge, Head of communications and engagement (Lewisham)
Lauren Woolhead, PA and Business Support

Apologies:

Michael Kerin, Healthwatch Lewisham

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

Introduction

Anne gave a brief overview of the work undertaken on the Year One Review which had been first discussed at the April 2024 Lewisham People’s Partnership meeting. This first draft of the Review identified what had gone well, where the challenges had been, what we had learnt from engagement in that year and how the Lewisham People’s Partnership could, in Year Two, respond to these key issues and what actions would be needed.

The views expressed in that meeting informed the second draft of the Year One review which was then presented to the Lewisham Health and Care Partnership (LHCP) Strategic Board meeting in May 2024 for consideration.

The Board welcomed the Year One Review, and agreed that the Lewisham People’s Partnership should continue conversations over the next two months 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, grassroots 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 contribution has been heard and valued and ensure that everyone can be honestly 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 rather than responding to requests and is seen to be owned by everyone and not solely seen 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

Following discussion, the focus for ongoing conversations about the Year Two action plan was supported. It was noted that there was considerable amounts of engagement happening locally – and at SE London level - in both the local health and care system and in the VCSE sectors. More effective ways of enabling, co-ordinating and sharing this activity would be supported. The meeting agreed that the development of hubs would provide an effective framework for this work. It was also acknowledged that there was no one size fits all when it comes to effective engagement and different approaches by different parts of the local system and VCSE organisations were effective ways of hearing the voices of our diverse communities. The meeting heard that there is currently funding to support grassroots organisation in ongoing engagement and that there were plans to develop a more effective framework to support how this funding was used. This was welcomed by the meeting.

Anne confirmed that the outcome of the continuing conversations on the Lewisham People’s Partnership action plan for Year Two would be finalised in September.

Agenda item 2 – Improving primary care - how we can 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 care¹. 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 recommendations of the Fuller Stocktake.

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.

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 e.g., what priorities do people have for primary care, what would meaningful engagement look like, what decisions do people want to influence, what would demonstrate that people’s views and lived experiences have influenced decisions, learn from existing engagement activities, engagement co-ordination.

Following discussion, the meeting gave the following responses:

- Meaningful, long-term engagement with patients and carers about general practice service improvement is needed
- People need to see their views and lived experiences demonstrably influencing decisions about improvements in general practice
- Being able to talk directly to GP partners would support better understanding of issues from both patient and GP perspectives
- Engagement needs to demonstrate its influence on the Lewisham Primary Care Group, the Lewisham Primary Care Leadership Group, Neighbourhood Programme and be able to influence decisions upstream
- Find out what engagement on general practice service improvement is already being undertaken within general practice/LHCP/VCSE/Healthwatch/Health Equity Programme /Public Health/Lewisham Council and plan further engagement collaboratively
- Engage with Patient Participation Groups – what priorities would they have for engagement on general practice service improvement
- Developing a Lewisham People’s Partnership hub to support engagement on general practice service improvement is a good idea – would provide a more effective focus on the delivery of engagement priorities, link engagement partners and ensure effective feedback mechanisms are in place
- Establish what budget there is for engagement on general practice service improvement and what can be achieved within that budget
- Lewisham has rich data particularly on inequalities – need to review this work in the planning stage of future engagement
- Could space in GP sites be better used to support community information/activities and are volunteers an untapped resource for general practice

¹ Primary care covers general practice, dentistry and optometry. For the purpose of this discussion, we are concentrating on general practice.

Agenda item 3 – Lewisham People’s Partnership meeting dates 2024/25

11th September 2024 – 10.00am to 12 noon – In person at Lewisham Civic Centre (Committee Room 3) and online

13th November 2024 – 14.00am to 16.00 – In person at Lewisham Civic Centre (Committee Room 3) and online

15th January 2025 – 10.00am to 12 noon – In person at Lewisham Civic Centre (Committee Room 3) and online

5th March 2025 – TBC

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