

# Health and social care in Lewisham

It's our **Watch!**

eMagazine Issue 72  
14 October 2011

Lewisham Local Involvement Network

## Outreach Gallery



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Health and Social Care  
in Lewisham has a new voice.

# YOURS!

About Lewisham LINK:

Established: 1 April 2008

Stakeholders: 2,685

Comments Recorded: 9,677

Enter and View Visits: 11

[Join now](#) and get involved!

➔ **Out and about in Lewisham**

We have been around the borough this month, outreach included a presence at the Catford South Local Assembly.



**A workshop on mental wellbeing**

➔ **Upcoming Outreach Events Include**

➔ **Oakcroft Care Home**

Monday 17<sup>th</sup> October, 10am – 12pm

➔ **Lewisham Mental Health & Wellbeing Day**

Friday 21<sup>st</sup> October, 10am – 4pm

Contact us if you would like us to come to your group to find out what your members think about local health and social care services.

☎ 020 8690 3900

✉ kevin.trowell@parkwoodhealthcare.co.uk

**In Lewisham's Chair**

We represent the residents of Lewisham in meetings all across London.



It's your seat.

It's your voice!

Are we representing your views?

Upcoming meetings on Page 9

➔ **Calling Honor Oak Practice Patients!**

If you are a user of Honor Oak Group Practice then why not become part of their patient's panel and come along this Saturday:

➔ Saturday 15<sup>th</sup> October, 10.30am – 1pm

➔ Honor Oak Group Practice

This will be an opportunity to share your views on the service, what works well and what doesn't.

The panel, known as a 'Patient Participation Group' has been set up with the assistance of Lewisham Local Involvement Network.

For more information, contact us:

☎ 020 8690 3900

✉ lewishamlink@parkwoodhealthcare.co.uk

**“We need more time at GP appointments.”**

Have *your say* over at the [forum!](#)

➔ **Online Directory of Services Launched!**

An important part of our work is to find out about health and social care services in Lewisham.

Since 2008 we have mapped hundreds of organisations in the area and as a HealthWatch Pathfinder we have decided to share this information with local residents.

Available now

Information at a click!



As of today, the Online Directory section of our website contains links to over 1,600 organisations.

Feel free to use this valuable local resource:

➔ [Online Directory](#)

McDonald's has introduced calorie information to all of its menus throughout all of its 1,200 UK restaurants, the Department of Health has announced.

People will now be able to see at a glance how many calories are in their burger, salad, Happy Meal or milkshake. McDonald's will fulfil its commitment to the calorie labelling pledge as part of the Responsibility Deal and it will begin to implement labelling on its menu boards around the country.

Along with the other companies already signed up to the pledge, including KFC, Pizza Hut, Pret a Manger and JD Wetherspoon, they will now begin to transform over 5,000 high street food outlets by end of the year.



McDonalds serves three million meals a day

The Department of Health is also announcing that Greggs, Starbucks and Burger King have signed up to the Out of Home calorie labelling pledge and will introduce it in their outlets from next year.

Health Secretary Andrew Lansley said:

“One in six meals are now eaten outside the home and for those meals we often have no idea how many calories we are eating.”

“That is why this is such a great achievement by the Responsibility Deal. It will help people spot those hidden calories in their favourite foods and keep an eye on their waistlines.” [➔ More](#)



5,000 high street food outlets to be 'transformed'

The Responsibility Deal is a new approach to tackling public health concerns. Instead of tying the food and drinks industry up in red tape, the Government is working in partnership with them and charities to deliver faster and better results.

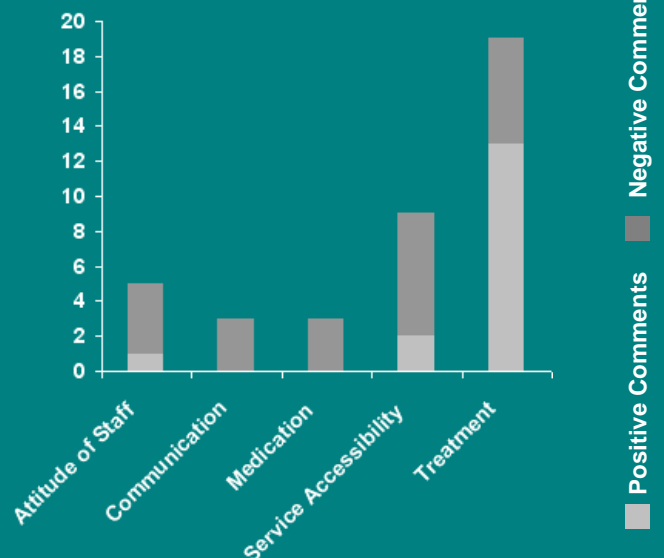
Research shows that calorie labelling makes people more aware of the energy content of their foods and does influence people's choices. With McDonald's serving three million meals every day in 1,200 restaurants, this will have a huge effect on the high street and will help people to make healthier choices when they are eating out.

“All of my needs are looked after.”

Have *your* say over at the [forum!](#)

## From our database...

### Lewisham Diabetes Services



Source: Database, Jan-Sep 2011

## ➔ Reducing unnecessary hospital stays

Lewisham Healthcare NHS Trust has launched a new scheme to treat people with skin infections in their own homes, reducing unnecessary hospital stays.



Resident Lesley Adams, among the first to benefit

In the past, people with cellulitis (an infection of the deeper layers of the skin and the underlying tissue) would have to come to hospital to receive intravenous (IV) antibiotics. They would stay in hospital for several days, until the infection was successfully treated.

Under the new scheme, cellulitis patients will now be given an initial dose of antibiotics in hospital, and will then be transferred home once it is clinically appropriate – generally on the same day or the following day. Patients will receive a visit each day from a community nurse who will administer the antibiotics and monitor their recovery.

The scheme has been launched following a successful pilot last year, which gained positive feedback and benefitted people like Lesley Adams, 48, from Bellingham, who said:

“It made a big difference not having to stay at hospital. It meant that I could spend more time with my family, and carry on as normal.”

Keep informed...  
Keep informed...  
Keep informed!

➔ [Click here](#) to join our mailing list.

“At the same time, I knew the support was there if I needed it. It’s good that more people are going to benefit from this scheme to treat people at home.”

Dr Elizabeth Aitken, Director of the Acute and Elderly Service, commented on the scheme:

“This is about looking at what is best for those who use our services. As well as giving people the best care clinically, treating more people in their own homes promotes independence and wellbeing. The pilot last year went very well, and we are looking forward to treating more people like Lesley.”

The provision of administering IV antibiotics at home is soon to be extended to patients with bone and joint infections, who often need to stay in hospital for two to six weeks for treatment.

“Lewisham needs an outdoor gym.”

Have *your say* over at the [forum!](#)

## ➔ Lewisham Mental Health & Wellbeing Day

The Mental Health and Wellbeing Stakeholders’ Day is an annual event held by NHS Lewisham, London Borough of Lewisham and South London & Maudsley NHS Foundation Trust (SLaM):

➔ Friday 21<sup>st</sup> October, 10am – 4pm

➔ Civic Suite, Catford

The aims of the day are to offer an opportunity for all ‘stakeholders’, i.e. people with an interest in mental health, to come together to become:

➔ More informed about mental health services in Lewisham

➔ More able to contribute their views on the services and how they develop

➔ More aware of their own mental wellbeing

There is no charge but booking is essential:

☎ 020 3228 0950

✉ [joan.laronde@slam.nhs.uk](mailto:joan.laronde@slam.nhs.uk)

## ➔ NHS Memory Services receive £10 million

£10 million is being made available to kick start a transformation in the way people with dementia are treated by the NHS, Care Services Minister, Paul Burstow announced today. The extra funding for memory services will help to identify people with dementia earlier and treat them more effectively.

The investment aims to boost provision of advice and support on memory services including information about local care and support services. It is expected to fund follow up and review services including peer support, assessment of carers' needs as well as advice and support on planning for the future.

Local authorities and Primary Care Trusts will decide where the money is best spent in each community. This additional funding will provide a powerful incentive to local NHS and local authorities to prioritise putting in place long lasting, high quality dementia services.

**“Staff have a great sense of humour.”**

Have *your say* over at the [forum!](#)

The Department of Health is also publishing the first national audit of memory services which shows:

- ➔ 94 per cent of Primary Care Trusts (PCTs) have a dedicated memory service for dementia and a further four per cent of PCTs are planning to set up a memory service
- ➔ Average PCT spending on memory services has increased by 22 per cent between 2008/9 and 2009/10 from £486,000 to £593,000
- ➔ The average number of people using a memory service increased by 57%, from 605 in 2008/09 to 951 in 2010/11
- ➔ 44 per cent of hospitals have identified a clinical leader for dementia and almost half of all hospitals have, or are developing a care pathway for dementia.

There are approximately 180,000 people with dementia being prescribed anti-psychotic drugs, of which 144,000 of them are being prescribed inappropriately. This results in as many as 1,800 unnecessary deaths per year.

The NHS must provide better access to alternatives to medicating the symptoms of dementia. By helping people get an early diagnosis the Government can support them in accessing the right services and support at the right time so that they can live well with dementia.



Early diagnosis can 'help people to take control'

Care Services Minister, Paul Burstow said:

“While there is no cure for dementia, we know that early diagnosis and early intervention can help people take control of their condition and plan for the future. With access to the right services and support, people with dementia can continue to live well for many years. Memory services have a really important role to play in this.

“It's not always easy to talk about but dementia is an issue that we can not ignore. That is why today I have announced a further £10million for memory services. I want to further strengthen the support memory services can provide and make it possible for all those who need it to be able to access the help they need.” ➔ [More](#)

**“Quality of fillings on the NHS?”**

Have *your say* over at the [forum!](#)

## ➔ Free Swimming in Lewisham!

Lewisham residents aged 16 and under, 60 and over and those who are disabled and receive benefits will continue to swim for free at all Lewisham Council run swimming pools for the next 15 years.

Funding for the national free swim scheme was stopped in July 2010 but the Mayor of Lewisham decided that the Council would continue to run the programme until summer 2011.



Taking the plunge for free in Lewisham!

Now, following the signing of contracts with the Council's leisure centre contractors, Fusion and Leisure Connection, it has been agreed that the free swim programme will continue for the next 15 years.

To take up the offer, those aged 16 or under need to show a valid Lewisham library card. Residents aged 60 and over or those on a disability living allowance can use the Lewisham Plus Card.

Mayor Sir Steve Bullock said: "Continuing to offer free swimming across the borough has been a priority for me. Knowing Leisure Connection and Fusion share our commitment to helping residents make the most of the borough's leisure services - especially those on a low or fixed income - means the free swimming programme can now be properly sustained."

**“My optician has been very supportive.”**

Have *your* say over at the [forum!](#)

## ➔ Dance 4 Life

Take action on sexual health and HIV with The Stephen Lawrence Charitable Trust and Smarter Communities Project.

Dance 4 Life uses music and dance to empower young people in taking action to help push back the global HIV epidemic.

If you are 16-25 join in a six week interactive multi-media youth project to inspire, educate, activate and celebrate young people who raise awareness around HIV and AIDS in their community.

➔ Every Thursday afternoon, 27<sup>th</sup> Oct – 1<sup>st</sup> Dec

➔ Stephen Lawrence Centre, Deptford

To register or for more information, please contact Doreen Thompson-Addo:

☎ 020 8100 2800

✉ [doreen.ta@stephenlawrence.org.uk](mailto:doreen.ta@stephenlawrence.org.uk)

## Get in the *local* picture!

Our Online Directory is a database that puts you or the local map.

➔ [Click to Join!](#)

It's quick, easy and free!



## ➔ Reading for Happiness

Many of us would like to be a little happier and just need a few ideas and encouragement.

As part of World Health Day 2011 you are warmly invited to browse the new DIY Happiness Library:

➔ Thursday 20<sup>th</sup> October, 2 – 4pm

➔ Sydenham Library

For more information contact Caro:

☎ 020 3228 1695

✉ [carolyn.swan@slam.nhs.uk](mailto:carolyn.swan@slam.nhs.uk)

## ➔ Online Tools Aid Patient Health Decisions

Health Secretary Andrew Lansley has officially launched a set of innovative online tools that can help patients make informed decisions about their healthcare.

Eight online Patient Decision Aids (PDAs), commissioned by NHS East of England, give patients information on the pros and cons of different treatment options available to them. As a key product of the Right Care programme, part of the NHS's work to improve quality, innovation, productivity and prevention, these aids personalise services for patients to make sure they get the right treatment the first time.

Developed by NHS Direct and available on their website for patients to use anywhere across England, the online tools help patients learn more about their condition and the options for tests and treatments on conditions such as cataracts and breast cancer.

**“Why don't people turn up for appointments?”**

Have *your* say over at the [forum!](#)

Patients are able to see what choices are available to them, input their personal preferences and have an informed discussion with their clinician about their options. These tools do not replace a doctor's clinical advice but are in addition to help patients prepare for a consultation and any decisions they make afterwards.

Speaking at the launch event in Cambridgeshire, Health Secretary Andrew Lansley said:

“I want the NHS to become a collaborative service, one where the patient is an active participant in their own care, with a clear voice saying ‘no decision about me, without me’.”

“Patients are the greatest untapped resource in healthcare and I want the conversation between doctor and patient to become a meeting between two experts – the clinical expert and the expert on themselves.” [➔ More](#)

## ➔ Vending Machine Cigarette Sales Banned

The sale of tobacco from vending machines is now prohibited across England. The ban has been introduced to prevent under-age sales to children and to support adults who are trying to quit.

Nearly all adult smokers started smoking before they turned 18 and every year more than 300,000 under-16s try smoking for the first time. Of the 11 to 15-year olds who smoke regularly, 11% say they buy their cigarettes from vending machines.



Children illegally obtain cigarettes from the machines

It is estimated that 35 million cigarettes are sold illegally through vending machines to children every year.

Health Secretary Andrew Lansley said: “Smoking is one of the biggest and most stubborn challenges in public health. Over eight million people in England still smoke and it causes more than 80,000 deaths each year.

“Cigarette vending machines are often unsupervised, making it easy for children to purchase cigarettes from them.

“The ban on cigarette sales from vending machines will protect children by making cigarettes less accessible to them – we want to do everything we can to encourage young people not to start smoking.” [➔ More](#)

**“The ward was spotless and food appetising.”**

Have *your* say over at the [forum!](#)

Plans to hand more power to clinicians and modernise the NHS have moved a step closer to reality with the latest draft guidance to support emerging clinical commissioning groups.

It is the latest stage in the Government's ambition to make the NHS world-class by giving patients more power, focussing on quality, and giving frontline clinicians greater freedom and a strong leadership role.

There are now more than 253 groups of GP practices across the country which have come forward to directly commission services, focused on delivering the best results for their patients. Once authorised as Clinical Commissioning Groups they will take on responsibility for health care budgets from April 2013.



**'Giving frontline clinicians greater freedom'**

The guidance comes as the NHS moves towards a stronger and streamlined management system for the new commissioning arrangements which supports the reduction of administration costs by a third. From next month, the NHS will have moved from ten management teams at Strategic Health Authority (SHA) level to just four SHA clusters.

According to the government, this will allow the NHS to operate more efficiently so that clinical commissioning groups can take on their new responsibilities faster when they are ready to do so and align themselves with the proposed NHS Commissioning Board.

**“I have waited 8 weeks for a blood test.”**

Have *your* say over at the [forum!](#)



**'Bringing together patients, carers and their communities'**

In principal clinical commissioning groups will have a strong clinical focus which will bring together patients, carers and their communities. They will have robust governance requirements which are accountable to patients as well as arrangements for commissioning with other clinical commissioning groups, local authorities and the proposed NHS Commissioning Board.

Health Secretary Andrew Lansley said:

“Clinical commissioning groups are at the heart of our NHS modernisation plans. They will put healthcare professionals in the driving seat so that they have the freedom and responsibility to design services on behalf of their patients – delivering better quality and integrated care.

“We strengthened our plans following the listening exercise to ensure there will be wider clinical leadership within clinical commissioning groups which will lead to stronger collaboration at a local level.

“Above all, our plans will safeguard the future of our NHS so that it is able to meet the challenges of rising demand, an ageing population and the increasing costs of treatment.”

The development of the NHS Commissioning Board shows the end point for all of this – a single, national organisation to oversee the commissioning system and drive better results for patients.

Over the coming months, the shadow NHS Commissioning Board will refine the approach and continue to work with emerging clinical commissioning groups and key stakeholders on taking these proposals forward. [➔ More](#)

### ➔ A Free Online Resource

"Get.gg" is a comprehensive website providing a wide range of resources on CBT.

Self help resources include:

- ➔ Activity sheets, leaflets and guides
- ➔ Experiences
- ➔ Information on therapies
- ➔ Different perspectives

A download section includes many free downloadable self help information leaflets, booklets, CBT tools, therapy worksheets, cognitive models and formulation templates.



If you have an interest in CBT, this website is a must!

You can also download music files - imagery, relaxation, meditation etc.

Take some time to have a look around this very extensive website! ➔ [More](#)

## What's On?

### SUMMARY

- ➔ 14 October: Downham Assembly, 7pm – 9pm at Downham Community Centre ➔ [More](#)
- ➔ 15 October: Telegraph Hill Assembly, 12pm – 2pm at Barnes Wallis Community Centre ➔ [More](#)
- ➔ 19 October: Rushey Green Assembly, 7pm – 9pm at Council Chambers, Civic Suite ➔ [More](#)
- ➔ 20 October: Blackheath Assembly, 7.30pm – 9.30pm at St. Matthew's Academy ➔ [More](#)
- ➔ 20 October: Whitefoot Assembly, 7pm – 9pm at St. John's Church Hall ➔ [More](#)
- ➔ 4 November: Carer's Lewisham AGM, 12.30pm – 3pm at the Civic Suite, Catford ➔ [More](#)
- ➔ 8 November: Marsha Phoenix Memorial Trust AGM, 1-5pm at 90 Tressillian Road ➔ [More](#)
- ➔ 29 November: Lewisham LINK Executive Committee Meeting, 6pm at Ladywell Leisure Centre

➔ Please send details of your forthcoming events!

## In Lewisham's Chair – Representing You!

### SUMMARY

- ➔ We are attending the following meetings on behalf of Lewisham residents, that means you!
  - ➔ 15th October, Honor Oak Group Practice – Patient Participation Group
  - ➔ 17th October, Lewisham Pharmacists Meeting
  - ➔ 19th October, Voluntary and Community Sector Futures Meeting
  - ➔ 20th October, Bellingham Health Forum
- ➔ To ensure we are representing your views, please contact us.

- ➔ Coming together to improve the lives of older people (Department of Work & Pensions) [➔ More](#)
  - ➔ CQC publishes the annual report on state of care 2010/11 (Care Quality Commission) [➔ More](#)
  - ➔ End of life care strategy - Third annual report (Department of Health) [➔ More](#)
  - ➔ Food supplements - Guidance and FAQs (Department of Health) [➔ More](#)
  - ➔ HealthWatch for local authorities (Department of Health) [➔ More](#)
  - ➔ National learning network for health and wellbeing boards (Department of Health) [➔ More](#)
  - ➔ New health research authority comes a step closer (Department of Health) [➔ More](#)
  - ➔ Seasonal flu immunisation programme 2011/12 (Department of Health) [➔ More](#)
  - ➔ Social care providers' excellence award to be ditched (Community Care) [➔ More](#)
  - ➔ Update on the dismantling the NHS National Programme for IT (Department of Health) [➔ More](#)
- ➔ Please send us a link to your latest report!

## Latest Newsletters

- ➔ Care Quality Commission: 2<sup>nd</sup> Annual Report, July 2011 [➔ More](#)
  - ➔ Care Quality Commission: eBulletin for Local Involvement Networks, October 2011 [➔ More](#)
  - ➔ Department of Health: 'The Month', July 2011 [➔ More](#)
  - ➔ Department of Health: Social Care Bulletin, October 2011 [➔ More](#)
  - ➔ Dignity in Care Newsletter, September 2011 [➔ More](#)
  - ➔ NHS 'Quarter', Quarter 4 2010/11 [➔ More](#)
  - ➔ NHS Personal Health Budgets Update, July 2011 [➔ More](#)
  - ➔ Public Health Responsibility Deal Bulletin, July 2011 [➔ More](#)
  - ➔ Skills for Care London: enews, 29 September 2011 [➔ More](#)
- ➔ Please send us a link to your latest newsletter!

## About Us...




Hosted by Parkwood Healthcare  
In partnership with Lewisham Council

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➔ [Feedback on this edition!](#)

# Wordsearch

## Issue 1, Healthy Eating

W	H	O	L	E	M	E	A	L	V
J	K	O	P	A	S	T	A	M	R
J	A	V	P	P	D	X	C	J	I
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PASTA

APPLE

PEAR

WHOLEMEAL

CELERY

FISH

CHICKEN

RICE

JACKETS

JUICE

Health and Social Care  
in Lewisham has a new voice.

**YOURS!**