**Help win the best community care in Lewisham**

**As the second stage of an inquiry into community care services begins in Lewisham, we need to hear your experiences using community care services.**

Your family doctor, your granddaughter’s health visitor, your father’s district nurse, your daughter’s community midwife, your neighbour’s home care worker, your sister’s community mental health nurse and your grandmother’s chiropodist: these professionals all constitute community care. They serve the most vulnerable in our borough yet are often the least visible.

Healthwatch Lewisham, Save Lewisham Hospital Campaign, Carers Lewisham, Lewisham Disability Coalition and Dyslexia Awareness have joined together to help win the best community care services for local people here in Lewisham. (1)

You may remember earlier this year that we carried out an Appreciative Inquiry into ‘Winning the Best Community Health Care’.  Through listening to more than 100 stories we identified the magic ingredients that make for excellent community healthcare. The themes are: time, accessibility, smooth proactive pathways, empowerment of the patient, professionalism, skill, sensitivity, listening; seeing the person and the social situation not just the condition. (2) Late last year we met with Lewisham Clinical Commissioning Group and Our Healthier South East London who accepted the validity of the Inquiry’s themes. Commissioners expect to incorporate these themes into ongoing planning of local health services.

We now embark on the second stage of the Inquiry. We know from our extensive community engagement at Healthwatch Lewisham that people don’t always receive the excellent standards of care that were seen in the Appreciative Inquiry. Care provision isn’t always joined up, there isn’t always a smooth transition out of hospital and people don’t always get the support they need when they need it at home. We would like to hear your recent experiences of using community care services in Lewisham, good or bad, to find out to what extent local services are meeting the standards of care identified in the Appreciative Inquiry. You can write, call, or meet with us as an individual or a group to discuss your experience. If you would prefer to share your experiences online you can do so [here](https://docs.google.com/forms/d/1r2KNEAODMLQ7bGOgEhzw2YNxqeeTvvLXdymWHY2IA1I/viewform). Stories can be given anonymously. We are also looking for organisations and individuals to help us collect stories.

Help ensure that we win the best community care for Lewisham and maintain excellent standards. Contact us today to share your experience.

1.[www.healthwatchlewisham.co.uk](http://www.healthwatchlewisham.co.uk/) (020 7998 7796) info@healthwatchlewisham.co.uk

[www.savelewishamhospital.com](http://www.savelewishamhospital.com)

[www.carerslewisham.org.uk](http://www.carerslewisham.org.uk)

[www.ldcadvice.co.uk](http://www.ldcadvice.co.uk)

http://www.olivespringcic.com/

2..<http://www.healthwatchlewisham.co.uk/sites/default/files/appreciative_inquiry_community_health_care_report_.pdf>