

# Coffee Morning Reflections Report



## Contents Page

Contents Page .....	1
Introductions and Purpose.....	2
Planning.....	2
Promotion.....	3
The Coffee Morning.....	3
Feedback .....	6
Learnings.....	7
Next Steps.....	7

Healthwatch is your health and social care champion. Across Southwark, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

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## Introductions and Purpose

As part of our engagement strategy, Healthwatch Southwark has hosted several coffee mornings where we welcome local residents and professionals to meet our team, find out about our work, and engage with each other. On the 6<sup>th</sup> February 2025, we hosted a coffee morning in partnership with the [Redeemed Assemblies](#) church where our Community Health Ambassador, Franklin, supports his local community. The Redeemed Assemblies is a church that empowers the local community through faith-based activities as well as hosting a foodbank, tackling social issues such as food poverty and anti-social behaviour.

The aim of this event was to share information about Healthwatch Southwark and to raise awareness of our services. We also aimed to connect local services to the community and to each other.

## Planning

The coffee morning was planned in advance of the 6<sup>th</sup> February. The Healthwatch Southwark team discussed the logistics of the event and thought it would be topical to include discussions around Mental Health and Wellbeing, as the event was planned on “Time to Talk day” as well as the fact that we had just completed our Black Mental Health project report. We downloaded resources from the [Time to Talk day website](#) to incorporate into our conversations.



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## Promotion

**healthwatch**  
Southwark

# COFFEE MORNING

Date: Thursday 6th February  
Time: 10.30am-12.30pm  
Location: The Redeemed Assemblies  
821 Old Kent Road  
London  
SE15 1NX

[info@healthwatchsouthwark.org](mailto:info@healthwatchsouthwark.org)

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0203 848 6546

We utilised Eventbrite to create a registration link for participants to sign up. We had 22 people sign up for the coffee morning. We had 16 people attend the coffee morning.

We promoted using our social media channels such as X, LinkedIn and Facebook. We also posted the event on our website and the Community Southwark website. We shared with our contacts and networks, and our Community Engagement Officer Mariam sent out multiple emails promoting the coffee morning.

## The Coffee Morning

The Coffee Morning took place on the 6<sup>th</sup> February from 10.30am-12.30pm at the Redeemed Assemblies Church in Old Kent Road. Mariam, (Community Engagement Officer), Ruman (Research and Projects Officer), Franklin and Esther (Community Health Ambassadors), warmly welcomed people to the venue.

We started with a series of brief introductions where people shared their names and what organisations they were from. Franklin and the Redeemed Assemblies volunteers served a beautiful English breakfast to people. Teas, coffees and croissants were also available. We kept an open conversation for the first hour.

Once it reached 11.30, Mariam proceeded with a Time to Talk Activity. This was a True or False exercise with a list of statements around mental health and wellbeing. The purpose of this exercise was to start a conversation around mental health. See prompts below.

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## TRUE OR FALSE

Use these statements to get people thinking and talking about mental health problems.

You could even make it interactive. Write 'True' on a sheet of paper and 'False' on another and put them at different ends of the room. Read each statement out loud and ask people to choose whether to stand on the 'True' sheet or 'False' sheet.

Once everyone has made their choice, you can read the answer and reason. Alternatively, people can raise their hands to indicate their choice.

Get comfortable and start talking about mental health this Time to Talk Day.

#TimeToTalk



**time to talk day**  
06/02/25



In partnership with



STATEMENT	T/F	REASON
"Nowadays, mental health is accepted and talked about positively."	<b>FALSE</b>	Mental health stigma and discrimination is still a big problem - from portrayals in the media to getting support. By taking part in Time to Talk Day, you can help normalise talking about our mental health.
"The general public is happy to talk about mental health."	<b>FALSE</b>	Research from Time to Talk Day 2024 revealed that nearly two thirds of people surveyed in the UK put a brave face on to avoid talking about their mental health.
"Financial problems and your mental health can be related."	<b>TRUE</b>	Poor mental health can make earning and managing money harder. And worrying about money can make your mental health worse.
"Young people are more willing to talk about mental health."	<b>FALSE</b>	Young people are even more likely to bottle up their feelings. Our Time to Talk Day 2024 survey showed that 69% of 16-24 year-olds report putting on a brave face, compared to 28% of over-75s.
"The only person who can help someone with a mental health problem is themselves."	<b>FALSE</b>	You can help a friend with a mental health problem. Don't be afraid to ask how they are. Try to be non-judgemental and listen, spend time with them and ask how you can help.
"Your mental health can change, just like your physical health."	<b>TRUE</b>	Like physical health, your mental health can get better and it can get worse. Look after it by connecting with people, keeping active, taking notice of things around you, learning new things and giving to others.
"The language we use can enforce negative stereotypes about mental health."	<b>TRUE</b>	Casual and slang use of phrases associated with mental health (e.g. 'maniac', 'mad', 'nuts' or 'psycho') can trivialise what it's like to have a mental health problem and could stop people from seeking help.
"Events in the news can have an impact on our mental health."	<b>TRUE</b>	Some news can highlight a difficult reality and coverage can seem constant through 24-hour TV, news websites and social media. For many of us, these issues aren't only in the headlines - they impact our daily lives. Events may affect each of us differently depending on our own views and experiences.

Ruman then proceeded to introduce, explain and summarise our [Black Mental Health Project](#). Mariam explained the background of Healthwatch and its functions, and then Esther went on to explain the [Health Ambassadors network](#). We also promoted our upcoming Enter and View workshop.

Following this, we allowed for participants to introduce themselves formally and for professionals to go into detail about their organisations. We had a wide range of professionals in attendance, from [Southwark Wellbeing Hub](#), a local organisation supporting mental health, to [ParkRun](#), a community initiative promoting healthy lifestyles, to [BetKnowMore](#), a project aimed at tackling gambling addiction in ethnic minority communities.

Similar to our [Cost-of-Living Crisis Webinar](#), we realised the strong need for cross collaboration of services in Southwark. We emphasised the signposting aspect of our service and gained further services to add to our signposting database and our Black Mental Health service directory. Other themes that came out of the conversation were around how to further serve minority communities as well as mental health support.

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We also had a strong presence from our Community Health Ambassador network. We had Kate from Healthwatch England recording content regarding the benefits of volunteering. We asked for everyone's consent to be recorded and photographed.



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## Feedback

We received feedback from 12 people. The feedback was overwhelmingly positive, with all the participants reporting that they found the morning useful.



Excellent coffee morning, bringing various communities together. I'm greatly encouraged by the incredible work that the organisations do. So glad I came along today!



Very well facilitated. All organisations represented were very articulate and it was great to connect.

50%

of attendee feedback said that the coffee morning **exceeded** their expectations

50%

of attendee feedback said that the coffee morning **met** their expectations

100%

of attendee feedback found the coffee morning useful/beneficial to their work

100%

of attendee feedback said they would recommend our services to others

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## Learnings

One person gave feedback that they would have liked to see us do a physical activity. Due to capacity constraints of the venue, we couldn't do that, however we will consider how we can incorporate this for future events.

Another person in the feedback said they would like to see more tailored sessions. This is food for thought for us to consider when planning future engagement work.

## Next Steps

We will continue to plan our engagement activities using insights received from our signposting and feedback data and feedback form events we hold.

We will continue to listen and serve underrepresented communities and strive to connect them with local services that meet their needs.

We will continue to target our engagement to the communities who need us the most, and work to ensure that they are kept informed about our work and the work of local Southwark organisations.