



Healthwatch Southwark Strategy 2023-2026 Monitoring

Quarter 3: 1st October - 31st December 2024

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Healthwatch Functions

Healthwatch Southwark (HWS), in common with all local Healthwatch organisations, is required (under the 2012 Health and Social Care Act) to deliver a set of specific activities. These are outlined as:

F1: Gathering views and understanding the experiences of patients and the public

F2: Making people's views known

F3: Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised.

F4: Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission

F5: Providing information and signposting to services and support for making informed choices (advice and information)

F6: Making the views and experiences of people known to Healthwatch England.

F7: Support individuals to access information and independent advocacy if they need help to complain about NHS services via the Independent Health Complaints Advocacy Service (IHCAS). {Commissioned by a separate contract in Southwark. HWS role limited to supporting referrals to service when necessary}

Healthwatch Southwark Strategy 2023-26

Our 2023-26 strategy outlines HWS's vision and goals for the next few years to effectively fulfil our functions through the delivery of activities outlined in our monitoring reports, which aims to empower local residents to influence health and social care improvements, especially for historically underrepresented groups. Read our strategy in full: [Connecting people to power to make change: Our 2023-26 strategy | Healthwatch Southwark](#)

Quarter Summary - Key Headline information

This quarter, the HWS team has significantly increased our profile which is evidenced by attending a range of activities alongside our Ambassadors, attending meetings where we can share our insights to influence change. Our research projects have been used in a number of programmes across Southwark. We continue to receive feedback about services and have increased our range of signposting services based on local need. We celebrated our achievements with Community Southwark at our joint AGM.

Objective 1: Build and maintain relationships with communities which have historically been under-represented in decision-making (function 1)

Gathering views and understanding the experiences of patients and the public / involving local people in Healthwatch Southwark

Outcome 1: Build HWS profile and community relationships

Outcome 2: Listen to community needs

Outcome 3: Appropriately plan future projects with communities

Outcome 4: Embed Ambassadors work with HWS

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4
1	Build HWS's profile and community relationships	Attend 60 events per year	9	16	6	
2	Listen to Community needs	120 pieces of feedback through forms, surveys and conversations	26	7	11	
3	Appropriately plan future projects with communities	Engage 60 people in Listening Tour	TBC	133	8 priorities under review	
4	Embed Ambassadors work in HWS	30 Ambassadors at HWS's events per year	16	9	6	

Build HWS's profile and community relationships

Engagement in quarter 3 was delivered using both online and in person activities, keeping underrepresented groups at the core of our engagement strategy. Our community engagement included attending RJ4ALL Festive Community Fair, Latin Age UK event and hosting an online cost of living webinar with community partners. Below are descriptions of some events we attended:

Make Every Contact Count Gala

The Healthwatch team and Community Health Ambassadors attended the [Make Every Contact Count](#) Gala at Southwark Council. We had a stall to promote our organisation and networked with key health and wellbeing services in the borough. One of our Ambassadors, Ese, gave a brief speech on the value of the training when speaking to residents.

Gayles Café Opening

Mariam attended the opening of Gayle's Café in Camberwell. This was a great chance to see the work of Share the Cost global in action and connect with fellow services in Southwark about the great work they do.

RJ4ALL Festive Community Fair

Healthwatch Southwark held an outreach stall at the festive fair, which was an opportunity for engaging with local people. This was a great way to bring in person engagement to a close for 2024.

Cost of Living Online webinar

Healthwatch Southwark planned an informative online webinar to educate people about the cost-of-living crisis and provide tips around how to navigate it. We had a panel of professionals from the Green Doctors, National Energy Action, Spring Community Hub, and the Social Prescribers. This was a great online engagement opportunity and allowed us to reach communities about a topic that is incredibly important. Read our reflections report here: [Online Webinar Report.pdf](#)

Latin Age UK event

HWS was invited by participants of our Latin American research project to take part in a celebration of Latin American communities and their experiences of life in London. We brought copies of our Latin American report and disseminated to attendees.

“Home away from home” - Trinity College Christmas event

This was a wonderful evening hosted by Trinity College bringing communities together to celebrate the holiday period. The event was attended by a wide range of local people and Mariam had the opportunity to raise the profile of Healthwatch Southwark. It also allowed us to identify new groups of people to engage with, particularly asylum seekers Southwark



Listening to community needs

Feedback about local services

This quarter we collected 11 pieces of feedback. This was an increase from last quarter where we received feedback from 9 people. The most reported aspect of care was “Complaints and Feedback” (4), consistent with previous quarters. Issues flagged under “Complaints and Feedback”

This quarter we collected 9 pieces of feedback. This was a decrease from last quarter where we received feedback from 14 people. The most reported aspect of care was “Complaints and Feedback” (5), followed by “Access” (4). The issues flagged under “Complaints and Feedback” included difficulty accessing GP appointments, and poor patient experience of Community Mental Health Teams.

Following Complaints and Feedback, other aspects of care that were raised in feedback included “Communication” (3), “Access” (3) and “Environment and Safety” (3). Issues flagged under communication and access predominantly concerned Adult Social Care, where service users had trouble contacting appropriate teams and accessing needs assessments.

Feedback Case study

A private hire driver over 65, was struggling to renew his licence. As a diabetic on insulin, he was advised to report his condition to the DVLA. A medical report deemed him safe to drive, and he checks his glucose levels before driving. However, his GP has refused to sign the necessary forms. Despite paying £130 for the report and being willing to pay more, he has only spoken to the GP's secretary and received no email response.

The individual has been out of work for months, receives no benefits, is a carer for his wife and is using his savings to meet their daily living needs. He raised a complaint with the GP practice and we assisted in following up on this, with assurance from the GP practice manager the issue will be explored.

The individual contacted us back as he still had not heard anything from the GP and he was given contact details for POHWER advocacy support to raise an NHS complaint and was offered to help with a referral, if needed. He was also advised to escalate the complaint to the South East London Integrated Commissioning Board as well.

Appropriately plan future projects with communities

A new scoring framework has been designed, which will enable Healthwatch Southwark to score priority workstreams by evaluating initiatives based on their alignment with the organisation's mission, values, strategy and decision-making principles as outlined in the [terms of reference](#).

It relies on the team's on-the-ground expertise and skill development to guide impactful, relevant projects. This framework also ensures that the board takes a supportive approach to the

organisation's outputs. Using the insights gathered from our listening tour and priorities survey, along with a range of health population data, our shortlist of priorities has been drawn up and the HWS Advisory Board will vote on the selected areas in the February 2024/25 board meeting with an aim to publish our completed priorities report at the end of Q4. This will consist of two projects, and one Enter and View selection.

Embed Ambassadors work in HWS

In Q3 we continued to integrate Ambassadors into HWS work including raising the profile of HWS and participating in decision-making. The two part-time Ambassadors supported in the following:

- PLACE (Patient-Led Assessment of the Care Environment) assessor for GSTT
- Working group to respond to the NHS Change
- Southwark Council's Adult Social Care CQC Peer Review
- Team brainstorm for future HWS priorities
- Social Prescribing/HWS Liaison meeting
- HWS Cost of Living webinar
- Attended Enter and View training to become an authorised representative

Ambassador feedback

"There were six of us in my group, and we visited three different parts of the hospital: the Emergency Ward, the Children's Day Clinic, and another ward (I can't remember the name). The experience was entirely new and absolutely intriguing. It was eye-opening to observe how the hospital ensures quality care for its patients. Our role was to assess the environment and identify any areas for improvement based on a provided checklist. This included aspects such as lighting, the welcome area, safety measures, and other factors that impact the patient experience. The experience had a significant impact on me. It boosted my confidence when interacting with the staff, as I now feel reassured that there are dedicated individuals responsible for ensuring that patients receive the right care and services. I gained a clearer understanding of how the hospital strives to maintain high standards for its users. Overall, I witnessed the thorough cleaning of hospital beds before the next patient could use them. This small yet important detail provided valuable insight and reinforced the hospital's commitment to maintaining a safe and clean environment for all patients." Omotola (Community Health Ambassador) feedback about a PLACE (Patient-Led Assessment of the Care Environment) assessor role for GSTT.

Volunteering - core volunteers, Advisory Board members, Community Health Ambassadors

During this quarter, our current number of registered volunteers is 202: 4 are HWS core volunteers (research, community engagement and signposting), are 8 are HWS Advisory Board members (HWS Governance) and 190 are Community Health Ambassadors (Public Health commissioned project).

HWS Advisory Board contributed approximately 31.5 hours of volunteer time. Health Ambassadors contributed around 402 hours of volunteer time.

Volunteer Equalities Profile

Gender	No. volunteers	Ethnicity	No. volunteers
Male	43	Asian/Asian British	18
Female	152	Black/Black British	104
Other	1	Latin American	7
Prefer not to say/no response	6	Mixed	9
Age group	No. volunteers	White/White British	No. volunteers
15-17	1		
18-29	32	Other ethnic groups	10
30-39	51	Prefer not to say/no response	12
40-49	48	Disability	No. volunteers
50-59	42	Yes	36
60-69	15	No	150
70+	3	Prefer not to say/no response	16
Prefer not to say/no response	10		

Objective 2: Present evidence with communities (function 3)

Promoting and supporting the involvement of local people in the commissioning and provision of local health and social care services and how they are scrutinised.

Outcome 5: Greater connections between communities and statutory partners

Outcome 6: Communities have a voice with decision makers through shared intelligence and trends

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
5	Greater connections between communities and statutory partners	2 community-led projects per year with 1 case study of how it has led to change	1	0	1 case study		
6	Communities have a voice with decision makers through shared intelligence and trends	Number of meetings attended with clear documented purpose in monitoring reports, blogs	30	49	36		

		and storytelling.					
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Greater connections between communities and statutory partners

Project Information/HWS Key Priorities

Latin American Access Project

Guy's & St. Thomas' Trust are planning a Latin American listening event as a direct action from Healthwatch Southwark's report. We are consulting, along with Healthwatch Lambeth, on the development of this event. Thus far, we have connected GSTT with Community Southwark's Latin American Network.

Our report also informed the South East London Integrated Care Board's initiative to support Latin American communities to access NHS services. We promoted sessions held as part of this initiative, such as a vaccination workshops, via our communications channels.

Following our [1-year update](#) which was shared in September, we have now marked this project as closed.

Learning Disabilities and Autism (LDA) Project

We presented our findings and recommendations in influential stakeholder meetings including the Health and Social Care Scrutiny Commission and King's Vulnerabilities Assurance Committee. We have continued to seek further opportunities to share this work with relevant teams, to maximise its impact potential. Six-month reviews with service providers will commence in Q4.

Black Mental Health Project

We ran our final focus group in October 2024, using feedback gathered from previous groups to improve our engagement approach. This focus group was carried out in collaboration with Change Grow Live, and completed the engagement phase for this project.

We held a Steering Group meeting in October to review our data and inform our recommendations. The report was then drafted and shared with our Advisory Board and Steering Group members for review in December. The final version was completed and is ready to be shared with providers for responses in Q4.



Project case study

Our LDA project has resulted in Partnership Southwark commissioning a two-year Inclusive Surgeries programme. This initiative aims to make primary care more accessible and welcoming by implementing measures such as Safe Surgeries, LDA champions, and Pride in Practice. The initiative seeks to make it compulsory for all GPs to have a designated LDA champion. This programme stems directly from our recommendations to enhance service accessibility for adults with learning disabilities, autistic adults and their carers.

Read about our project, recommendations and provider responses here: [Empowering Voices: Examining Healthcare Access for Adults with Learning Disabilities and Autistic Adults | Healthwatch Southwark](#)

Communities have a voice with decision makers through shared intelligence and trends

Stakeholder meetings of influence

HWS engages in partnership meetings with a range of voluntary and community sector (VCS) organisations and statutory bodies to enhance collaboration and accountability in health and social care. These meetings allow stakeholders to share insights, address challenges, promote collaboration between services, and influence decisions, ensuring services meet community needs through use of public voice data and maintain high standards.

Meeting	What was shared	Outcome
Research/data related meetings- Healthwatch Research and Insight Network Group meeting, meeting with Public Health, Southwark Council Data Observatory Demonstration,	Discussion on use of AI tools in research and ethical implications. -Discussed recommendations for upcoming Black mental health report and how these can be actioned by Public Health.	Community Southwark is creating a policy on the organisation’s use of AI. Connected with relevant colleagues at Public Health to help action recommendations from the

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	Demonstration of Southwark's new Data Observatory tool.	upcoming Black mental health report. Learned how to use new tool to gather data to inform our work, and gave feedback on how the tool can be optimised to meet need.
Hospital liaison meetings- Kings College London (KCL), Guys St Thomas Trust (GSTT), South London and Maudsley (SLaM)	Research, project insights, health intelligence, promoting workstream, holding to account processes and ways of working.	Gained interest in projects and follow up on formal response requests, relationship building, connections for upcoming report releases.
Patient Experience/Public Engagement - POhWER, Care Quality Commission (CQC)	Signposting and feedback information and intelligence.	Shared information about HWS, our projects and ambassadors insights
Partnership liaison meetings- Public Health Inclusive Surgeries meeting	Discussed Healthwatch's prospective role in upcoming Inclusive Surgeries work.	Provided feedback on current plans for Inclusive Surgeries work, actioning a recommendation from the LDA report.
Healthwatch Meetings - SEL reference group, SEL Chief officers tri-weekly, HW chairs, London HW network, various HWE trainings/workshops, HW Southwark/Lambeth discussion	Shared HWS activities with SEL HW. Digital Inclusion update. Discussion of ENT services for SEL. Review of Southwark/Lambeth holding to account processes.	Shared intelligence, identification of themes and trends, potential for joint working, shared resources designed by the Healthwatch Southwark team
South East London ICB - Partnership Southwark Strategic Board, Creative Health Lead, Engagement lead, 'Wells' workstream commissioning leads, Returning home from hospital, Quality lead	Presented HWS listening tour data and reflection report to PSSB, Discussion about Black mental health project Met with the new head of engagement and shared workstreams Projects and insights: LD project, Black mental health, Listening tour report Updates on project being developed on SEL level Signposting and feedback information and intelligence	Buy in from PS colleagues, commitment to better use of HWS insights in health and care priorities 24-27. Re-establish bi-monthly update meetings Establishing new connections and understanding work programme alignment. Informing patient/family-facing resources to help with hospital discharge Shared intelligence and ways of working
Primary care related liaison - Primary Care Collaborative, Social Prescribers, Primary care Network	PCNs build on current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Sharing themes and	Shared insights from local primary care services and formal responses to research reports received. Listening tour insights gathered.

	trends across signposting with Social Prescribers	
Southwark Council - Health and Wellbeing Board, Adult Social Care, Public Health	<p>HWS' Black mental health project and work across sector around Black mental health with Mental Health and Substance Misuse service manager.</p> <p>Discussed SIIP project within Public Health and provided public engagement insights from HWS research experience.</p> <p>Shared themes and trends from signposting and feedback data</p>	<p>Joined Black mental health project steering group and gave commissioners' contact details</p> <p>Potential to support with JSNA monitoring framework development.</p> <p>Knowledge of service user insights and agreed ways to share insights/concerns</p>
SEL Community Champions Coordinators Meeting (Ambassador meeting)	Updates from Southwark Ambassadors programme including health and wellbeing coach training, health outreach, part-time roles	Discussed ways to partner across boroughs; local services offer to attend meetings and gather feedback from Ambassadors
Voluntary and Community Sector - Community Southwark, Black Thrive Lambeth (BTL), The Nest/Groundwork	<p>State of the Sector Event</p> <p>Shared Latin American project insights</p> <p>'Get to know us' presentation to service leads at their manager team meeting</p>	<p>Facilitated a round-table discussion about physical and mental health related work within the VCS sector.</p> <p>Use of our insights for BTL</p> <p>Establishing new connections and understanding of our work</p>
Childrens Cancer Principal Treatment Centre Advisory Board	Updates on the development of the children's centre. Shared advice and insights from a Healthwatch community engagement perspective.	Discussed ways to make the centre more accessible.

Community stakeholder case study

HWS was invited to present our research at the King's Vulnerabilities' Assurance Committee meeting into understanding the barriers to accessing healthcare for adults with learning disabilities and autistic adults. We invited one of our research participants to co-present our findings, who was then invited to connect directly with King's staff to continue informing their health inequalities work through their organisation which aims to provide support, advice and equipped parents with skills to best manage the diagnose of their child.

Objective 3: Use the powers and position of Healthwatch to make sure the voices of under-represented individuals and groups are heard by Health and Social Care providers (functions 2, 4 & 6)

Making people's views known. Working with Healthwatch England to enable people's experiences to influence national commissioning and the redesign of health and social care services. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission

Outcome 7: Tangible policy and practice change

Outcome 8: Formal responses and progress reviews for communities about how decisions have been made

Outcome 9: Restart Enter and View Visits in line with community needs

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
7	Tangible policy and practice change	1 positive case study per quarter of a process to hold stakeholders to account	1	2	2		
8	Formal responses and progress reviews for communities about how decisions have been made	Action plans, 100% formal responses, reviews after 6-12 months		8 responses, 1 review meeting	0		
9	Restart enter and view visits in line with community needs	Prepare a cohort of volunteers for enter and view visits from 2025	-	-	5 insight meetings		

Tangible policy and practice change

Activities of influence where we have provided insights and/or recommendations to improve services (e.g consultations, workshops, surveys and interviews)

CQC Inspection - HWS was invited to take part in the Peer Review of Southwark Adult Social Care (ASC) in preparation for their CQC inspection. We shared our insights and examples on how Southwark ASC service approaches equality of access and listening to residents.

Health and Social Care Scrutiny Commission meeting - HWS was invited to present our 2022-23 annual report and our research into understanding the barriers to accessing healthcare for adults with learning disabilities and autistic adults.

King's Vulnerabilities' Assurance Committee meeting - HWS was invited to present our research, attendees highlighted current workstreams where recommendations could be actioned, such as their cancer working group, and expressed interest in consulting with HWS to inform their engagement strategy.

NHS change response - compiled our organisational response to the Department of Health and Social Care's consultation to inform the new 10-year plan for the NHS. Our response containing local data and insights can be read in full here: [Healthwatch Southwark responds to the Change NHS Call-to-action | Healthwatch Southwark](#). We also participated in the Healthwatch England leadership workshop to share our local insights for the national response.

Healthwatch England Annual Survey - completed the survey which included what support local Healthwatch organisations need from the national body, community engagement opportunities, learning and resources required to fulfil our functions.

Roundtable Event on Creative Health - Southbank Centre shared plans to create a creative youth hub and how Social Prescription can better support CYP mental health, enhancing patient voice and choice, in the process. We were invited to feed into shaping the The Link Worker and Social Prescribers Steering Group.

PCREF Anti-Racism Community conference - attended and fed into reviewing the progress of SLam's approach to tackling racism within mental health care. Making new connections for promoting our Black mental health research and understanding the delivery team structure. Discussions included learning more about the PCREF change ideas or initiatives.

CQC Rating Priorities workshop - attended and fed into CQC's changes to their service ratings principles with a specific focus on 1) Improving performance 2) Improving ratings credibility, 3) Proposal to prioritise rating more services over covering the whole assessment framework, 4) Which areas of quality should always be assessed in CQC assessments.

HWE National Conference - attended to hear about work being conducted by HWE, the HWE 2030 plans, networking with other local HW, roundtable discussions about; 1) The future of social care - How can we help deliver a national care service?, 2) Our role: Young People living with ADHD & autism, 3) The future of Healthwatch - increasing our digital engagement

SEL Healthwatch & ICB Partnership review interview - had an interview to share experience working within the partnership and provide insights on potential partnership model as the Director role is coming to an end and contract is up for renewal. Healthwatch Southwark received a commendation for our Latin American access research project.

Creativity & Wellbeing Co-Production Group Shortlisting - part of a panel to shortlist 10-15 candidates for the upcoming Creative Health co-production strategy group, with a knowledge of the health system, experiences of using creative health practices and lived experience of using creativity for their own wellbeing.



Stakeholder case study

“This is an update on Talking Therapies Southwark’s Spanish psychoeducation group, which is now in its second round. So far the feedback has been positive. Participants have expressed appreciation for the content, which covers understanding anxiety, worry management, challenging unhelpful thoughts, behavioural activation, problem solving, being compassionate, managing chronic pain and Long-term conditions and overall practical tools for improving mental health. The group is facilitated by two Psychological Wellbeing Practitioners and a Consultant Psychiatrist who has a special interest in Cognitive-Behavioural Therapy (CBT). Participants have spoken highly of the group discussions, noting how much they enjoyed the topics and took away valuable learning. They felt the group helped them better understand their personal situations and equipped them with tools to manage their challenges more effectively. Many also mentioned that they would highly recommend the group to others in similar situations. Our service is planning to continue offering this group around 4 times the year”. - Talking Therapies Southwark’s sharing service changes derived from our Latin American project recommendations

Formal responses and progress reviews for communities about how decisions have been made

During this quarter, we received 0 formal responses/statements of intent to our research reports, as there are none outstanding.

We have scheduled 2 project reviews for the learning disabilities and autism research, which will take place in Q4.

Restart Enter and View visits in line with community needs

Enter and View programme

We met with the Primary Care Collaborative, Social Prescriber Link Workers, Adult Social Care managers and Southwark Care Quality Commission (CQC) representative to discuss any suggestions for our Enter and View selections. We also met with the Southwark Cabinet Member for Health & Wellbeing to share insights and understand Health and Care priorities.

Two staff have completed relevant training and DBS checks to become authorised representatives. All HWS team members have been provided with or have access to necessary training to deliver our in-house programme (e.g. train the trainer, public speaking skills, workshop facilitation). We are hosting an information session in February to share:

- The role of an Authorised Representative
- How Entering and Viewing services can enhance care in Southwark
- The types of services we can visit
- How to apply as a volunteer

You can find registration details here: [Enter and View Information Session | Healthwatch Southwark](#)

We will continue to seek shadowing opportunities from other local Healthwatch organisations, begin recruiting volunteers and training volunteers. We are on track to prepare for visits to commence in 2025-26.

Community/Ambassadors case study

In December, we celebrated Community Health Ambassadors and their accomplishments in 2024. You read about the celebration event here: [Community Health Ambassadors End of Year Celebration - Community Southwark](#)

Over the past year, some key accomplishments include the following:

- Organised 13 meetings - a mix of online and in-person
- Collected Ambassadors' feedback from 3 surveys and through 16 induction sessions
- Engaged with over 85 Ambassadors in our lively WhatsApp group
- Shared hundreds of digital resources, local involvement and decision-making opportunities, and community events in over 10 newsletters full of local information and opportunities.
- Delivered 7 workshops and courses so far on topics that have included mental health and wellbeing, Make Every Contact Count, suicide prevention, health and wellbeing coaching, cancer screening, and signposting.

The top concerns in Ambassadors’ communities included the impact of the cost of living crisis, specifically poor living conditions, financial insecurity and food insecurity, and mental health; misinformation on childhood vaccinations; a need for translated and culturally relevant information; and the lack of health and wellbeing support for homeless and rough sleeper individuals.



Objective 4: Give individuals and groups the information they need about how to access services and engage with providers (function 5)

Signposting, advising, and providing information about health and social care services.

Outcome 10: A clear communications strategy

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
10	Monthly newsletters produced	12	3	3	3		
10	Mailing list sign ups	100	21	23	39		
10	Increased use of website - articles, webpages, resources, reports, events	Quarterly increase of information shared	15	16	18		

10	Increased use of social media across all channels	Quarterly increase of information shared	20	0	38		
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Signposting, advice and information

We gave 13 people signposting information and advice by phone and Healthwatch England’s online form this quarter. The most common signposting topics were “Looking for Information” (4) and “How to Complain” (4), followed by “Finding Service/Support” (3) and “Help Resolving Access Issues” (2).

The most common signposting outcome was Southwark Social Care (4), this is higher than previous quarters. We signposted to 13 organisations, including POhWER (3), Parliamentary and Health Service Ombudsman (2), Citizen’s Advice Southwark (1), Cambridge House Law Centre (2), Mind (1), Southwark Disablement Association (1), other Healthwatch (1), Southwark Law Centre (1), Social Prescribers (1) and GSTT Learning Disability Community Health Team (1).

Monthly newsletters produced

Three ebulletins were sent during Q3, featuring our report, "Empowering Voices: Examining Healthcare Access for Adults with Learning Disabilities and Autistic Adults", a one-year update since our Latin American project and promotion of our Cost-of-Living webinar.

Our e-bulletins can be accessed here: [October 2024](#), [November 2024](#), [December 2024](#)

Mailing list sign ups

This quarter we had 39 new sign ups to our mailing list. These were gained through a mixture of in person and online engagement activities with local Southwark residents and professionals in the borough who were looking to gain a further understanding of the work we do.

There are individuals and organisations signed ups. We are still undergoing a restructure of our database that links to our mailing list, therefore the subscribers may fluctuate until this is resolved.

Interaction	Quarter 1 (24-25) Average	Quarter 2 (24-25) Average
New Subscribers	913	917
Existing Subscriber Open Rates (campaigns opened by subscribers on Mailchimp)	35%	37%

Increased use of website

During this quarter, we shared a range of health-related information and events, which included our what we felt should be included in the new 10 year plan as part of the [Change NHS](#)

campaign, a [reflection report](#) from our Cost of Living webinar, co-facilitated with our Community Health Ambassadors and a [blog](#) about how empathy improves patient experiences in health and care services.

Check out the website: [Homepage - Healthwatch Southwark | Healthwatch Southwark](#)

Increased use of social media

We have continued to use a range of channel to share information, promote the services and support in the borough. We are still reviewing our communications strategy, figures may fluctuate until this is resolved. Here is how we are doing across our platforms:

Platform	24-25 Q2	24-25 Q3
X (formally Twitter)		
Followers	2161	2100
Instagram		
Followers	236	239
Facebook		
Followers	561	562
LinkedIn		
Followers	-	23

You can follow our social media channels using the links below:

- [Instagram](#)
- [X](#)
- [Facebook](#)
- [LinkedIn](#)

If you would like us to promote your work, please head to: [Want us to promote your work? | Healthwatch Southwark](#)

Ambassadors Case Study - Summary of Quarter

In Q3, we organised four Network meetings and coffee mornings.

- October Network Meeting: Vaccinations and winter support (13 signed up, 11 attended)
- October Coffee Morning (11 signed up, 8 attended)
- November Coffee Morning: (18 signed up, 14 attended)
- December Celebration Event: Dulwich Picture Gallery, awards, winter resources (15 signed up, 12 attended)

In Q3, we delivered 5 training courses.

- Breast health and screening training, in-person (13 signed up, 10 attended)
- Accredited Health and Wellbeing Coach training, in-person (3 courses in Q3, 14 attended)

- Vital 5 Training: How to Deliver Checks, in-person (20 signed up 18 attended)



In October and November, we supported Ambassadors volunteering in the Nunhead area to deliver a monthly community event promoting local health and wellbeing services.

In Q3, Ambassadors supported 43 community events as part of Public Health’s Health Outreach project. Events included Cost of Livings Roadshows; coffee mornings at Spring Community Hub Albion Primary School, and Rockingham Community Centre, Men’s health events, breast cancer awareness events and the first static health hub at Time and Talents.

Four Ambassadors supported the Public Health team to engage with Southwark barbers, salons and beauty businesses on the topic of mental health. Businesses were encouraged to attend a bespoke mental health training to those in the local hair and beauty industry to get clients talking about their mental health.

Lastly, Ambassadors participated in the London-wide vaccination campaign ‘Why Vaccinate’ to promote lifelong vaccinations including MMR, flu, RSV, Covid-19 and more. Through videos in their own language and voice, Ambassadors detailed reasons why they get vaccinated.



HWS Management and Administration Update

We had our joint [Annual General Meeting](#) with Community Southwark where we shared some of the key activities and celebrated our achievements over the year from our [2023-24 annual report](#).

Our Advisory Board Chair, Charlene Young, has stepped down from her role and Graham Head, our Deputy Chair, will be temporarily standing in until we have the capacity to recruit a new Chair. We were joined by one new Advisory Board member, Natasha Wright, who has completed their induction and been involved in HWS related work. We have completed an interview for another potential member.

We have sought consultancy from Community Southwark to help us with our database clean up to ensure we are able to provide a service with efficient processes that are more streamlined, coherent and upto date.

Comments, complaints, and compliments about our service:

- ***“So glad you spotted the Healthwatch reference! It was really helpful having that information to hand. Partnership working in action”*** - Rebecca Jarvis Director of Partnership Delivery and Sustainability Partnership Southwark
- ***“I am grateful to you and the community health ambassadors for supporting our work”*** - Sangeeta Leahy Director of Public Health, London Borough of Southwark
- ***“Really refreshing to hear the amazing collaborative work taking place across Southwark! Thank you Healthwatch Southwark for enabling this!”*** - Cost of Living webinar participant

This report was prepared by the Healthwatch Southwark Team in January 2025