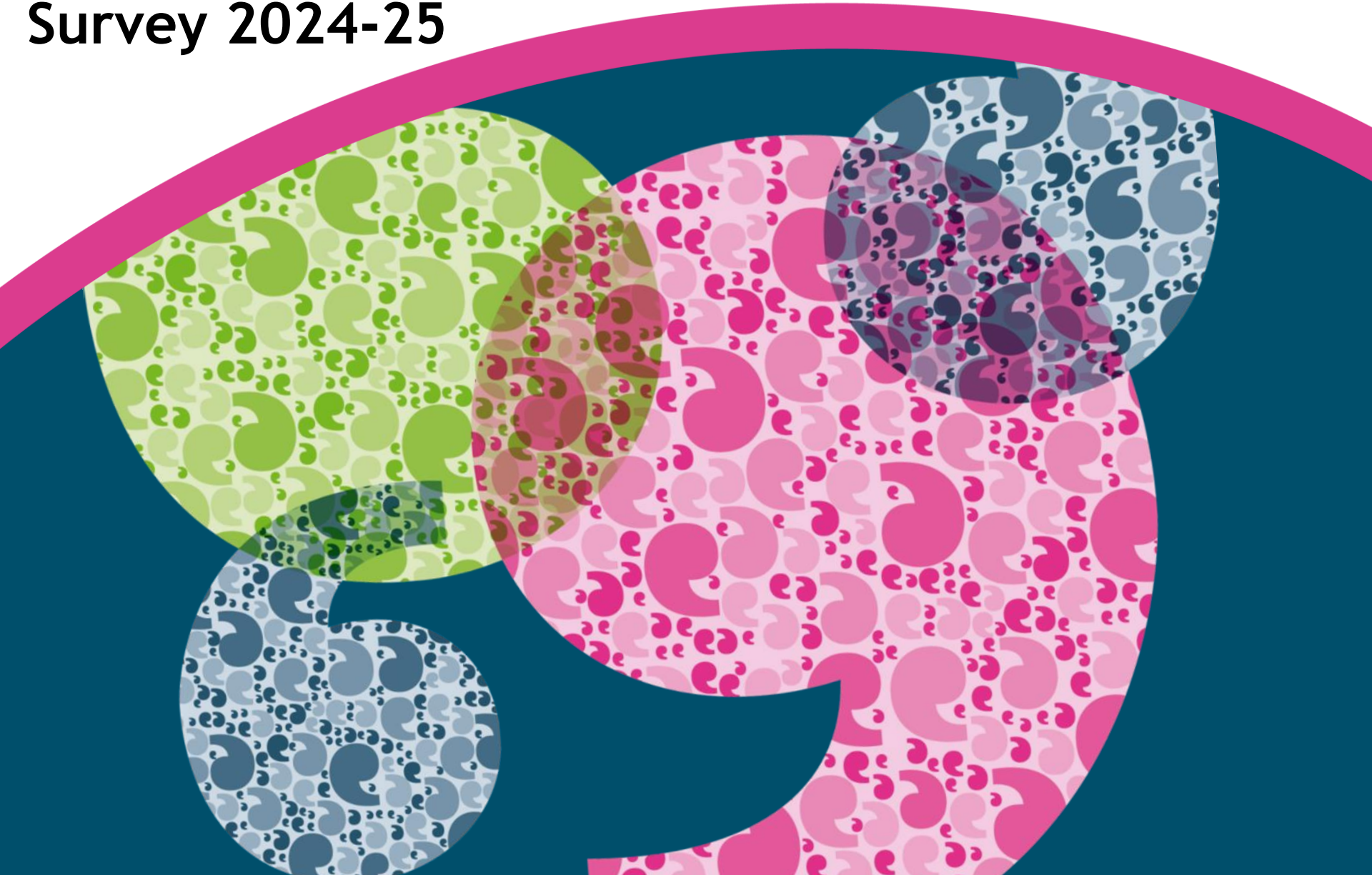


# What Matters to You? Healthwatch Southwark's Priorities Survey 2024-25



**Q1. Here is a list of health care concerns that people have spoken to us about in the last year. Which ones are most important to you? Health care is the help you get to stay healthy or to get better when you're sick, e.g. visits to the doctor, medicine, therapies or vaccines. You can choose more than one**

**Answered: 129, Skipped: 4**

Answer Choices	Responses	%
GP access (registering, booking, and waiting for appointments)	104	81.89%
Adult mental health and wellbeing services	59	46.46%
Hospital care (waiting times, quality of treatment, staff).	49	38.58%
NHS dentist access (registering, booking, and waiting for appointments)	48	37.80%
Children and young people's mental health services	36	28.35%
Women's health (sexual and reproductive health, menopause, endometriosis and polycystic ovary syndrome, breast and cervical cancers)	36	28.35%
Patient involvement in decision making	33	25.98%
Waiting times for planned surgery (elective surgery)	32	25.20%
Pharmacies (access, number of staff, repeat prescriptions)	25	19.69%
Cardiovascular disease (e.g. heart attacks or failures, strokes)	19	14.96%
Obesity services (support to lose weight)	18	14.17%
Maternity care (before and after giving birth, support with pregnancy loss)	16	12.60%
Health needs of LGBTQIA+ people	13	10.24%
Failures in service (lack of follow-up care, lack of support, health problems not being resolved, abuse in service)	5	3.94%
Social prescribing and health support (e.g. guidance with digital inclusion, accessing gym, healthy food options, quitting smoking)	4	3.15%
Staffing (qualification of staff, professionalism of staff, more qualified staff)	2	1.57%
Accessing specialists (e.g. eye doctor, hearing, complicated disabilities)	2	1.57%
	<b>Answered</b>	<b>127</b>
	<b>Skipped</b>	<b>6</b>

**GP access (registering, booking, and waiting for appointments) - people's biggest health concern**

**Q2. Here is a list of social care concerns that people have spoken to us about in the last year. Which ones are most important to you? Social care is the support people get to live well and do everyday activities. It is for people who need extra assistance, for example due to age, disability, financial hardship or illness. You can choose more than one:**

**Answered: 100, Skipped: 33**

Answer Choices	Responses	%
Support for carers (e.g. Carer's Assessments).	49	50%
Transfer from hospital to social/ community care.	45	46%
Home adaptations (e.g. fitting rails to make it easier to move around your home).	41	42%
Children and families.	41	42%
Adult domiciliary care (services that support an individual in their own home).	37	38%
Safeguarding.	34	35%
Paying for care.	33	34%
Care homes and hospices.	22	22%
Failures in service (abuse in service, qualification for service too narrow, processing times, issues not being resolved)	7	7%
Staffing (qualification of staff, professionalism of staff, consistency of care staff, powers with socialworkers not care staff)	3	3%
Quality of service (limited time for receiving care, lack of support infrastructure, poor quality home adaptations)	2	2%

**Support for carers (e.g. Carer's Assessments) - people's biggest social care concern**

•Q3. Have any of these things impacted your health in the last year? You can choose more than one:

Answered: 103, Skipped: 30, 60 individuals made 67 comments across the following categories

Answer Choices	Responses	%
Cost of living	82	80%
Housing	52	50%
Environment (e.g. air pollution)	32	31%
Food insecurity (not being able to get enough healthy food)	46	45%

The comments were broken down into categories to further understand people's issues and concerns

- Cost of living received the most comments 21 (30%)
- Housing 20 comments (29%)
- Food insecurity 14 comments (20%)
- Environment 7 comments (10%)
- Other 7 comments (10%)

"The rising cost of medication means I cannot afford good quality remedies at health shop or organic quality food. I'd love to join the gym or go with my family swimming regularly but it's too expensive"

"Discretion of reimbursement of transport funds"

"Appointment variation limits expenses being reimbursed (calculations) at a deficit."

"I am housebound, I need transportation which isn't always and by the time it is arranged there are delays on my appointments"

"Bills sky-rocketed, water, energy increasing again"

"The cost of living very stressful for me and my family"

"Mental health - stress factor"

"Lack of stable mind. Worry and anxiety"

"Cost of living and lack of opportunities has added to my mental health tremendously. It has resulted to me being physically ill and having enormous social anxiety and low self esteem. I find it very difficult to find a job."

"Unable to get pension credit"

"benefits stopped so using overdraft"

"Benefit of £25 to last whole month still waiting for assessment."

"Everyday issues, effecting children's wellbeing"

"constant worry as I am a parents with young children having to choose quantity over quality is a pain as a result of cost of food (healthy food)"

"Cost of raising children"

"Less choice for diet"

"Difficult to maintain a healthy lifestyle with growing costs"

"Put prices down for healthy food organic to help peoples health"

## Cost of living received the most comments 21 (30%)

Cost of living could be broken down into:

- Cost of Health
- Bills/Energy Prices Rising
- Child Welfare
- Food, Diet & Nutrition
- Mental Impact
- Other

## Cost of living health impacts

- Cost of getting to hospital and appointments, cost of medication and over-the-counter medicines
- Costs of over-the-counter medicines could mean minor ailments are not being treated, escalating and then needing primary care attention
- Impacting children, carers and parents' mental health
- Effecting quality and quantity of diet
- Increasing risks of nutrition and diet related illnesses i.e. obesity, cardiovascular diseases, high blood pressure



## Housing received 20 comments (29%)


Housing could be broken down into:

- Suitability of housing to medical condition
- Poor Quality Housing
- General & Physical
- Mental Health
- Cost of Housing/ Rent Increases
- Mental Impact of Debt/Cost of Living & Security

## Housing health impacts

- Poor housing environments i.e. damp, mould, pests giving people respiratory issues, poor health and immunity strength leading to increased susceptibility to illness and infection
- Poor housing environments, lack of access to secure housing or housing insecurity due to landlord rights - leading to mental health issues and stresses
- Mental health stressors: debt, rising rents, social isolation, lack of privacy, over-crowding and uncertainty

"Housing - before moving to Alms house struggled with stairs"
"I have asked for a walk-in shower. I have being seen by O.T. and this is not being done, length of time 2 years"
"Housing - issues with neighbours, housing association not helping"
"Housing association not making repairs"
"Poor air quality in my home due to damp and mould, resulting in poor health/ immune system"
"Living in a block where air quality not good, mice, bins etc"
"Overcrowding"
"Living in a hostel, shared accommodation. No privacy"
"Overcrowding"
"Having to move around for cheaper housing interfered with access to GP"
"Rent arrears"
"Cost of living- rely on food banks Housing - waiting list since 2013"
"Housing- unreliable - can get kicked out ay time"



"Can only buying what can afford"

"Increasing cost of items which has lead to cutting back on essentials"


"Unable to go out shopping, carers don't always buy the right food and don't throw away food that's expired or buy food that I cannot prepare myself"


Food insecurity received 14 comments (20%)

Housing could be broken down into:

- Mental Impact
- Not Independent

Food insecurity health impacts

- People can't afford to treat themselves, comfort themselves or have any self-care. Which provided mental stresses and no way to alleviate pressures. Can also impact if they cannot afford over the counter medicines for minor issues.
- 



Environment (e.g. air pollution)  
received 7 comments (10%)

Environment could be broken down  
into:

- Pollution
- General Health
- Food Quality

Environment health impacts

- Increasing risks of respiratory illnesses, allergies, skin conditions and reduced immune system

"Stress from cost of living crisis, breakout of severe skin conditions notably impacted by pollution"

"My family has had more respiratory issues the past 2 years. When we travel outside London our health gets better quickly. Upon return it's back to the usual constant runny noses and difficulty with throat or chest"


"Our city environment is quite polluted"

"Environment and a place we live has a huge impact as well as we constantly worry about safety and pollution"

"Air pollution increased coughing fits"

"Our house is quite old so mould often grows along the window areas"

"Air pollution, water pollution, chem-trails in the sky, affects food supply"







Other received 7 comments (10%) which related to:

- Income
- Weather/winter fuel payments
- Access to dentists/trips to the dentist

Reduced Dentist Access Winter Fuel Allowances' Going Winter Energy Prices	"Reduced dentist trips" "Loss of income"
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•Q4. We aim to improve health and social care for communities that have been overlooked.

What do you think our research should focus on? This could be based on your personal experiences or things you have heard from family, friends and the wider community: Answered: 116, Skipped: 17



# Focus Areas Suggested

Focus areas suggested can be grouped into the following categories:

Focus Area	Count	%
GP access	40	16%
Community Needs	32	13%
Failures in service: GP & Hospitals	30	12%
Other	30	12%
Adult mental health and wellbeing services	24	9%
Housing	14	5%
Social prescribing and health support	13	5%
Adult domiciliary care	12	5%
Hospital care	10	4%
NHS dentist	10	4%
Staffing	8	3%
Accessing services & specialists	7	3%
Support for carers	4	2%
Children and young people's mental health services	3	1%
Failures in service: Care	3	1%
Safeguarding	3	1%
Transfer from hospital to social/ community care	3	1%
Health needs of LGBTQIA+ people	2	1%
Home adaptations - Time to get	2	1%
Maternity care - Quality of service	2	1%
Patient involvement in decision making	1	0.4%
Paying for care	1	0.4%
Pharmacies - Contact and Communication	1	0.4%
Women's health - Quality of service	1	0.4%
Sum	256	

# Top 30 Focus Areas - Expanded

116 individuals made 256 suggestions across 69 categories

Focus Area	Count	%
GP access - Booking an appointment/Waiting for/Access to appointments	20	8%
Other - Cost of Living	11	4%
Adult mental health and wellbeing services - Mental health	10	4%
Community Needs - Health systems	10	4%
GP access - Inaccessibility: Getting face-to-face appointment - Speaking to reception	9	4%
Community Needs - Cultural Needs	9	4%
Failures in service: GP & Hospitals - Health problems not being resolved	8	3%
Failures in service: GP & Hospitals - Lack of support	7	3%
Social prescribing and health support - Wellbeing	7	3%
Failures in service: GP & Hospitals - Infrastructure	6	2%
Hospital care - Waiting times	6	2%
Housing - Other	6	2%
Housing - Impact on health	6	2%
Other - Social Care/Services	6	2%
Adult mental health and wellbeing services - Accessing Mental Health Services	5	2%
Adult mental health and wellbeing services - Wellbeing	5	2%
Failures in service: GP & Hospitals - Abuse in service	5	2%
GP access - GP + medical services	5	2%
NHS dentist/Waiting for appointments	5	2%
NHS dentist - Failure of service	5	2%
Staffing - More qualified staff needed	5	2%
Community Needs - Issues addressed	5	2%
Other - Other	5	2%
Social prescribing and health support - Support	4	2%
Other - Elderly Wellbeing	4	2%
Other - Migrants/Asylum Seekers	4	2%
Accessing services & specialists - Access	3	1%
Adult domiciliary care - Lack of support infrastructure	3	1%
Children and young people's mental health services	3	1%
Failures in service: GP & Hospitals - Lack of follow-up care	3	1%

# Top 10 Focus Areas - Expanded

Here are the top 10 areas people wanted us to focus our priorities on

Focus Area	Count	%
GP access	40	16%
Community Needs	32	13%
Failures in service: GP & Hospitals	30	12%
Other	30	12%
Adult mental health and wellbeing services	24	9%
Housing	14	5%
Social prescribing and health support	13	5%
Adult domiciliary care	12	5%
Hospital care	10	4%
NHS dentist	10	4%

# Top 10 Focus Areas - Expanded

## GP Access

- Booking an appointment/Waiting for/Access to appointments (20)
- Inaccessibility: Getting face-to-face appointment - Speaking to reception (9)
- GP + medical services (5)
- Contact and Communication (3)
- Staff (3)

## Community Needs

- Health Systems (10)
- Cultural Needs (9)
- Issues Addressed (5)
- Mental health (2)
- Vulnerable People (3)
- Social Isolation (3)

Long waits for appointments cause anxiety which impacts on well being

Impossible to access if you're not good with computer

Finding a more efficient, reasonable and realistic way of booking GP appointments and being seen in reasonable time

Doctors/GPs - they have to get on top of things and take more interest in their patients

A Lot of young adults are in crisis but don't know where to get help or they're worried about the stigma of their peers seeing them in food banks

Assess the effectiveness of existing public health policies and services in these communities

Flagging (with figures) the most material areas that currently negatively impact service users e.g. Southwark

# Top 10 Focus Areas - Expanded

## Failures in service: GP & Hospitals

- Health problems not being resolved (8)
- Lack of support (7)
- Infrastructure (6)
- Abuse in service (5)
- Lack of follow-up care (3)
- Contact and Communication (1)

## Other

- Other (5)
- Elderly Wellbeing (4)
- Migrants/Asylum Seekers (4)
- Social Care/Services (6)
- Cost of Living (11)

Prioritising support in regard to demographics, Southwark has one of highest black population in the UK, but zero sickle cell awareness or crisis support. Maternity support is poor, and I have spoken to other women who have suffered birth-trauma. We have a high Spanish speaking population, why is it difficult to get information in Spanish already, you have to order etc

We should find a platform to report healthcare workers who annoy us or make us uncomfortable

Can be racial issue

Everything is intertwined together

How living crisis affects individuals' health

Support for Asylum seekers - they are worse off than before.  
Food terrible  
Families in damp & mouldy accommodation

# Top 10 Focus Areas - Expanded

## Adult mental health and wellbeing services

- Housing (2)
- Mental health (10)
- Accessing Mental Health Services (5)

## Housing

- Impact on health (6)
- Other (6)
- Suitability of housing to medical condition (2)

Adult mental health- long waiting time for referral- Talking Therapies, 6 years

Address the mental health needs of underserved communities, including the availability of mental health services, stigma around seeking help, and support for conditions like depression and anxiety.

Housing security - temporary accommodation waiting list

Impact of housing on mental health

Medical problems & housing waiting list



# Top 10 Focus Areas - Expanded

## Social prescribing and health support

- Wellbeing (7)
- Support (4)
- Services (2)

Social prescribing and health support in Gipsy Hill and Crystal Palace part of Southwark

Helping people make healthier choices, e.g. avoiding diabetes

## Adult domiciliary care

- Lack of support infrastructure (3)
- Limited time for receiving care (2)
- Qualification of staff (2)
- Consistency and continuity of care and staff (2)
- Accessing Services (2)
- Ability to have independence (1)

Nutritional info / help with nutritious foods for people who need it

Impossible to access. How provision of social care varies by ethnicity) esp. when English is not first language)

Consistency with carers - quality carers that are invested in patients and genuinely care about their health

Carers - social worker has so much power and takes away independence from service user. Power with Social workers

Not personalised care, different providers - issue of care continuity

# Top 10 Focus Areas - Expanded

## Hospital care

- Waiting times (6)
- Quality of treatment (1)
- Quality of treatment (1)
- Other (2)

Hospital Care - quality of treatment: conditions of hospitals and environment  
->makes me anxious

Waiting 2 years for surgery

## NHS dentist access

- Booking an appointment/Waiting for appointments (5)
- Failure of service (5)

My tooth fell out and I tried getting a dentist appointment as I have recently moved into this area, but I haven't been able to do so, and I've been told that there's no appointment available but if I pay. I can have a next day appointment. I have glued my teeth with super glue - just the regular super glue.

We must reduce waiting time, when people are really sick, and they need the appointments

Cost of dentists deters all ages from dental care

Make services more available. If I want to access NHS dentist, I have to wait 2 months. If I pay for this, I can access this the next day. This is not right

## Q5. Why have you chosen these topics?

88 individuals gave 104 reasons across the following categories

Reason	Count	%
Personal Experience/ It Affects Me	35	34%
Social Concerns	19	18%
Community Concern / Seen In Local Community	16	15%
Structural Concerns	7	7%
Family Member	6	6%
Social: Children Concern	6	6%
Mental Health Issues	6	6%
Friend	3	3%
Social: Elderly Concern	3	3%
General Wellbeing	3	3%
Sum	104	

# Reasons For Choosing Focus Area Topics

## Personal Experience/ It Affects

Because we are caring for people and need to take care of us as well

Because I have experienced such concerns

Because I am very unhappy about my personal care due to not able to get in and out of the bath.  
All I would like to keep my independence as long as I can

## Social Concerns

In the news and have worked in these fields and seen that they need improvement

Cause social care is under pressure so we need to find out why

Because it is the single biggest BARRIER to me accessing health care or doing my self-care

## Community Concern / Seen In Local Community

Teaches asylum seekers - I hear their stories

These are common themes that I hear all the time from the local community

Many get overlooked or ignored on needs

## Structural Concerns

Xenophobia  
High rates of discrimination  
Lack of access to basic healthcare

Understanding how well policies are implemented can help identify what works and what needs to be improved, thereby improving overall public health

Observation - it's desirable to encourage people to make better choices

## Family Member

I've been involved in the service due to my daughter suffering with anxiety

Address the impact of cultural and language barriers on access to health services

# Reasons For Choosing Focus Area Topics

Social: Children Concern

Children's mental health - Every other issue stems from this

Infant feeding is a topic close to my heart. I help parents everyday with this issue and see how difficult is for some to access the help they desperately need

Mental Health Issues

Mental health issues have a profound impact on both individuals and communities. Research into community mental health can help identify and address common mental health issues and improve overall quality of life

It is a root cause of money problems, like loneliness and illness

Friend

I seldom need to use services, issues mentioned above are based on the extensive experiences of friends and neighbours

With the development of modern society, especially after the pandemic, loneliness and social isolation have become global concerns. By focusing on this research, we can provide governments, public health organizations, and community leaders with valuable data to help them develop better policies and interventions

Social: Elderly Concern

These are vulnerable people in society

From discussions with other older people care has been a top concern

General wellbeing

Because it affects all aspects physical, psychological, environmental

People's well being

**Q6. We want to hear your feedback! Healthwatch Southwark gathers local people’s feedback to better understand the issues facing people within our community and let service providers know how they can improve. Please use the space below to tell us more about your recent experiences of using health and social care services (e.g. GP or pharmacy). Please include the name of service(s), anything you thought was good, any issues, and how it could be made better:**

**Answered: 86, Skipped: 47**

**154 feedback comments**

Service Area	# Positive Feedback	# Negative Feedback	Total	%
GP	11	32	43	28%
Health support	10	7	17	11%
Hospital care & Operations and surgery (elective surgery)	5	11	16	10%
Pharmacies	8	7	15	10%
Hospital outpatients(specialists, appointments, referrals)	7	5	12	8%
Social care	2	5	7	5%
Medical Staff		7	7	5%
NHS dentist	2	3	5	3%
Women's health	2	3	5	3%
Maternity care	2	2	4	3%
Adult mental health and wellbeing services	1	2	3	2%
Transfer from hospital to social/ community care	1	2	3	2%
Children and young people’s mental health services		2	2	1%
Home adaptations		2	2	1%
Obesity services		2	2	1%
Patient involvement in decision making		2	2	1%
Support for carers		2	2	1%
Adult domiciliary care		1	1	1%
Care Staff		1	1	1%
Care homes and hospices	1		1	1%
Children and families		1	1	1%
Health needs of LGBTQIA+ people		1	1	1%
Paying for care		1	1	1%
Safeguarding		1	1	1%
	52	102		
	Sum	154		

# Q6. Local People's Feedback: Positive

I tried CBT therapy and that was a great experience

Good support via GP on some issues

Honour Oak - they are very good. Services is top notch only that the appointment takes time

Even though waiting times in hospital are quite long the doctors, nurses, healthcare team etc are often very amiable

LT Diabetes - frequent support from GP and hospital

My experiences with healthcare services, booking appointments, cardiology appointments have always been good

Breast screening service in Denmark Hill very good

Good hospital transport care

Good - good dentistry service

Pharmacies - good helpful

My midwife was great

Feel satisfied get scans or other services

# Q6. Local People's Feedback: Negative

I tried CBT therapy ..however it wasn't enough and I need counselling and have been waiting for over two years

Care Workers- not being picked up due to a lack of connections.  
Agency workers, lack of support infrastructure.  
Other boroughs have care hubs, for workers with no fixed place of work e.g. breaks between visits. Pay and working conditions

School nurses can flag up a multitude of health issues in children

Lack of funding for children's mental health services - waiting list.  
I had to ring everyday to get support or .....many don't get it as priority

Waiting for sometimes 2-3 weeks for the GP and some forgotten what was the issues

It can take 2 weeks to get an appointment even then you have to go through a screening process and then you will get permission to phone reception. You rarely get a face-to-face appt, it's quicker to go A&E otherwise you might end up dying before you get even seen by your GP

After the pandemic 3- needed more face to face

Long waits for appointments cause anxiety which impacts on well being

Urgent need for medical provision in SE16 to keep pace with additional number of residents in the area.  
Concern that planning permissions for medical provision within new builds are not delivered because unable to find operators (SCAPE development but one example)

Information about how the healthcare system works - transparency of system.  
Community representatives in Southwark (ICB, H&WBB, Social Prescribers, Partnership Southwark)  
Decision making, budget handling transparency  
Accountability of HW is lacking

They give you dates for appts e.g. hospital appt and it goes beyond their recommended times e.g. 21 weeks can turn into months

..but consult literally told me I was "just another statistic" in reference to being a young single parent. he told my family to "control" me when I disagreed to having a c section

Consultants have been sarcastic & rude about operation on knees/weight



## Q6. Local People's Feedback: Service Providers

Service Provider	Positive	Negative	Total
Albrighton Community Centre 37 Albrighton Road, Dulwich, London SE22 8AH	1	0	1
Alms House	1	0	1
Appleby Blue 94-116 Southwark Park Road, Bermondsey, London, SE16 3RR	1	0	1
Blackfriars Medical Practice	0	1	1
Bonamy Pharmacy 355 Rotherhithe New Road Bermondsey, London SE16 3HF	1	0	1
Day Lewis Pharmacy	1	0	1
Forest Hill Group Practice 1 Forest Hill Road, London SE22 0SQ	1	0	1
Guys Hospital	1	3	4
Kings Hospital	5	3	8
Nexus Health Group, Princess Street	1	3	4
Silverlock Medical Centre 2 Verney Way, London SE16 3HA	1	0	1
Southwark Community Health Centre	1	1	2
Southwark Community Pharmacy	1	1	2
ST Georges Pharmacy Perronet House 46 St Georges Road, London SE1 6ET	1	0	1
St Giles Surgery 40 St. Giles Road, Camberwell, London, Greater London, SE5 7RF	0	1	1
St Thomas Hospital	1	1	2
Surdock Pharmacy 162 LOWER ROAD, Surrey Quays, LONDON, SE16 2UN	1	0	1
Tessa Jowell Health Centre 72H East Dulwich Grove, London SE22 8EY	1	0	1
The Lister Practice 101 Peckham Road, London SE15 5LJ	1	1	2
Trafalagr Surgery 10 Trafalgar Avenue, London, SE15 6NR	1	0	1
Wytes Elephant & Castle Wytes Elephant & Castle, 94-96 Walworth Road, London, SE1 6SW	1	0	1
Sum	23	15	38

# Q6. Local People's Feedback: Service Providers

I used the Southwark Community Health Centre. Their appointment system is efficient and can schedule appointments within a reasonable timeframe

Kings College London- ignorance & discrimination  
Appointment variation limits expenses being reimbursed (calculations) at a deficit.  
Not aligned with NHS England  
Loud & rude staff  
GP referrals not to KLC due to experiences

Gratitude for Appleby Blue - support worker support

Hospital care (waiting times, quality of treatment, staff)- people laughing at you, don't pay attention to you - Kings College bad

Tessa Jowell GPs are very good, they have always educated, and they listen and hear you which was in contrast to my experience at Princess Street GP

Silverlock - they check-up. They follow up - positive experience

Southwark Community Pharmacy... but sometimes the pharmacy's inventory management is inadequate, resulting in some commonly used drugs being out of stock. It is recommended to improve the efficiency of inventory management and supply chain to ensure that commonly used drugs can be replenished in time to reduce stock shortages

Kings Hospital gave good treatment with shingles

Aylesbury & Nexus destroyed my care & info integrity and Dr Aru's, Villa Street, Queen's Road Peckham, Parkside & now Brunswick Park - all opposing trauma informed male only care. GP's are liars and incompetent at assessments

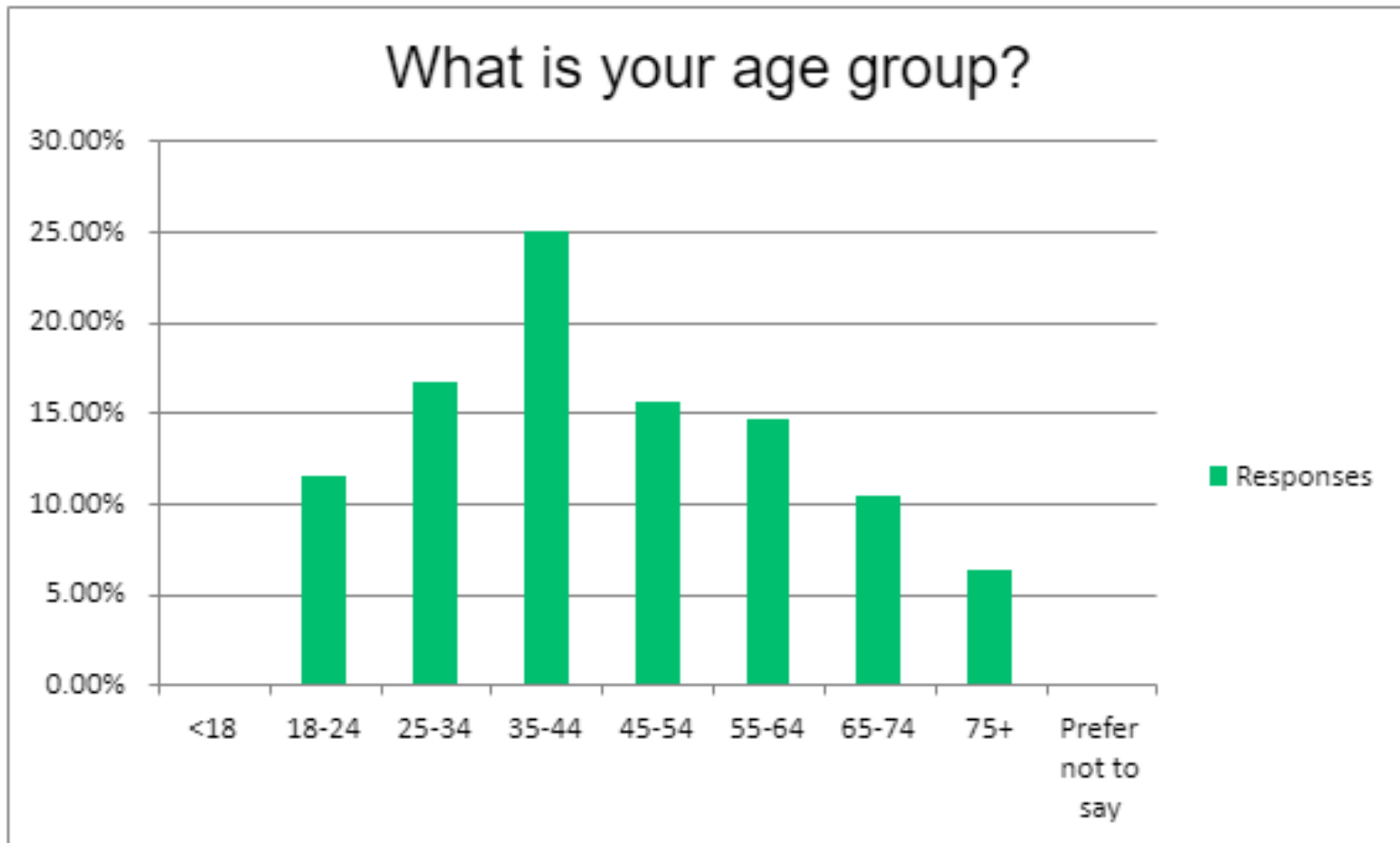


# Demographics of survey respondents

## •Q8. What is your age group?

Answered: 96

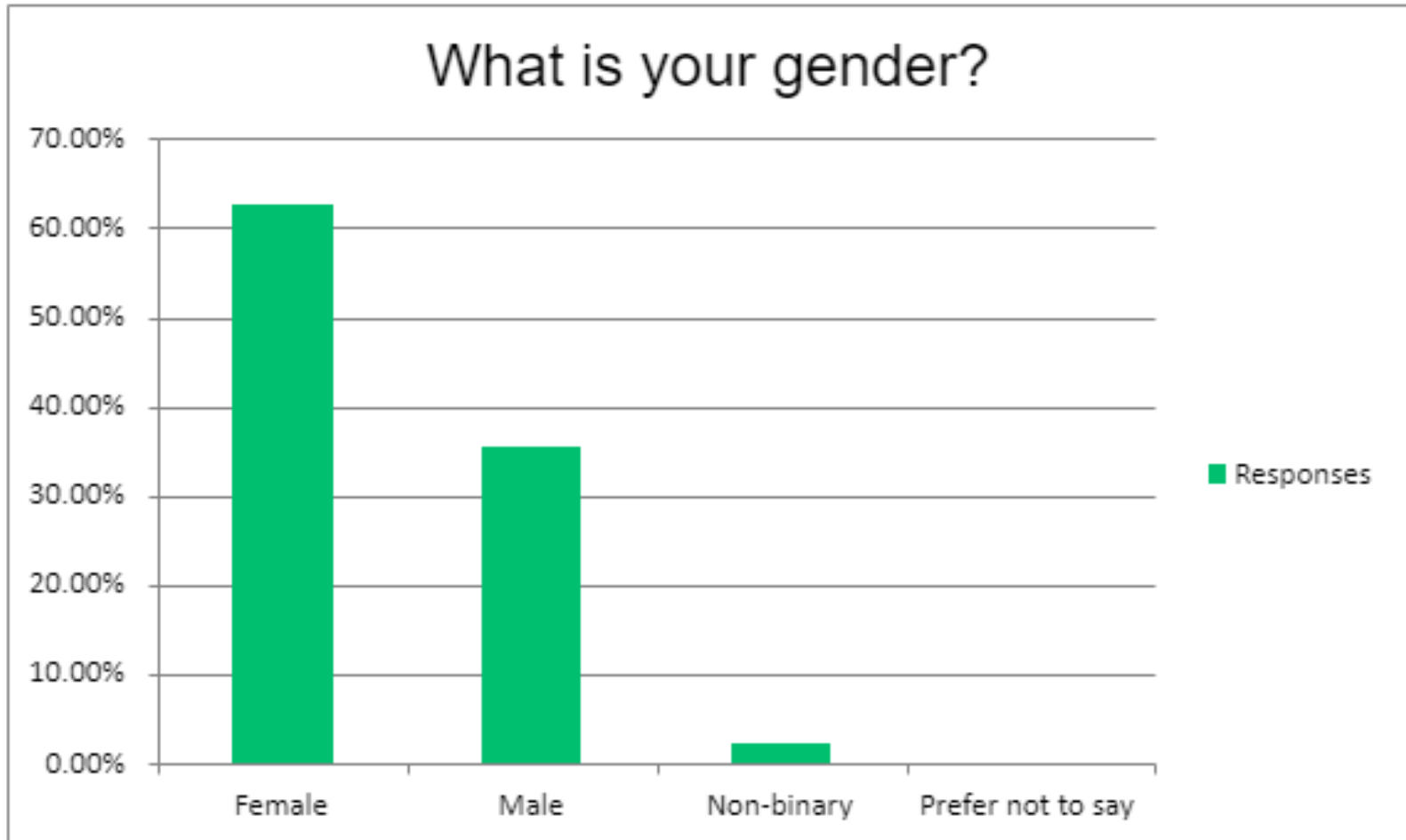
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## •Q9. What is your gender?

Answered: 96

Skipped: 37



# •Q10. What is your ethnicity/ethnic background?

Answered: 96

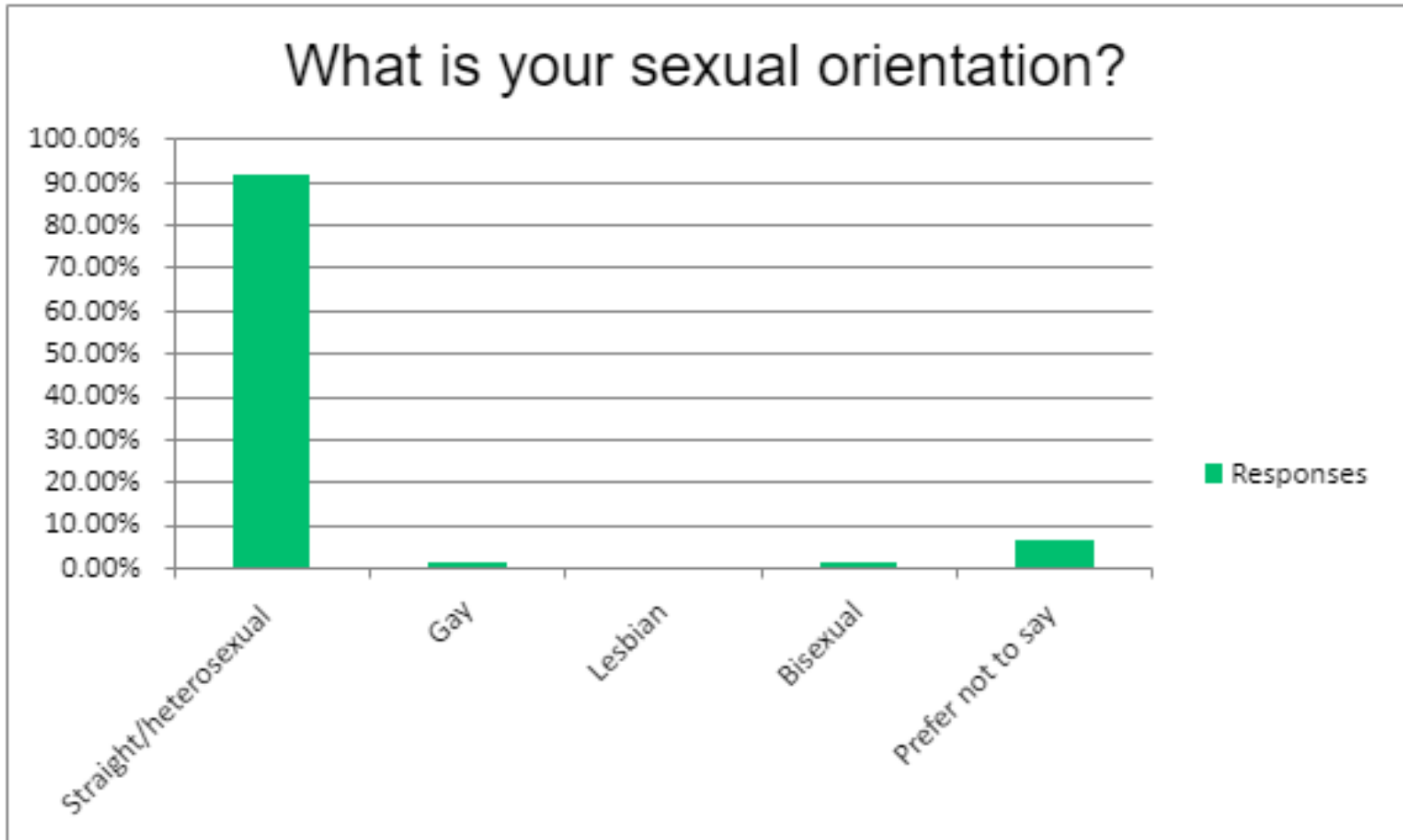
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Answer Choices	Responses	%
Black/Black British - African	24	25%
White British/ English/Scottish/ Welsh/Northern Irish	24	25%
Black/Black British - Caribbean	11	11%
White – Unspecified	5	5%
Asian – other	4	4%
Black - other	4	4%
Latin American	4	4%
White European	4	4%
Prefer not to say	4	4%
Asian/Asian British - Indian	2	2%
Mixed – Asian and White	2	2%
Algerian	2	2%
Asian/Asian British - Bangladeshi	1	1%
White Traveller/ Irish Traveller/ Gypsy	1	1%
Mixed – Black Caribbean and White	1	1%
Mixed – Unspecified	1	1%
Irish – Unspecified	1	1%
Black – Unspecified	1	1%
<b>Answered</b>	<b>96</b>	
<b>Skipped</b>	<b>37</b>	

# •Q11. What is your sexual orientation?

Answered: 82

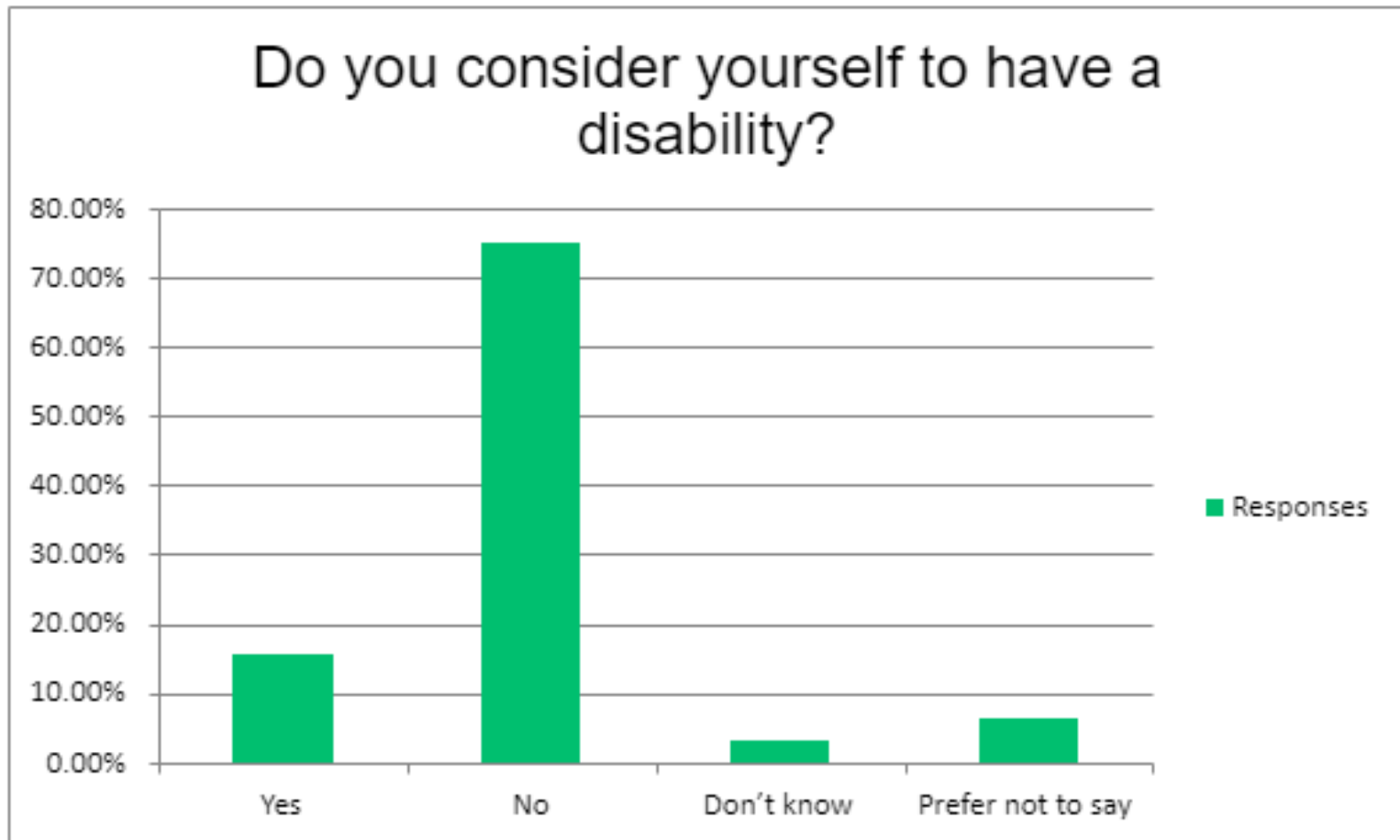
Skipped: 51



## •Q12. Do you consider yourself to have a disability?

Answered: 96

Skipped: 37

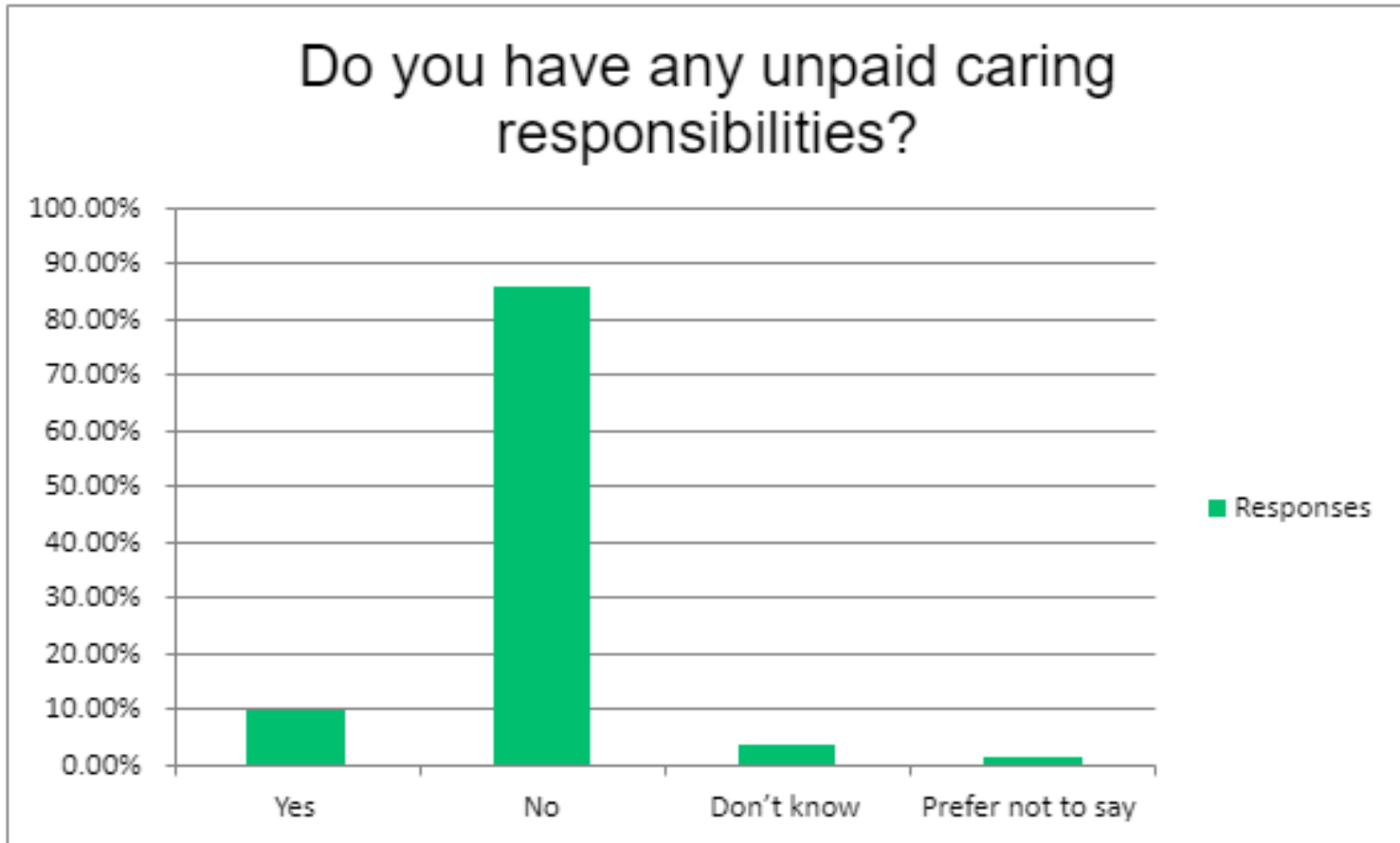




# •Q13. Do you have any unpaid caring responsibilities?

Answered: 92

Skipped: 41



## •Q14. In which area of Southwark do you live?

Answered: 87

Skipped: 46

Answer Choices	Responses	%
Bermondsey	17	19.54%
Peckham	15	17.24%
Borough/Southwark	7	8.05%
Camberwell	7	8.05%
Elephant and Castle	6	6.90%
Dulwich	5	5.75%
East Dulwich	5	5.75%
Crystal Palace	4	4.60%
Rotherhithe	4	4.60%
Walworth	4	4.60%
Deptford	3	3.45%
I don't live in Southwark but I use health and social care services in Southwark	3	3.45%
Surrey Quays	2	2.30%
I don't live in Southwark and I don't use health and social care services in Southwark	2	2.30%
Peckham Rye	1	1.15%
West Dulwich	1	1.15%
Other (please specify)	1	1.15%

## •Q15. How did you find out about this survey?

Answered: 87

Skipped: 46


Answer Choices	Responses	%
Via our direct Healthwatch Southwark members emails	18	19.78%
Healthwatch Team	12	13.19%
Twitter	8	8.79%
Community Southwark	8	8.79%
Listening Tour	8	8.79%
Healthwatch Southwark Website	5	5.49%
Facebook	5	5.49%
Via another organisation	5	5.49%
Listening Tour at RJ4ALL	4	4.40%
Healthwatch Southwark Newsletter	3	3.30%
Southwark News	3	3.30%
Word of Mouth	3	3.30%
Peckham Theatre Tour	3	3.30%
John Howard library	3	3.30%
Senior Club - Golden Oldies	1	1.10%
Albrighton Community Centre - Dulwich	1	1.10%
Southwark CCG	1	1.10%



# Insights from our Community Health Ambassadors Network

Findings from July 2024





**Who do you share resources and information to through your Ambassador role?**  
*This can be friends, family, neighbours, co-workers, etc.!*

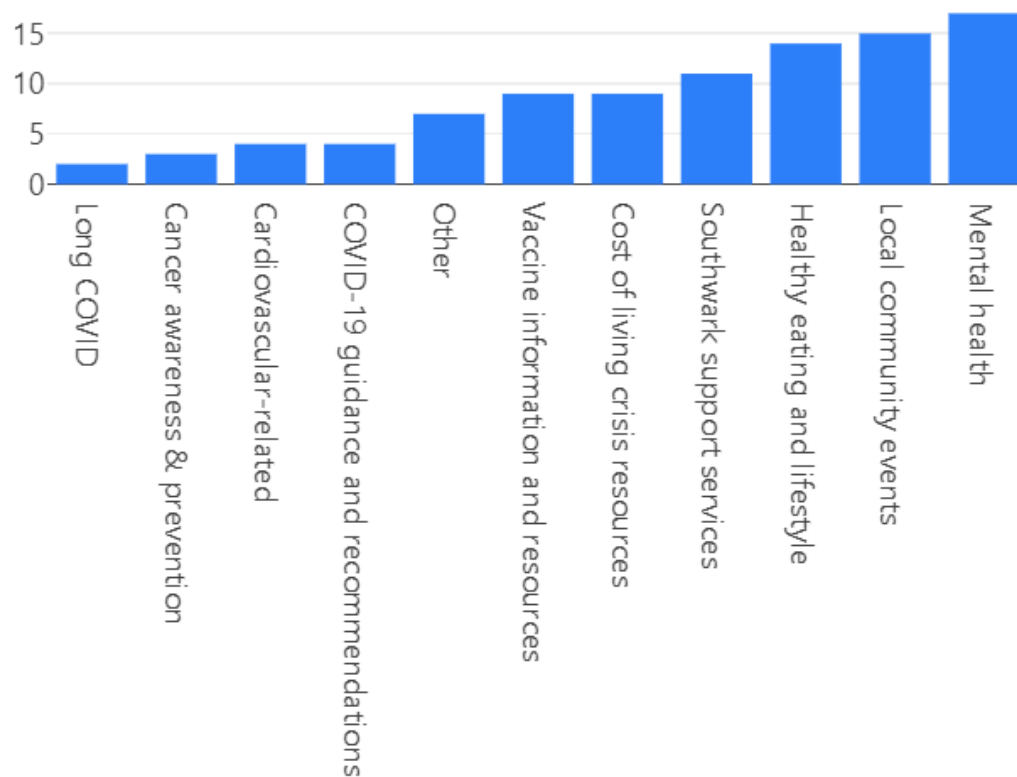


## What topics have you share related to your role as an Ambassador?

Topics on mental health and local community events were the most frequently cited. Cost of living resources was shared less frequently compared to January 2024.

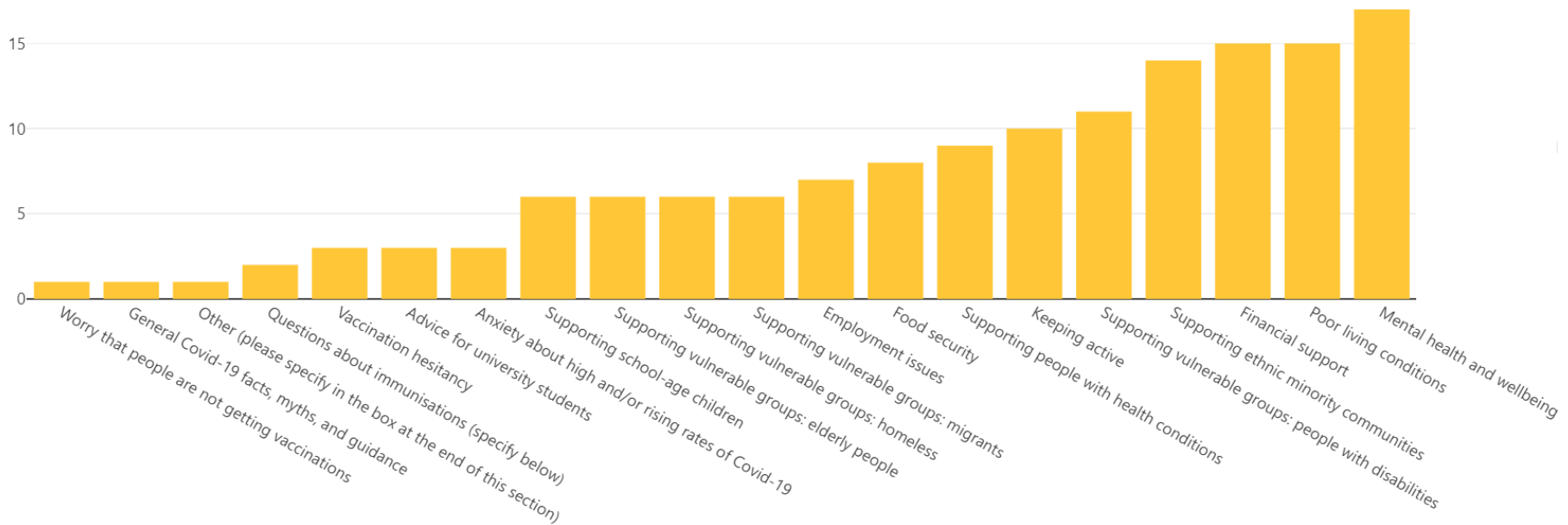
### Other topics that have been shared:

Menopause (3), cancer awareness and prevention, mindfulness and stress management, rough sleeping support, cyber security tips, Vital 5, diabetes management, disability related support



## Currently, what are the top 5 concerns in your community?

‘Mental health and wellbeing’, ‘poor living conditions’, and ‘financial support’ continue to be top concerns for Ambassadors. ‘Supporting vulnerable groups: people with disabilities’ and supporting ethnic minority communities are more frequently cited compared to the January 2024 survey results.










Let us know here any further information about what is going on in your community now and how we can best support them.

E.g. What has people's feedback been on the information you've given? What questions are people asking? Is there anything we can do to better support people?

- *Vulnerable communities need support in every aspect of their life*
  - *I am part of a young children's academy at Theatre Peckham and I want to improve wellbeing support for the kids.*
  - *Lack of information about all sorts of topics, including access to health services.*
  - *Job loss support and financial aid for young people in Southwark*
  - *Retired adults activities are required (a hub for retirees should be created).*
  - *Rising costs for disabled people*
- 



Learn more about the Healthwatch Southwark Soundboard Listening Tour using this link:  
[Southwark Soundboard Reflection Report 2024 | Healthwatch Southwark](#)

You can read more about Healthwatch Southwark and our Community Health Ambassadors Network, using these links:

[Homepage - Healthwatch Southwark | Healthwatch Southwark](#)

[Southwark Community Health Ambassadors Network | Healthwatch Southwark](#)

Read our past and upcoming reports using this link:  
[News and reports | Healthwatch Southwark](#)

