



**Annual Report 2024–2025**

# Unlocking the power of people-driven care

Healthwatch Kingston upon Thames

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**Stephen Bitti**  
Chief Executive Officer  
Healthwatch Kingston



"Once again, everyone involved can be proud of our collective work. Between April 2024 and March 2025, Healthwatch Kingston engaged over 7,000 people at community events and through surveys. Our website has provided quality information and signposting to over 16,500 different people. Our social media messaging has reached tens of thousands. We've independently listened to over 1,000 local experiences of health and social care services, including from the most vulnerable, often digitally excluded communities. And, we have used our statutory service role to communicate the voices of patients, service users and the public to those with the power to make a difference.

As we publish this report, we face manipulative rhetoric in the press, with our work being portrayed as, 'wasteful spending and bureaucracy'.

While the transition of local Healthwatch functions are being determined, we will continue to work to make a difference, championing local voices to improve services and reduce health and care inequalities in our community. Thank you again for helping us deliver your Healthwatch Kingston. We certainly value your involvement in our work."

## A message from our Chair



**Kathryn Yates, Chair,  
Healthwatch Kingston**

**“As chair of Healthwatch Kingston, I am delighted to share with you our annual report which I trust you will find informative and engaging. I hope it will encourage you to consider getting in touch and getting involved.**

**As a small, dedicated team we have worked hard to make positive and impactful progress during very challenging times. We remain focused in representing and raising the voice of local people, working with our volunteers and health and social care partners in our shared ambitions to reduce inequalities, promote better engagement and equity and improve the lives of all in our borough.**

Together, we have made significant strides in improving the vital services that we all rely on, and we will continue to work together to be effective in our community. This year we felt it was important to refresh and further diversify our Board of Trustees, and so over 2024–2025 we welcomed David Linton as our new Treasurer, Ginny Collins (Board Lead for People), Luke Washington (BL for Youth Engagement), and Karen Dempster (BL for Physical Disabilities). As a team we are excited to work with you all, your expertise will be invaluable as we move forward. I wish to say a sincere thank you to Liz Meerabeau and Eeva Crawley who have now left us, your legacies are invaluable to our continued work.

I am also grateful to my existing Board colleagues Scotty McLeod (BL for Business Continuity), Richard Allen (BL for Hospital Services), and Vickie Priest (BL for Primary and Community Care) for their continued voluntary support and contributions to the governance of Healthwatch Kingston. I would also like to extend my heartfelt thanks to our staff team and our volunteers, our combined efforts ensure our work is impactful, focused, and meaningful.

As we welcomed our new board members, our focus was drawn to the deeply concerning findings of the Royal College of Nursing’s ‘Corridor Care’ report and how our own local services are coping with such pressures and our opportunity to connect with our local MP Sir Ed Davey to share our concerns and agree how we can work closer together in influencing change.

We have continued to work with our local health and social care partners, this is challenging due to the significant financial constraints and reorganisations that are ongoing, but we remain a key partner, and we will continue to focus on our purpose and in our work as an independent champion for people. We will continue to explore our values, our visibility and community engagement so that we can increase our impact and representation of all who live in the Royal Borough of Kingston upon Thames.”





## About us

# Healthwatch Kingston upon Thames is your local health and social care champion.

From **Norbiton** to **Malden Rushett** and **everywhere in between**, we ensure that NHS and social care leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



### Our vision

To bring closer the day when everyone gets the care they need.



### Our mission

To make sure that people's experiences help make health and care better.



### Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Our year in numbers

We've engaged with more than **7,000** people to improve the quality of health and social care across Kingston. We currently employ **7** staff and our work is supported by **66** volunteers who contributed **2,058** hours to our work in 2024-2025.

## Reaching out:



**1,048** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**5,774** people came to us for clear advice and information on topics such as **General Practice (GPs, nurses etc.), NHS dentists, mental health support** and **safeguarding**.

## Championing your voice:



We published **17 reports, 5 podcasts, 1 short film** about the improvements people would like to see in areas like; **Bereavement support, care for Disabled people, hospital food, and community services**.

Our most popular reports this year were our **series of our 11 Enter and View reports on residential care**.

## Statutory funding:



We're funded by **the Royal Borough of Kingston upon Thames**. In 2024-2025 we received £122,000, which is **the same as** last year.

In 2024-2025 we employed **4 staff** (2.6 full time equivalent) through £122,000 core statutory funding. With our additional income we also employed **3 additional staff** (1.8 FTE).

## Our digital reach

Over the year, we have continued to expand and improve our digital information offer and expanded our presence across digital platforms to reach more people in Kingston.

### A hub for information:



Between 1 April 2024 and 31 March 2025, **16,557** different people viewed different pages on our website **36,763** times.

People visited our website to read our reports, learn more about our insights, find information and advice, and to connect with us to share their stories.

### Creating channels of conversation:



We added two channels to our social media offer to raise awareness of our work with a broader audience. LinkedIn and BlueSky now join Facebook, X and Instagram.

On Facebook, we connected with communities directly to share information, reaching a total of **39,881** unique accounts.

On social media we started conversations about changes to services, shared vital information about health and wellbeing and championed local stories.

### Keeping local people in the loop:



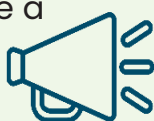
We sent out **14 e-newsletters** that were opened **6,108** times. Our newsletter allows us to connect with local people directly to ensure they are kept informed of service changes, get the opportunity to have their say, and understand the impact their experiences have.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Kingston upon Thames. Here are a few highlights.

Spring  
(Apr – Jun)

Keen to engage more broadly with people about safeguarding, we launched our **Kingston Safeguarding Voices Group**. This group soon became a new subgroup of the Kingston Safeguarding Adults Board.



To empower local people to take part in some of our Enter and View visits, we introduced a refreshed training programme. Our group of volunteer **'Authorised Reps'** continued to, slowly, but surely grow.



Summer  
(Jul – Sep)

What we hear from residents informs our reports. We asked decision-makers for greater **visibility at the Kingston Place Committee**. We now have quarterly agenda time slots to review report recommendations.



The focus of our **Open Meeting in August** was the merger between Kingston Hospital and Hounslow and Richmond Community Healthcare (including Your Healthcare). The public asked questions and shared concerns.



Autumn  
(Oct – Dec)

**We asked young people about social media and health.** Their answers were mixed – social media is where they go to talk, learn, and express themselves, but it also brings pressure, doubt, and anxiety.



We support the **Kingston All Age Learning Disability Partnership Board**. At the **pre-Christmas meeting**, we arranged for a community networking session and learned about what winter services were available for residents.



Winter  
(Jan – Mar)

We contributed to the **Care Quality Commission review of Kingston Council's adult social care provision**. Our quality assurance work in care homes in parallel with the Council was noted as robust.



The **Kingston Pharmaceutical Needs Assessment (PNA) 2025** was carried out by the PNA Steering Group for the Kingston Health and Wellbeing Board. As a group member we ensured more vulnerable people had their say.



# Making a difference in the community

**We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.**

Here are some examples of our work in **Kingston upon Thames** this year:

## Working toward equitable access to participation



**Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.**

Collaborating with the Kingston Centre for Independent Living to understand the **health and care needs of socially isolated, physically Disabled adults**, we heard about barriers to inclusion, such as transport, accessibility, and lack of support. Reinforcing the need for equitable opportunities to connect, participate, and feel part of the community, we shared our recommendations for change with key decision makers.

## Understanding the needs of local people



**Championing the voice of local families, we are working to ensure services are shaped by people's needs.**

Working collaboratively with Kingston Voluntary Action, Healthwatch Kingston ran a survey and community engagement to understand the **health and care needs of under-5s and their families**. Revealing the persistent challenges families face, our report findings are informing the development of community services in Kingston and across south west London.

## Ensuring services acknowledge diverse experiences



**Listening to the diverse needs of local communities, we have highlighted the need for bereavement services that are compassionate and inclusive.**

Building on **earlier findings**, we worked with partners to engage underrepresented groups through a series of community workshops, to better understand **experiences of bereavement services and support across south west London**. New findings from our 'gaps' workshops highlight the importance of acknowledging diverse grief experiences, addressing systematic barriers, and ensuring long term support.



## How we are valued locally

### Dr Catherine Millington-Saunders End of Life Care Clinical Lead, South West London:

"The Bereavement Services and Support: Gaps Workshops **community engagement report** is rich in insight, deeply human and incredibly well structured. It's clear how much care and expertise has gone into every element. It is a grounding piece of evidence for influencing policy, commissioning, and shaping local provision – an **exemplar** for putting people with lived experience at the heart of bereavement care and support. The range of voices represented is both powerful and moving and the way the report elevates underrepresented experiences, especially through the quotes, gives it real emotional resonance. The attention to cultural nuance, stigma, and practical challenges in accessing support is wonderful. I particularly appreciated the recognition of grief that stems from losses beyond death: identity, role, home, and relationships and how this opens the door for more inclusive services."

### Katie O'Driscoll Director, Adult Social Care Operations and Transformation, Royal Borough of Kingston upon Thames:

"We have welcomed a further year of working in partnership with Healthwatch Kingston on the **Making Safeguarding Personal** project. Understanding people's experience of working with Adult Social Care during safeguarding when they are experiencing harm or abuse is a crucial way for us to reflect and improve our service and practice. We have developed an overarching development plan for our work in safeguarding, based on continuous improvement. We have taken great strides in embedding better referral and use of advocacy services during safeguarding which we hope supports people to understand their rights, have a **voice** and feel better involved in the process. Ensuring quality of outcomes and experience is an essential part of what we do, and we are delighted that people indicate that they feel safer after working with us."



## How we are valued locally

**Amal Nawarathna**

**Corporate Head of Service, Adult Social Care Market Management, Royal Borough of Kingston upon Thames:**

"In Kingston, the voices of care home residents are being heard more clearly than ever, thanks to a joint initiative between the Royal Borough of Kingston's (RBK) Quality Assurance (QA) Team and Healthwatch Kingston. Through the powerful tool of **Enter and View** visits, the lived experiences of residents are helping to shape and improve the quality of care being delivered across the borough. The Enter and View programme, led by Healthwatch Kingston, provides an opportunity to step inside care homes from the residents' perspective—focusing on day-to-day experiences, the environment they live in, the quality of interactions, and the personalised activities that make a difference. By working closely with Healthwatch, the RBK Quality Assurance Team has been able to align their visits and support offer to the care providers, ensuring providers are supported rather than overwhelmed by multiple assessments. This coordinated approach allows for a richer, more holistic view of the care landscape, blending professional oversight with **independent resident-centred insights**. This collaboration is already showing results. Care providers across Kingston have responded positively to recommendations, with most implementing changes quickly and constructively. This speaks to a care market that is open, responsive, and committed to ongoing improvement. Healthwatch Kingston's **independence** ensures that its observations provide an important counterbalance and a fresh perspective. The QA Team **values** this input, using it to reflect on and refine their own assessments."

**Lee Walsh RGN**

**Patient Experience and Involvement Lead  
Kingston and Richmond NHS Foundation Trust:**

"Healthwatch Kingston forms a **valued** component of our endeavours to hear the voice of the patients and our community across our organisation and contributes regularly to our Patient Experience and Involvement Committee. The **independent insights** generated by Healthwatch Kingston during their **Enter and View** focussing on nutrition and hydration have been socialised and used through a variety of channels within Kingston hospital. These have been a key resource in developing the catering offer at the hospital as well as being used to support training of staff."

# Working together for change

**We have worked with our neighbouring Healthwatch to ensure people's experiences of care in Kingston upon Thames are heard and influence decisions across the South West London Integrated Care System (ICS).**

This year, we have achieved:

## Representation on ICS board and committees:

Representation on the ICS board and sub-committees provides opportunities to share patient and the public's concerns with key NHS decision-makers.

We also hold the ICS to account and make sure they appropriately engage people before any big changes are made to the services they use, and shape and improve engagement plans across the ICS.



## Joint patient and public engagement:

Collaborating with our south west London Healthwatch colleagues we ran joint engagement projects on the Accessible Information Standard and community health services.

We are working with ICS decision-makers to respond to what people have told us, to improve the quality, accessibility, and ensure equity of access to services for everyone.



## Advocacy for improved dental commissioning:

In October 2024, we presented at the 'South West London Dentistry Day', contributing insights from patient views about the impact of costly dental experiences and low availability of NHS dentists.

Our joint presentation highlighted the needs and experiences of local people with decision-makers, and we have been invited to participate in further discussions to increase equitable geographic distribution of NHS dentistry commissioning.



# Listening to your experiences

Services can't improve if they don't know what's wrong, and we know 'marking your own homework' doesn't make sense. Voicing your experiences helps shine a light on issues that may otherwise go unnoticed or sometimes get ignored.

This year, we have listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.

"The feedback local Healthwatch hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide. Local people's experiences help us understand where we – and decision makers – must focus and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation."

**Louise Ansari, Chief Executive, Healthwatch England**





# Listening to your experiences

## Seven important years, listening, learning, and leading: How Kingston's voices have transformed safeguarding

We created the London Safeguarding Voices (LSV) initiative with London leads. Learning from our LSV work has shaped our development of the Kingston Safeguarding Voices group.

During 2024–2025, Healthwatch Kingston amplified the voices of people with lived experience to help shape safeguarding services in Kingston. Through Kingston Safeguarding Voices (KSV), we worked with residents, advocates, and professionals to make safeguarding more transparent, accessible, and person-centred.

### Key things we heard:

800+

- People have informed our London and Kingston safeguarding voices learning.
- **KSV** wanted an **Easy Read** Annual Report to support accessibility.
- Also wanted more **public information** on how to stay safe in Kingston, how to report safeguarding concerns and what happens next.
- **Safeguarding service users** valued early involvement of their family members and **timely communication**.
- Also shared that **Advocacy** was important to them to feel supported and heard.



### What difference did this make?

- Healthwatch Kingston regularly updates the Board, making sure KSV continues to guide decisions.
- The Board has agreed KSV co-produce a visualisation of the safeguarding journey, so that people can easily understand the safeguarding process.



# Listening to your experiences

## Influencing change for neurodiverse people who felt isolated and abandoned.

**Achieving impact from our work can take more time than some would like.**

The listening exercise Healthwatch Kingston did in 2021 has eventually influenced and informed the creation of the Royal Borough of Kingston's Autism and ADHD strategy, leading action-planning for long-term change and an inclusive approach for neurodiverse people across the borough.

### What did we do?

In April 2021, we published a **key report** based on a survey of neurodiverse adults in Kingston, working in partnership with Fastminds, a neurodiverse support organisation Kingston. **50** neurodiverse people who felt isolated, and abandoned, influenced our report. We made **ten** clear recommendations to improve care, accessibility, and outcomes for neurodiverse residents. We called for greater acceptance, understanding, and practical support.

### Key things we heard:



**Over 50%**

**were dissatisfied with the health and social care they had received.**



**60%**

**told Healthwatch Kingston they had difficulties getting ADHD support.**

### What difference did this make?

The **All-Age Autism and ADHD Strategy 2025–2030** outlines practical, honest, and deliverable actions across education, health, housing, employment, and community life.

Designed to be accessible to professionals, families, and individuals alike, the strategy marks an important step forward – one that will continue to evolve through ongoing engagement with the community.



# Listening to your experiences

## Youth Out Loud! breaks silence on grief, disability, and access to services

During 2024–2025, we continued to empower young people through **Youth Out Loud!** improving access to health and care information via peer-creative, youth-led communication.

Young people aged 13–17, have used digital platforms to raise awareness of health services, and explore difficult topics from grief to self-harm. YOL! Has kept young people aware and involved. It has supported them to make informed choices about their health and ensures their voices shape services.

### What did we do?

- Created a **short film** on *bereavement and grief*, shaped by feedback from the Chessington Youth Group, to raise awareness of a topic not covered in the national curriculum.
- Spoke to young Disabled people and their families to produce 5 **podcasts** and reports highlighting everyday challenges to accessing the care they need and the impact on their lives.
- Set up a young people's "**Find Help**" page on the YOL! website, covering **cancer, bereavement and grief, online safety**, and **student healthcare**.
- Shared health tips and service signposting by and for young people across **social media**, covering mental health, alcohol use and sun safety.
- **We also asked young people what health topics** they would like to know more about and how they would like to hear from us.

### What difference did this make?

Taking a compassionate approach to the issues young people face, through YOL! we gave young people a platform to speak for themselves, signposted them to trusted support and empowered them to be involved in decision making processes.



# Listening to your experiences

## Independent insights help develop improved catering offer at Kingston hospital

Healthwatch Kingston was approached by Kingston and Richmond NHS Foundation Trust to independently review the food provision across adult inpatient areas at Kingston Hospital to support their plans for a new food and drink service.

### What did we do?

Noting the scale of the challenge within a short timeline, we agreed to work with Healthwatch Richmond to divide up the adult inpatient areas. Our Enter and View visits took place in March, April and May 2024.

Each Local Healthwatch produced separate reports which were validated by Kingston Hospital Foundation Trust before publication on our respective Healthwatch websites in July 2024.

### Key things we heard:

Our Kingston [report](#) highlighted a range of compliments and issues, including:

- **Many patients were impressed with how efficiently food was delivered.**
- Patients liked how much choice there was on the main menu, but information on menus could be confusing for some.
- **The lack of storage made it difficult for the café in outpatients to hold stock of products while offering a wider choice of options in a small space.**
- Signage for where to access food and drinks was unclear with conflicting information about food and drink service opening times.
- **Mealtimes appeared to not always be protected by some medical staff.**
- Patients noted that staff capacity at mealtime appeared over-stretched, and this was reinforced by staff feedback.
- **Staff and patients wanted to see the restaurant open beyond 3pm.**

### What difference did this make?

- Kingston and Richmond NHS Foundation Trust acknowledged key areas to explore as part of improvement plans. These included: food availability, portion sizes, second helpings, fruit, communicating available options, alternative and Easy Read menus, onsite facilities for patients and visitors, support from staff, handwashing and support to eat at mealtimes.
- A tender process for a new food and drink service was agreed.

# Listening to your experiences

## Improving the quality of life for care home residents

**We involve local people as Authorised Representatives to understand residents, families and friends' experiences of care, highlighting good practice specific areas for change.**

Across 10 months, we completed **14 [Enter and View](#)** visits to **10** residential care providers. We spoke to **119** people about their experiences and collaborated with local partners to ensure the quality of the residents' care. We observed the **living environment, mealtime experiences** and **activities** provided to give feedback that improved local peoples' quality of life.

### Key findings:

#### **Average 8 recommendations per provider on environment**

In homes where residents seemed most content the manager had good communication skills and was seen as accessible and available by the residents, relatives and the staff.

#### **Average 6 recommendations per provider about residents' mealtime experiences**

In homes where residents seemed most content there were sufficient staff at mealtimes, giving them time to chat to residents and build relationships.

#### **Average 4 recommendations per provider about activities in the home**



In homes where residents seemed most content there were sufficient staff at mealtimes, activities/wellbeing coordinator(s) who knew the residents well and were able to give 1:1 attention to residents, including those who were bedbound, and organise varied activities.

### What difference did this make?

Our local partners ensure all recommendations are acted upon and any that are outstanding have action plans, which drive improvements in the quality of care across the borough.

The Care Quality Commission has agreed to explore a joint learning event and requested a Regulatory Coordinator shadow our joint quarterly meetings.



# Hearing from all communities

We are here for all residents of Kingston upon Thames. That's why, over the past year, we have worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their experience and play a part in shaping services to meet their needs.

**This year, we have reached different communities including:**

- Building upon our **Including Communities** work to ensure the voices of visually impaired and non-English speaking residents are heard.
- Attending community events to hear directly from digitally excluded people across our borough.





# Hearing from all communities

## Revisiting digitally excluded communities

**Our work has highlighted the need for meaningful engagement and involvement with different communities across Kingston. We may be one of the least deprived local authorities in England, but we must remember there are pockets of deprivation in our borough.**

To ensure digitally excluded communities across Kingston continued to be heard, we revisited local hubs that helped shape our **Including Digitally Excluded Communities report**. We shared our findings in accessible and translated formats, and asked residents to share their views on different topics, including bereavement support gaps and local pharmacy services.

### What difference did this make?

Maintaining relationships with different communities allowed us to build trust, demonstrate the impact of sharing an experience and hear from otherwise excluded people on different issues. Community members expressed that receiving translated materials, in a non-digital format helped them feel acknowledged, and reassured that their views will help shape future services provided by the Royal Borough of Kingston.

## Helping local people contribute their views to shape the NHS 10-year plan

**When the Government announced its consultation on the NHS 10-year plan we used the trust we have built over many years to ensure the most vulnerable voices of Kingston could be heard.**

We undertook training and asked what people thought about the Government's three big shifts. We engaged with young people and adults with support needs to hear about their hopes and concerns. They appreciated Healthwatch Kingston supporting them to be included. We also shared our insights from the most vulnerable in Kingston to ensure they had a say in the future of the NHS.

### What difference did this make?

As a result of this engagement, voices from local people directly informed our submission to the Government's national consultation, highlighting barriers and practical improvements needed to deliver more inclusive care. This work ensured local perspectives were considered in developing national strategy and demonstrated how sustained, inclusive engagement strengthens accountability and improves the relevance and quality of health and care planning at both local and national levels.

# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 5,774 people have reached out to us for advice, support or help finding services.

**During 2024–2025 , we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services.



## Supporting access to GP services for visiting family members

**Healthwatch Kingston's support helped ensure a family could access the healthcare they are entitled to.**

A local resident contacted Healthwatch Kingston after experiencing difficulties registering their visiting parents as temporary patients at a local GP practice. When they were given conflicting advice from the practice they turned to Healthwatch Kingston for support.

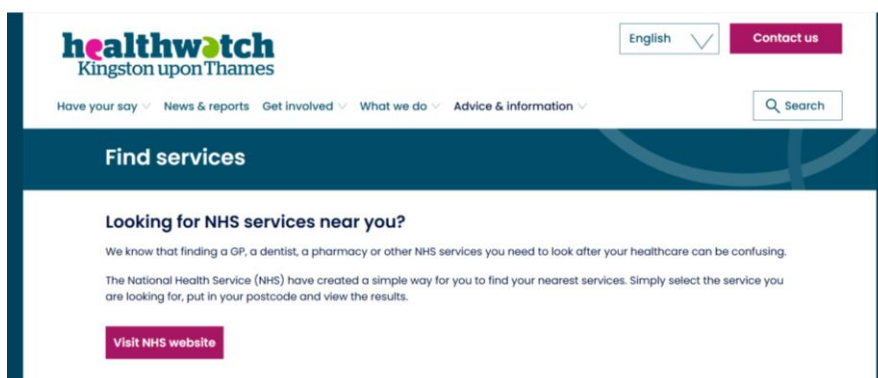
Our team provided guidance on NHS policy and advised the resident on the next steps. Following our support, the GP practice registered both parents as temporary patients, ensuring they could access the care they needed during their stay.

## Ensuring equal access to NHS dental care for resettled communities

**Healthwatch Kingston's guidance helped to challenge barriers to access.**

Healthwatch Kingston was contacted by a Resettlement and Integration Officer from the Royal Borough of Kingston, who had successfully helped several newly arrived clients book NHS dental appointments. When the NHS dental provider told her that they would need to arrange and supply their own interpreters, Healthwatch responded with clear, evidence-based advice drawn from CQC guidance and the Equality Act.

The officer was empowered to challenge the refusal and seek a formal response from the dental provider. By highlighting existing NHS and legal obligations, Healthwatch Kingston helped support work to ensure that resettled residents are not excluded from essential care due to language barriers.





# Showcasing volunteer impact

Our fantastic volunteers have given 2058 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## **This year, our volunteers:**

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out Enter and View visits to local services to help them improve.



# Showcasing volunteer impact

## At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"I heard about Healthwatch Kingston's amazing work through a family friend. I feel passionate about taking an active role in local affairs and making a difference within the local community, ensuring others don't needlessly suffer like my late mother.

My involvement with Healthwatch Kingston has enabled me to have direct experience after getting a postgraduate diploma in Human Rights from Kingston University."

I find the role rewarding when we identify what works well... It has developed my confidence and allowed me to be a positive voice for the vulnerable. I believe Healthwatch Kingston is an important safety net for users of health and care services in Kingston." **(Julie)**



"We really enjoy going to the All-Age Learning Disability Partnership Board meetings, to make sure people with learning disabilities have the chance to have a say about things going on in the community.

We support Healthwatch Kingston with the work that they do at the Partnership Board.

The Partnership Board is a way for people to attend and have a say about people with learning disabilities. We would really like it for people with learning disabilities to attend and have their say about the subjects that are talked about." **(Katy and Mario)**



### Be part of the change.

If you have felt inspired by these stories, contact us today and find out how you can be part of the change.



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



0203 326 1255



[Info@healthwatchkingston.org.uk](mailto:Info@healthwatchkingston.org.uk)



# Our extended family album





# Finance and future priorities

We receive funding from the Royal Borough of Kingston upon Thames under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from the Royal Borough of Kingston upon Thames	£122,000	Expenditure on pay	£160,587
Additional income*	£66,716	Non-pay expenditure	£20,054
		Office and management fee	£20,066
<b>Total income</b>	<b>£188,716</b>	<b>Total Expenditure</b>	<b>£200,707</b>

### \*Additional income is broken down into:

- £26,100 received from Camden Council (on behalf of London ADASS) to coordinate the London Safeguarding Adults group.
- £17,000 received from the Royal Borough of Kingston upon Thames (RBK) to deliver the 2024-25 Enter and View of care and nursing homes pilot.
- £2,034 funding received from South West London Integrated Care Board for secretariat of the Kingston Mental Health and Wellbeing Group.
- £7,000 funding received from RBK to support increased engagement of people living with a learning disability in our statutory service work
- £7,000 funding received from RBK to deliver Kingston Making Safeguarding Personal and the Kingston Safeguarding Voices Group

*Expenditure total was also funded by additional income generated in the previous year (2023-2024).*

## Finance and future priorities

We receive funding from the Royal Borough of Kingston upon Thames under the Health and Social Care Act 2012 to help us do our work.

### Our income and expenditure (continued):

#### Integrated Care System (ICS) funding:

Healthwatch across **south west London** also receive funding from our Integrated Care System (ICS) to support new areas of collaborative working.

Purpose of ICS funding	Amount
Our support of Executive Officer for six Healthwatch in south west London and participation in joint work.	£4,000
Participation in a south west London 'Community Services' community engagement.	£3,582

### Our top three priorities:

**Since April 2025, we have kept reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will continue to work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

**You can check out our planned seven key work areas for 2025–2026 on the next page, but our top three priorities are now:**

1. Review Healthwatch Kingston community engagement data from the past 5-years to explore what insights and cross-cutting themes exist.
2. Convene a strategic review of youth engagement work in Kingston to explore collaborative initiatives.
3. Ensure required local Healthwatch functions transition smoothly during transformation.

# Healthwatch Kingston seven key work areas 2025–2026

## Our plans for 2025–2026:

### 1. NHS and social care transformation

Continue to monitor the commissioning, provision and transformation of NHS and Social Care in Kingston and the 'SWL Integrated Care System'.

### 2. Promoting positive health and reducing health and care inequalities

- a) Continue to monitor inequalities, in particular, the health and care needs of people living with short, intermittent and long-term conditions.
- b) Review Healthwatch Kingston community engagement data from the past 5-years to explore what insights and cross-cutting themes exist.

### 3. Learning disability, autism, and neurodiversity

- a) Continue to support meaningful engagement with local people with a learning disability in the work of HW Kingston, including Enter and View training.
- b) Continue to provide independent chair and administrative support for the 'Kingston All Age Learning Disability Partnership Board'.
- c) Continue membership of the 'Kingston Autism and ADHD Partnership Board'.

### 4. Mental health and wellbeing

- a) Continue to provide independent chair and support for the 'Kingston Mental Health and Wellbeing Group' and the Kingston & Richmond Place Mental Health Committee.
- b) Continue to collaborate with Kingston Voluntary Action to support community engagement about bereavement services, in particular people with autism and children and young people with a learning disability.

### 5. Young People (13–17 years)

- a) Continue to support Youth Out Loud! (YOL!) to review health and care services.
- b) Continue to support delivery of the Digital Youth Project to add to the library of health and care films and podcasts by young people for young people.
- c) Continue to support YOL! to develop its online and social media.

### 6. Residential care, nursing home and supportive living

- a) Continue membership of the 'Kingston Care Governance Board'.
- b) Enter and View a series of Kingston based care, nursing and supported living homes, focusing on mealtime experiences, meaningful activities for residents and living environments.

### 7. Safeguarding and prevention of harm

- a) Continue membership of the 'Kingston Safeguarding Adults Board'.
- b) Continue to deliver the Kingston Making Safeguarding Personal project, including Kingston Safeguarding Voices.
- c) Continue support for the London Safeguarding Adults Board, London Safeguarding Voices and Conference Planning Groups to ensure people with lived experience of safeguarding are integral to safeguarding systems and processes across London.

# Statutory statements

**Healthwatch Kingston upon Thames, Suite 3, 2nd Floor, Siddeley House, 50, Canbury Park Road, Kingston upon Thames KT2 6LX.**

**Healthwatch Kingston upon Thames uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists approving bids for additional project funding. The Board also of eight members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024-2025, the Board met four times and made decisions on matters such as reviewing and approving the budget to make optimum and imaginative use of our limited resources. This also includes plays an active role governing the management of risk and mitigation. Nominated trustees review and sign-off reports and recommendations on behalf of the Board. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024-2025, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, promote it via social media, and send it to our many stakeholders.



# Statutory statements

## Responses to recommendations

We had **one provider** who **did not respond** to requests for information or recommendations. South West London Healthwatch organisations submitted a joint request for dentistry commissioning data on 11 December 2023 to the **North East London ICB** (Dr Penny Dash, Chair). Despite multiple follow-up requests from ourselves and the South West London ICB, we still had not received an adequate response as of October 2024. At that point, we independently identified another source for the data. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us. In our local authority area, for example, we take information to the Kingston Place Based Committee and the Kingston Partnership Board (which incorporates the Kingston Health and Wellbeing Board). We also take insight and experiences to decision-makers in the South West Integrated Care System (see page 11), and to help address health and care issues at a national level, we share our data with Healthwatch England. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Kingston was represented on the Royal Borough of Kingston upon Thames Health and Wellbeing Board by Dr Liz Meerabeau, (until her 9-year term ended in February 2025). Kathryn Yates, Chair, Healthwatch Kingston upon Thames (from 1 April 2024) then became representative from March 2025. Healthwatch Kingston is represented on South West London Integrated Care System and South West London Integrated Care Board by Alyssa Chase-Vilchez, Executive Officer, for all six Healthwatch organisations in south west London.

## Healthwatch Kingston Board members during 2024-2025:

Kathryn Yates, Chair, Lead for Equality, Diversity, Inclusion and Equity, and Learning Disability and Autism; Dr Liz Meerabeau (until 13.02.25); Eeva Crawley, Treasurer (until 20.03.25); David Linton, Treasurer and Lead for Risk Management (from 11.03.25); James Waugh (until 30.04.24); Scotty McLeod, Lead for Business Continuity; Richard Allen, Lead for Hospital Services; Justina Jang (until 12.08.24); Vickie Priest, Lead for Primary and Community Care; Ginny Collins, Lead for People (from 21.04.25); Luke Washington, Lead for Youth Engagement (from 07.03.25); Karen Demster, Lead for Physical Disabilities (from 09.04.25); and Grahame Snelling, volunteer Independent Safeguarding Advisor.

# Statutory statements

## Enter and View

Location	Reason for visit	What you did as a result
<a href="#"><u>Kingston Hospital Food and Hydration</u></a> (work completed in March, published 05.07.2025)	We were approached by Kingston Hospital to independently triangulate patient experience feedback in advance of a new contract for food and drink services.	Wrote a report with recommendations to support service improvements in food and drink services at Kingston Hospital. <a href="#"><u>See the report.</u></a>
<a href="#"><u>Rosclare Residential Home</u></a> (work completed in March, published 05.07.2025)	Pilot for the Enter and View of care and nursing homes programme 2024-25.	Used the learning from this pilot to inform the Enter and View programme for 2024-25. <a href="#"><u>See the report.</u></a>
<a href="#"><u>Amy Woodgate Care Home</u></a>	3 visits to look at the environment, mealtimes and activities provided to identify best practice and room for improvement.	Wrote a report with recommendations – our partners ensure these are acted upon. <a href="#"><u>See the report.</u></a>
<a href="#"><u>Langley Court Rest Home</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Cloyda Care Home</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Brook House Nursing Home</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Sherwood Grange Care Home</u></a>	3 visits as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Milverton Nursing Home</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Surbiton Care Home</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Kingston Rehabilitation Centre</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Speirs House Care Home</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>
<a href="#"><u>Medihands Clifton Care Home</u></a>	1 visit as above.	As above, <a href="#"><u>see the report.</u></a>

# Statutory statements

## 2024–2025 Outcomes

Please visit [All About: Our Activity Reports | Healthwatch Kingston](#)



“The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They’re changing the health and care landscape and making sure that people’s views are central to making care better and tackling health inequalities.”

**Louise Ansari, Chief Executive, Healthwatch England**

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