

### Monitoring Report

### Quarter 3 (2023-24)

# 1 October-31 December 2023

#### Introduction

Healthwatch Southwark (HWS), in common with all Healthwatch organisations, is required (under the 2012 Health and Social Care Act) to deliver a set of specific activities. These can be grouped into following functions:

- **Community Voice/Connection with the Local Community:** Gathering views and understanding the experiences of patients and the public / involving local people in Healthwatch Southwark (**Function 1**)
- **Influence:** making people's views known (**Function 2**)
- **Decision making & Scrutiny:** 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. (**Function 3**)
- **Relationship with Healthwatch England & CQC:** 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 (**Function 4 & 6**)
- **Informing people:** signposting, advising, and providing information about health and social care services (**Function 5**)

This quarterly monitoring report uses these functions as a structure to report on our activity.

Quarter 3 saw our new HWS manager, Rhyana Ebanks-Babb, start at the end of November. She has a clear focus on implementing our new strategy, connecting historically under-represented communities to the power to make change. We also welcomed Malsa Ibrahim, one of our Health Ambassadors, to support us with Community Engagement whilst we recruited permanently for the role. Going into Q4, we have a full and highly skilled team dedicated to building and maintaining relationships with our diverse communities and supporting them to have their voices heard.

## 1. Community Voice/Connection with the local community

### Community Engagement Activities

- In Quarter 3, we engaged with 89 people via our online and in-person engagement activities. Of these 89 people, 69 were from minority ethnic backgrounds and 71 were Southwark residents. We gathered 14 feedback and 5 membership sign-ups.
- This was achieved by delivering face to face outreach sessions, pop up stalls, attending events and coffee mornings.
- Events we attended include King’s College Hospital Mental Health Fair, Southeast London Citizens Community Health Assembly event, RJ4ALL Non-referral Community Fridge and weekly Mending Workshop, Cherry Gardens School Access Workshop, Journey to Improve Health Outcomes for Southwark’s BAME Community, LOVO Coffee Morning and Redeemed Assemblies Food Bank.

| Method of engagement  | No. people |
|---|------------|
| Online workshop / in-person outreach (i.e., events/ focused community outreach) | 89         |
| Signposting and feedback service  | 39         |
| Newsletter  | 869        |
| Project Engagement (Survey)   | 11         |
| Health Ambassadors Network (training/ Network Meetings/inductions)              | 74         |

### Community Feedback -

- We received feedback about services from 30 people this quarter. This included 13 (43%) via outreach visits, 8 via online form (27%), 6 via email (20%) and 3 via telephone (10%). This indicates an increase from last quarter where we received feedback from 10 people.
- The 5 aspects of care that we received feedback about were **Complaints and Feedback (27)**, **Access (6)**, **Care Coordination (2)**, **Fees (2)** and **Discrimination (1)**. The most common aspect of care reported last quarter was Complaints and Feedback.

\*Some people gave feedback about multiple aspects of care.

- Within ‘**Complaints and Feedback**’, 9 patients reported that they “**can’t get a timely appointment,**” particularly at GPs. 4 patients shared experiences of “**staff attitude/rudeness**” and 2 of these patients felt that communication at their GP appointments was made more difficult by a language barrier.

"I don't trust the appointment. I feel they are making a fool of me. They deny seeing me, the nurse was very rude to me in front of the manager and the manager didn't say anything" (Quote from feedback case).

- Within **"Complaints and Feedback"** 3 patients shared experiences of **"poor communication with family and carers."** One feedback case regarding adult social care was provided by the carer of a 26-year-old autistic person who was transitioning from college to day care.

The carer explained, "I've been passed around services, they recommended totally inappropriate day centres who can't meet his needs, i did everything myself without any help whatsoever. My son's challenging behaviours have escalated severely due to disruption. He's physically harming me, his carers and himself. They won't give him enough days in the day centre. I'm on the verge of a nervous breakdown. They have been adamant they will stick to their plan; they know better than his mother" (Quote from feedback case).

- The key issues within **"Access"** were interrelated, as 3 people experienced **"difficulty accessing services online"** and stated they received **"no response from PALS"** when looking for support. One of these patients was from Guy's & St. Thomas' Trust (GSTT) and 2 patients were from King's College Hospital (KCH).

The GSTT patient said "the new system disables those of us without visual and digital privilege. I have attempted to book an appointment in excess of thirty times. I have written twice to PALS without any response. All responsibility is left with patients who are ill, stressed and confused" (Quote from feedback case).

## Community Health Ambassadors Network

- 32 new Ambassadors signed up this quarter, with 14 having completed their Induction and Registration. Each Ambassador who signed up and but did not attend an induction and registered were followed-up to see if they are still interested in joining the programme. The Network was promoted in SEL ICS, Council, CS, and HWS communications.
- In Q3, the evaluation of the programme, conducted by University of East London (UEL) commenced. Activities included participatory research training, focus groups, and 1:1 interviews. Focus groups with Ambassadors, their communities, and programme stakeholders will be conducted in Q4. The final report will be completed at the end of Q4.
- Health Ambassadors continued to circulate surveys and started conducting interviews for the mental health project.
- The current part-time Ambassadors' contracts were extended until June 2024. Both Ambassadors have organised health and wellbeing sessions within their communities. Activities have encouraged improving physical and mental health

through sewing classes, coffee mornings, cost of living support sessions, exercise classes and more.

- In Q3, the two part-time Ambassadors delivered a wonderful Black History Month, which included health checks and information on local services, poetry readings, a visit from Cllr Naima Ali, and promotion of the Ambassadors Network.
- In Q3, we finalised a theory of change that will improve how we gather and report the impact the part-time roles are having in Southwark.
- Public Health, our programme officer and part-time Ambassadors presented an update of the Ambassadors Network to the Health and Wellbeing Board on November 16. Franklin and Saidat shared their experience to date and the impact their role has in their communities.
- We continued offering paid opportunities to Ambassadors, focussing on collaborating with the NHS Health Van. 14 community events and activities were supported by Ambassadors, including:
  - Southwark Tenants Conference
  - Wellbeing stall at 'Journey to Improve Health Outcomes for Southwark's BAME Community' REACH Network event
  - GSTT Falls Prevention talk at Nunhead Green
  - Nunhead Green, Black History Month event
  - Ambassador Black History Month event
  - Pop-up stall at Golden Jubilee Wing at King's College Hospital
  - Southwark Wellbeing Hub open day at Southwark Resource Centre\*
  - Peer Mental Health Support conference at Tooley Street
  - Women's Health promotion event at 1st Place Children's and Parents Centre SE5\*
  - London Challenge Poverty Week at Peckham Pantry\*
  - Safe Surgeries Practice Audit in collaboration with Public Health
  - Chrimbo X-Mas at Peckham Square\*
  - Promoting HWS Latin American Report at statutory partner meetings
  - Vaccination outreach at GSTT

*\*Ambassadors supporting the health van*

- Three Network Meetings took place in this quarter:
  - October: The Public Health team and Green Doctors led a focus group to discuss to share information and advice on winter support. Topics included vaccinations, energy saving tips, keeping well in the cold weather, and cost of living support. (online, 9 signups, 16 attended)
  - November: Natalina Sutton from Public Health gave an update on the Council's Asylum Seeker and Refugee Needs Assessment. We then discussed how Ambassadors can support the action plan. (in-person 10 signed up, 8 attended)
  - December: We said thank you to Ambassadors by organising a holiday social which included delicious food, goody bags, and a self-care activity led by Holistic Well Women (in-person, 23 signed up, 18 attended)

- Training:
  - Planning events and training (in-person, 18 signed up, 11 attended)
  - Childhood sepsis awareness (in-person, 10 signed up, 7 attended)

In Q4, we will offer the following training courses: RSPH Level 2 Health Improvement and motivational interviewing (2-day in-person), MECC, MHFA Refresher. We also analyse survey feedback to commission requested training courses.

### Volunteering and membership

- Our current number of volunteers is 170: 5 are HWS core volunteers (research, community engagement and signposting), 8 are HWS Advisory Board members (HWS Governance) and 159 are Community Health Ambassadors (Public Health Covid 19 project, 2 are HWS core volunteers: Isata and Patricia).
- HWS Core volunteers contributed around 12 hours of volunteer time. Health Ambassadors contributed around 350 hours of volunteer time.

### Volunteer Equalities Profile

| Gender                        | No. volunteers | Ethnicity                     | No. volunteers |
|-------------------------------|----------------|-------------------------------|----------------|
| Male                          | 36             | Asian/Asian British           | 17             |
| Female                        | 128            | Black/Black British           | 81             |
| Other                         | 1              | Latin American                | 5              |
| Prefer not to say/no response | 5              | Mixed                         | 8              |
| Age group                     | No. volunteers | White/White British           | 35             |
| 15-17                         | 0              |                               |                |
| 18-29                         | 25             | Other ethnic groups           | 9              |
| 30-39                         | 43             | Prefer not to say/no response | 15             |
| 40-49                         | 35             | Disability                    | No. volunteers |
| 50-59                         | 39             | Yes                           | 27             |
| 60-69                         | 14             | No                            | 124            |
| 70+                           | 2              | Prefer not to say/no response | 19             |
| Prefer not to say/no response | 12             |                               |                |

### HWS Membership

HWS will be reviewing the membership benefits in Q4 as they appear to be very similar to the volunteer benefits.

- 1265 total members

- 9 new members joined in Q3
- 925 individuals
- 335 representatives of organisations/services

### Membership Equalities Profile:

| Gender   | % Members | Ethnicity                     | % Members |
|--|-----------|-------------------------------|-----------|
| Male   | 31.6%     | Asian/Asian British           | 3.71%     |
| Female   | 67.6%     | Black/Black British           | 20.8%     |
| Other (inc. Transgender, non-binary, agender, and other) | 0.64%     | Latin American                | 0.8%      |
| Prefer not to say/no response                            | 0.13%     | Mixed                         | 2.05%     |
| Age group  | % Members | White/White British           | % Members |
| Below 18   | 0.5%      | Other ethnic group            | 0.60%     |
| 18-24  | 5.04%     | Prefer not to say/no response | 47.1%     |
| 25-29  | 5.88%     | Disability                    | % Members |
| 30-34  | 7.9%      | Yes                           | 13.83%    |
| 35-39  | 9.58%     | No                            | 7.03%     |
| 40-44  | 10.3%     | Prefer not to say/no response | 79.3%     |
| 45-49  | 10.4%     |                               |           |
| 50-54  | 12.4%     |                               |           |
| 55-59  | 11.4%     |                               |           |
| 60-64  | 10.3%     |                               |           |
| 65+  | 16.28%    |                               |           |
| Prefer not to say/no response                            | 0%        |                               |           |

*We have also started collecting data on type of disability, sexual orientation, religion, and unpaid caring responsibilities.*

### Promotion of HWS

In Q3, our community engagement and promotion has had a clear focus on how to reach out to vulnerable groups, ethnic minority groups, disabled groups, and LGBTQ+ groups, below are pictures of HWS at events to promote our services

#### Mental Health fair at Kings College - 14<sup>th</sup> November 2023

- Information on HWS was distributed.
- HWS posters were handed out to staff members to pin in staff rooms and hospital wards.
- Also, contact was exchanged between other organisations.



### **Southeast London Citizens Community Health Assembly event - 15<sup>th</sup> November 2023**

- NHS organisation and all SE local authorities listen and develop health solutions to improve health and wellbeing.
- Communities have power over decisions that impact on them.
- Tackling the injustices that reduce health and wellbeing.



### **Kings outreach: pop up stall 16<sup>th</sup> November 2023 and - RJ4ALL outreach: Non-referral Community Fridge and Mending workshop - 28<sup>th</sup> November 2023 - (workshops held every Tuesday)**

Both outreach sessions were positive, it was a great success, with a diverse group of participants who were keen to share their ideas and experiences, we were able to have full conversations which led to great detailed feedback and resulted in tangible solutions and ideas to bring positive change to the community.



(16th Pop Up stall at Kings College Hospital)

(28th Non-referral Community Fridge and Mending workshop)

## HWS Website, Social Media & E- Bulletin HWS Website

### Social Media Statistics

#### HWS Twitter Following

| Quarter 2 (23-24) | Quarter 3 (23-24) |
|-------------------|-------------------|
| 2165              | 2164              |

HWS X Impressions (how many total times people have seen tweets).

| Quarter 2 (23-24) | Quarter 3 (23-24) |
|-------------------|-------------------|
| 3360              | 2718              |

#### HWS Instagram Following

| Quarter 2 (23 - 24) | Quarter 3 (23-24) |
|---------------------|-------------------|
| 187                 | 200               |

#### HWS Facebook Likes:

| Quarter 2 (23-24) | Quarter 3 (23-24) |
|-------------------|-------------------|
| Likes: 538        | Likes: 536        |
| Followers: 555    | Followers: 554    |

### HWS E-Bulletin

Open Rates (campaigns opened by subscribers on Mailchimp)

| Quarter 2 (23-24) Average | Quarter 3 (23-24) Average |
|---------------------------|---------------------------|
|---------------------------|---------------------------|



|       |       |
|-------|-------|
| 27.1% | 31.3% |
|-------|-------|

3 ebulletins were sent during Q2, including information about our Latin American report, learning disabilities survey and events, recruiting for new staff and providing staff updates. We also included community news items, Healthwatch England news and public and patient involvement opportunities.

Our e-bulletins can be accessed here: (Oct-December 2023)

[December Enews](#)

[November Enews](#)

[October Enews](#)

## 2. Influence

### Project Information

#### HWS Key Priorities 23-24

We have centralised our focus on two main priorities in this quarter. This is to ensure that we are effectively promoting the research we have completed by presenting it to key decisions makers and stakeholders who have the power to make changes needed for local communities, based on our recommendations.

- Tackling health inequalities with a specific focus on the accessibility of health information for Latin American communities.
- Improving access to health and social care services for adults with learning disabilities and autistic adults.

We will be working as a team to explore what our areas of priority will be focusing on during Q4 by utilising existing research that has been collated and our priorities report, which can be viewed here: [Priorities Report 2022-23 | Healthwatch Southwark](#)

### Health Inequalities Project: Latin American Health Access Project

- Access to Health and Social Care Services for Latin American Communities in Southwark [Report](#) was presented to Partnership Southwark's Proof of Concept working group and Southwark Council's Health and Wellbeing Board. We have requested responses from care providers in English, Spanish and Portuguese. We have received responses from KCH and GSTT which are available to view on our [website](#).
- We are awaiting final responses and will complete an analysis of all responses when they have been received.
- Our report was spotlighted in the Healthwatch South East London Q2 insight report

- We will be co-designing a response and feedback mechanism with local health services and Latin American community members to ensure the implementation of our recommendations come into fruition in Q4 with the help of Community Southwark's staff and Latin American Network. More information about the network can be found [[here](#)]

## Access to health and social care for adults with learning disabilities and autistic adults in Southwark

This project aims to:

- Understand service users' and carers' experiences of accessing healthcare services.
- Identify the barriers to accessing healthcare services for this group.
- Identify how to improve access for this group.
- Build relationships with target groups and co-produce solutions.

### Key Updates:

- We are collecting data via an online survey which is due to close on 19<sup>th</sup> January 2024. We have 3 upcoming Cafe Conversations events which will be held on 6<sup>th</sup>, 12<sup>th</sup> and 15<sup>th</sup> February 2024
- The Cafe Conversations events are being hosted by local voluntary and community sector groups which provide services for adults with learning disabilities and autistic adults in Southwark; Autism Voice, Bede House Association and Cherry Gardens Day Centre.
- The report is due to be published in March 2024. This has been delayed by one month following advice from the project steering group to postpone the Cafe Conversations to February, to better enable service providers to attend.

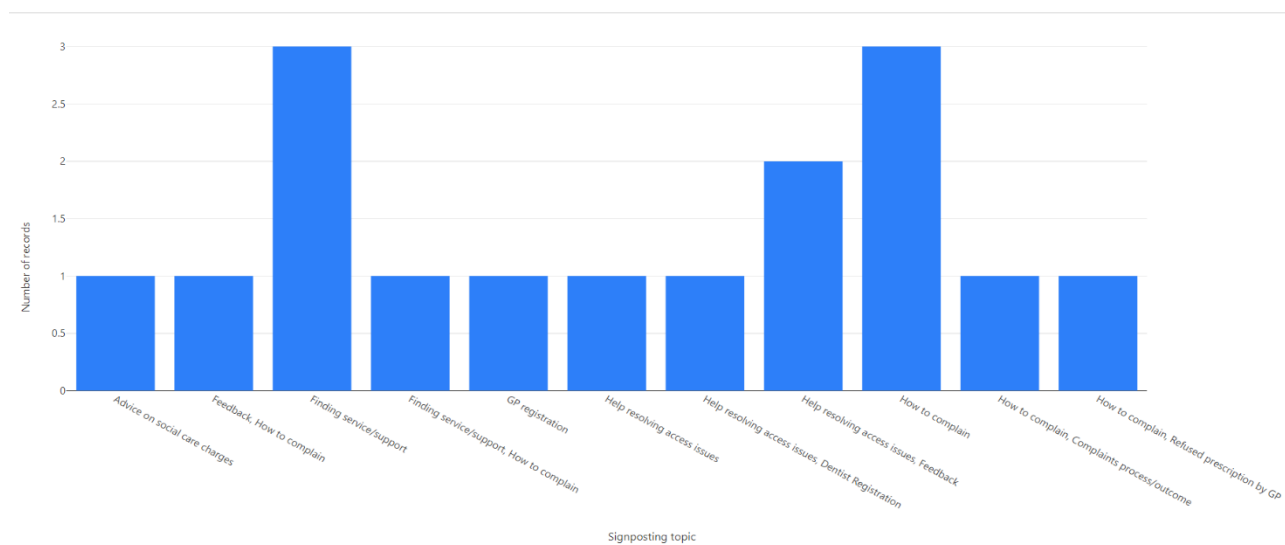
## 3. Informing People

### Signposting Data

- We helped 17 people with signposting, advice, and information: 8 by email (47%), 6 by phone (35%), 2 referred by another organisation (12%) and 1 by letter (6%). This indicates an increase from last quarter, during which time we supported 12 people.
- The most common area of signposting was "How to Complain" (7), closely followed by "Finding Service/Support" (4) and "Help Resolving Access Issues" (4). This indicates a continuation of trends in signposting from last quarter.

- We also provided signposting related to GP Registration (1), Dentist Registration (1), Complaints Process/Outcome (1), Refused Prescription by GP (1) and Advice on Social Care Charges (1).
- We signposted people to 20 different services: POhWER, GP Practice Manager, GSTT PALS, KCH PALS, Citizens Advice Southwark, NHS England Complaints, GSTT Complaints Team, Southwark Council, NHS 111, Cambridge House Law Centre, Age UK Ageing Well Southwark, GP Surgery, GP Complaints Manager, Southwark Disablement Association, AGE UK Advice Line, Emergency Dental Clinic, Love Sex Life, Local MP and SEL ICB PALS / Complaints. This indicates that our signposting function has become more varied and specific, as last quarter we signposted to 13 different services.

Graph showing the reasons people contacted us for signposting



#### 4. Decision Making and Scrutiny -

##### Partnership Meetings for Impact & Influence

##### VCS Meetings -

- Meeting with Cherry Gardens Day Centre - to support HWS LDA project
- Meeting with Bede House Association - to support HWS LDA project
- Meeting with Carers UK - to support HWS LDA project
- Visited Appleby Blue - Researchers invited us to learn more about their project on community food models for elderly residents.

##### Statutory Body & Partnership Meetings (Influence)

- Partners Engagement Meeting
- KCH Liaison Meeting

- GSTT Liaison Meeting
- SLaM Liaison Meeting
- SEL ICB Learning Disabilities and Autism Meeting
- Health and Wellbeing Board - 16<sup>th</sup> November 2023
- Southwark Proof of Concept Working Group - to present Latin American Access report.
- POhWER/Voiceability liaison meeting
- 1-1 Meetings with Jordan Oliver - SEL ICB Learning Disabilities and Autism Lead
- 1-1 Meeting with Petrea Woolard - GSTT Speech and Language Therapy Lead, Southwark Strategic Lead for Adults with Learning Disabilities
- South East London Healthwatch Staff Working Group
- South East London Healthwatch Chief Officers meeting - to explore themes and trends arising across SEL HW services.

### Health Ambassadors Meeting

- ICS South East London Champions Coordinator Meeting
- Community Champions Development Programme Meeting
- NHS and Council stakeholders visited Ambassador organisations

### 5. Relationship with Healthwatch England & CQC:

HWS have added a mechanism to collect system alerts data during signposting and engagement which will be reviewed and shared with

- HWS had our Latin American report presented at the ICS System Quality Group by SELHW Director, Folake Segun, on 12<sup>th</sup> December 2023.

### 6. HWS Management and Administration Update

#### Staffing/organisational changes

- HWS are pleased to announce that our research and project officer - Ruman Kaller - has passed her probation and is now a permanent HWS team member.
- We have also interviewed for the permanent Community Engagement Officer role and will be able to confirm the appointment of a successful candidate in our Q4 report.
- We welcomed our new HWS manager - Rhyana Ebanks-Babb - who started her role on 27<sup>th</sup> November 2024.

This report was prepared by the Healthwatch Southwark Team in January 2024.