



# Healthwatch Southwark Strategy 2023-2026 Monitoring

Quarter 2: 1<sup>st</sup> July - 30<sup>th</sup> September 2024

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## Healthwatch Functions

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

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

**F2: Making people's views known**

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

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

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

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

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

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## Quarter Summary - Key Headline information

This quarter, the HWS team has attended a range of events in the community, along with our Ambassadors. We have been amplifying the voices of communities in stakeholder meetings where decisions about service priorities are being set and strategy plans are being made. We continue to complete our existing project work which is addressing inequalities in mental health for Black African and Caribbean communities, which will be published in Q3. Our Southwark Soundboard listening tour engaged with 133 people across the borough. Bringing residents and several services together, including Adult Social Care, RJ4All, Share The Cost Global and the Public Health Outreach team. Lastly, we welcomed two new paid ambassadors to the team, along with the continued recruitment of Advisory Board members.

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

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

**Outcome 1: Build HWS profile and community relationships**

**Outcome 2: Listen to community needs**

**Outcome 3: Appropriately plan future projects with communities**

**Outcome 4: Embed Ambassadors work with HWS**

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4
1	Attend community events	60	9	16		
2	Feedback forms/surveys/conversations	120	26	7		
3	People engaged in Listening Tour	60	TBC	133	-	-
4	Ambassadors at HWS events	30	16	9		

**Understanding local needs through listening, connecting and relationship building**

Engagement in quarter 2 was delivered using both online and in person activities, keeping underrepresented groups at the core of our engagement strategy. Our community engagement included attending 12 events in Southwark, ranging from coffee mornings to Community Southwark’s Mental Health Network event. Engagement was carried out through starting important health and social care conversations, to soliciting feedback from the local community, as well as through delivering presentations explaining our work. Below are descriptions of some events we attended:

- ***Learning disability outreach***

Hosted by Trinity College's social prescribers, it helped the public and health professionals understand learning disabilities and autism.

- ***CGL Open day***

Celebrated Change, Grow, Live’s achievements with the mayor of Southwark, offering networking opportunities with local health professionals.

- ***Mental Health Network, Community Southwark***

Mariam presented Healthwatch Southwark and the Black Mental Health project to promote the organisation.

- ***Cost of Living Roadshow***

Hosted at Appleby Blue, it offered insights into cost-of-living issues, with Mariam networking and supporting Healthwatch Southwark’s initiatives.

- ***Restorative Justice Mental Health Speak Up Circle***

Held at RJ4all, it gathered community, service providers, and councillors to discuss mental health issues and solutions, supporting the Black mental health project.



The Healthwatch team carried out a series of listening tours pop-up events throughout the borough of Southwark, aiming to raise awareness of the work we do and listen to people's experiences of services and learn about what is impacting their health. We also sought to get people to fill out priorities survey so that we can inform our work for the next two years. It was a series of very successful engagement events that allowed us to connect with the local community and professionals who acted as spotlight service providers for the tour.

You can read the reflections report and data gathered on our website: [Southwark Soundboard Reflection Report 2024 | Healthwatch Southwark](#)

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

During this quarter, our current number of registered volunteers is 193: 3 are HWS core volunteers (research, community engagement and signposting), 6 are HWS Advisory Board members (HWS Governance) and 184 are Community Health Ambassadors (Public Health commissioned project, 1 is a HWS core volunteer Patricia).

HWS Core volunteers contributed approximately 198 hours of volunteer time. Health Ambassadors contributed around 450 hours of volunteer time.

### Volunteer Equalities Profile

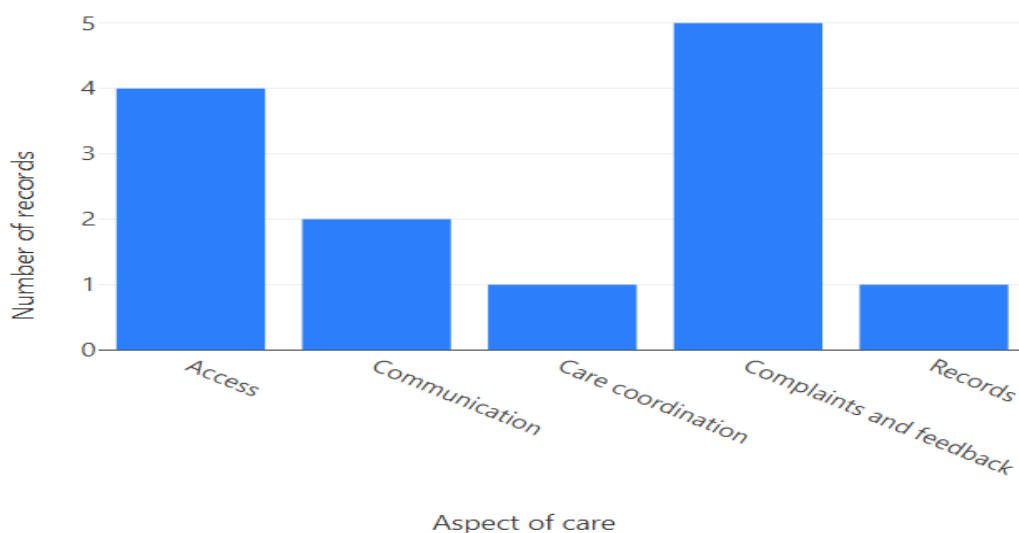
Gender	No. volunteers	Ethnicity	No. volunteers
Male	41	Asian/Asian British	18
Female	144	Black/Black British	102
Other	1	Latin American	5
Prefer not to say/no response	6	Mixed	8
Age group	No. volunteers	White/White British	39
15-17	1		

18-29	28	Other ethnic groups	10
30-39	49	Prefer not to say/no response	8
40-49	42	Disability	No. volunteers
50-59	43	Yes	34
60-69	13	No	137
70+	3	Prefer not to say/no response	12
Prefer not to say/no response	4		

### Feedback about local services

This quarter we collected 9 pieces of feedback. This was a decrease from last quarter where we received feedback from 14 people. The most commonly reported aspect of care was “Complaints and Feedback” (5), followed by “Access” (4). The issues The issues flagged under “Complaints and Feedback” included communication with patients and lack of services and transportation options for residents in the South of the borough.

One individual gave positive feedback about King’s College Hospital Outpatients’ Chemotherapy Day Centre, “Very good and easy to get support. Noted that they were great at helping with issues, were polite, supportive and friendly.”



### Feedback Case study

An adult wheelchair user sought support to complain about their care agency after the agency terminated their contract, leaving them without care. The adult reported multiple care issues, including carers not following the care plan, improper equipment use, neglecting hygiene practices, and failing to provide identification. The adult's son discovered the front door left open by carers after a visit, raising safety concerns. Other complaints included carers not speaking English or refusing to attend due to cameras in the home and failing to log activities.



We raised a safeguarding concern, reported the concerns to Adult Social Care and to CQC. We also signposted the adult to The Advocacy People to make the complaint and Southwark Wellbeing Hub for benefits support and for help with their emotional wellbeing.

## Volunteer Case Study

*“One of the highlights of my time at Community Southwark was the listening tour, a two-week event hosted by the Healthwatch Southwark team. We travelled across the borough, speaking to residents to understand their needs and experiences of local health and social care services. This experience developed my soft skills, such as interpersonal communication, as I learned how to adapt my approach to engage with different members of the community. We exceeded our engagement target by more than double, collecting feedback from over 130 Southwark residents.*

*These experiences at both of these organisations helped me develop transferable skills such as problem-solving, strategic thinking, collaboration, etc. They have also deepened my interest in what is happening in local communities and encouraged me to consider different career paths, such as project management and real estate.*

*[...] I appreciate the trust you placed in me and the opportunities you provided that allowed me to expand my skills and confidence.” - George Okosun (Healthwatch Southwark volunteer)*



## Objective 2: Present evidence with communities (function 3)

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

**Outcome 5: Greater connections between communities and statutory partners**

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

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
5	Community-led projects	2	1	0			
6	Stakeholder meetings	Number attended with clear purpose	30	49			

**Scrutiny of services through use of public voice data, insights and intelligence**

During this quarter, HWS received one piece of feedback about services that was escalated as a quality alert to the South East London Integrated Care System (ICB). This feedback was also shared with CQC.

**Project Information / HWS Key Priorities**

Latin American Access Project

In September, we published a [1-year update](#) of our Latin American project on our website. This update highlights the key milestones of the past year, including the various platforms where we presented our findings, the progress providers have made on our recommendations and the impact we have achieved. We contacted all participants and key stakeholders from the project to share the update and produced a short summary video for social media which is due to be translated in Spanish and Portuguese.

Key indicators of impact include the provision of new [translated materials](#) in Spanish and Portuguese by South London & Maudsley Trust and the South East London Integrated Care Board. Guy’s & St. Thomas’ Trust are planning a Latin American listening event as a direct action from Healthwatch Southwark’s report, and we are consulting, along with Healthwatch Lambeth, on the development of this event.

Learning Disabilities and Autism Project

We received 100% formal responses from healthcare providers to this report, including: King’s College NHS Trust, Guy’s & St. Thomas NHS Trust, Southeast London Integrated Care Board, and Southwark Primary Care Network. We also received responses from Special Care Dentistry Managed Clinical Network and the Local Dentistry Committee, demonstrating that we have approached new statutory partners for responses, specific to the report findings which highlighted issues with dentistry services.

The steering group met on 30<sup>th</sup> July to receive an update and identify places of influence to present this report. We are continuing to pursue opportunities to present our findings, to raise the profile of this report and drive the recommendations forward.

We had Easy Read versions of the report created as part of our commitment to providing accessible materials which were personally delivered to the three VCS groups we partnered with on this



project: Autism Voice, Bede House Day Centre and Cherry Gardens Day Centre. We have been informed by Autism Voice that Guys and St Thomas Trust will be partnering with them to gain service user insights for their All-Age Autism strategy.



### Black Mental Health Project

We had our first Steering Group meeting for this project in July, featuring representatives from the VCS, Patient Carer Race Equality Framework (PCREF), mental health services, social prescribing, Southeast London ICB Creative Health lead, and Public Health. Our first meeting was used to review the project's theory of change, identify our target audience and discuss our engagement strategy.

In September, we ran three focus groups and two one to one interviews, engaging with 22 men. Focus groups were held at VCS venues in the north, centre and south of the borough at RJ4all, the Redeemed Assemblies, and Paxton Green Time Bank, as well as an online session. The total number of participants in this project is 78 individuals. This engagement generated data to be used in our report, which will be drafted in Q3.

### Future priority setting

Using the insights gathered from our listening tour and priorities survey, along with a range of health population data, we will publish our priorities report in Q3 which will outline our intentions for the next two years.

## Project Case study

*“Dear Ruman, I just have the time to see and analyse this report and with tears in my eyes, I can believe that with your support we could achieve this, the first time I have been in Community Southwark, I didn't know what to expect, everything it was new for me, after 20 years of being a full time housewife, my confidence it was not great, still not good enough, but this work it*

*made me realise that we are achieving something that it is very important for the Latin community and for the general community. Thank you to all your team” - member of the Latin American Community*

## Stakeholder Meetings of Influence: Shared intelligence of themes and trends

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

Meeting	What was shared	Outcome
<b>Research/data related meetings-</b> King's Community Research and Health Meeting, Understanding Creative Health meeting, London Health Data Service, Independent Information Access Group. (LHDS IIAG).	Details about the Board, individual workstreams. Insight into the new Understanding Creative Health report and recommendations. Discussed citizen/clinician representation. Discussed pan-London proposal from LHDS IIAG re children's health and traffic pollution.	Made contacts to support Black mental health project, newsletter signup. Developed our understanding of the creative health sector to inform recommendations for the Black mental health report. Insights and scrutiny into pan-london approach to sharing citizen and service user data.
<b>Hospital liaison meetings-</b> Kings College London (KCL), Guys St Thomas Trust (GSTT), South London and Maudsley (SLaM)	Research, project insights, health intelligence, promoting workstream, holding to account processes and ways of working.	Gained interest in projects and follow up on formal response requests, relationship building, connections for upcoming report releases.
<b>Patient Experience/Public Engagement - POhWER, CQC</b>		Shared information about HWS, our projects and ambassadors insights
<b>Partnership liaison meetings-</b> Black Mental Health Manifesto, Change Grow Live, Listening tour venue hosts, Community Southwark safeguarding leaders network. ClearView Research. Groundwork London	Details of HWS' Black mental health project and work across sector around Black mental health. Purpose, aims and planning of listening tour Promote the support and safeguarding function of HWS to local VCS organisations Insights about HWS borough-based research and function	Connected with VCS groups and organised collaboration for HWS' Black mental project. Secured venues to host our tour pop-ups and building insight and collaborations across different sectors (VCS, public bodies and corporate partners) Potential for future joint research and collaborations

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	within ICB, shared projects and community engagement work	Shared information about HWS, our projects and ambassadors network opportunities
<b>Healthwatch Meetings</b> - SEL reference group, SEL Chief officers tri-weekly, HW chairs, Data sharing platform introduction, London HW network, various HWE trainings/workshops	Shared HWS activities with SEL HW. Digital Inclusion update. Discussion of ENT services for SEL.	Shared intelligence, identification of themes and trends, potential for joint working
<b>South East London ICB</b> - Partnership Southwark Strategic Board, PS Delivery Executive, Creative Health Lead	HWS LDA report and Listening tour. Discussion of CYP mental health, and AT medics GP system transfer, as well as Digital Inclusion. Information about Black mental health project	Buy in from PS colleagues, with listening tour introduction of HWS manager, and commitment to LDA report recommendations. Joined steering group
<b>Primary care related liaison</b> - Primary Care Collaborative, Social Prescribers, Primary care Network	PCNs build on current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Sharing themes and trends across signposting with Social Prescribers	Shared insights from local primary care services and formal responses to research reports received. Listening tour insights gathered.
<b>Southwark Council</b> - Health and Wellbeing Board, Adult Social Care, Public Health	HWS' Black mental health project and work across sector around Black mental health with Mental Health and Substance Misuse service manager.  Discussed SIIP project within Public Health and provided public engagement insights from HWS research experience.  Shared themes and trends from signposting and feedback data	Joined Black mental health project steering group and gave commissioners' contact details  Potential to support with JSNA monitoring framework development.  Knowledge of service user insights and agreed ways to share insights/concerns
<b>SEL Community Champions</b> Coordinators Meeting (Ambassador meeting)	Updates from Southwark Ambassadors programme including training, paid opportunities, vaccine confidence working group	Discussed ways to partner across boroughs; ideas for meeting and resource topics and delivery



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

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

**Outcome 7: Tangible Policy and Practice Change**

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

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

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
7	Tangible policy and practice change	1 positive case study per quarter of a process to hold stakeholders to account		2			
8	Formal responses and progress reviews for communities about	Number attended with clear purpose		8 responses, 1 review			

	how decisions have been made			meeting			
9	Restart enter and view visits in line with community needs	Prepare a cohort of volunteers for enter and view visits from 2025	-	-			

**Holding services to account/recommendations on service improvement**

*PLACE (Patient-Led Assessment of the Care Environment) audits* - HWS was invited to take part in the Guys and St Thomas Trust 2024 audits to carrying out visits at 2-3 areas in the hospital or community sites. Our ambassadors completed the training in Q2 and they are due to conduct visits in Q3.

*Project influence* - We completed a 6-month review of our Latin American access report with Guy’s & St. Thomas’ Trust to review progress of our recommendations. We compiled a [response overview document](#) as part of the 1-year update of this project.

**Activities of Influence - Consultations, workshops, surveys and interviews**

*REACH Alliance Network event (Journey to Better health Outcomes pt 3)* - Hearing from BAME Community leaders on their work tackling health inequalities in their community and influencing South East London ICS and Partnership Southwark (health partners) on addressing these barriers to health.

*NICE VCS Forum Meeting* - The online event spoke about how to better engage VCS Groups. Mariam built the profile of HWS through using our organisation and host organisation as an example of collaborative working, similar to a case study.

*GSTT Partnership Advisory Board Meeting* - HWS received the opportunity to support GSTT with their strategy for developing Evelina Children’s hospital as the Children’s Cancer hospital, as the representative for SEL Healthwatch’s. During the first board meeting, we shared insights and Healthwatch expertise on how to better develop the centre.

*NHS New Provider Selection Regime & Procurement meeting* - Deane Kennett discussed the new Procurement Act and NHS commissioned services across Southeast London VCS. He shared relevant links and resources were shared for more details about the process and potential impact on local Healthwatch organisations.

*SEL Digital Inclusion Programme meeting* - met with Joanne Richardson following the presentation at the PSSB, discussed public engagement methods for the programme, HWS insights on digital inclusion and ways to explore embedding data insights into future planning.



## Enter and View programme

We will be using the data from our listening tour, our feedback and signposting data, priorities from local health and social care services as well as information from Care Quality Commission (CQC) to help us determine what services to include for visitation.

In preparation for this, we have ensured our training and DBS checks will be up to date in Q3 and seek shadowing opportunities from other local Healthwatch organisations. We will seek to recruit volunteers to become authorised representatives in Q3 and Q4, ready for visits to commence in 2025-26 Q1.

## Ambassadors Case Study

*“During the presentation at the primary care collaborative, I had the opportunity to present alongside Rhyana. The engaged audience, consisting of stakeholders and decision-makers, showed genuine interest in our detailed findings, and their thoughtful questions during the Q&A session reinforced the significance of our work. This experience left me feeling inspired by the collaborative spirit and the commitment of all involved to make meaningful changes. It solidified my understanding of the impact of our work and the vital role that open communication plays in driving progress.”* - Omotola Wonuola (Community Health Ambassador)

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

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

### Outcome 10: A clear communications strategy

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
10	Monthly newsletters produced	12	3	3			
10	Mailing list sign ups	100	21	23			
10	Increased use of website - articles, webpages, resources, reports, events	Quarterly increase	15	16			
10	Increased use of social media - subscribers	Quarterly increase	20	0			



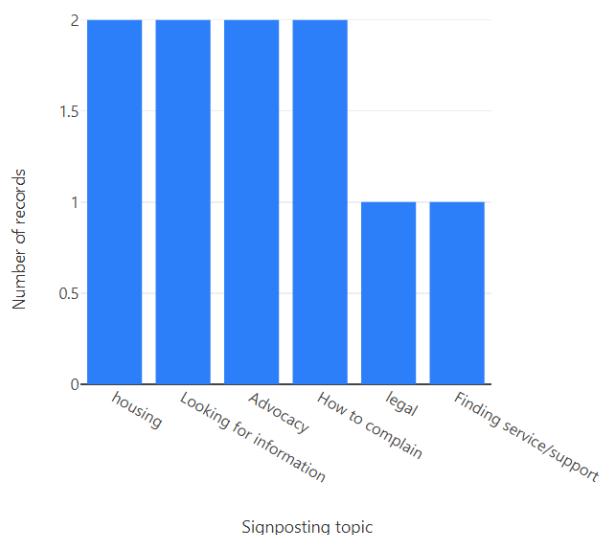
	across all channels						
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### Signposting, advice and information

We helped **7 people**, by phone email and our online form. This indicates a decrease from last quarter, where we signposted 21 people.

The most common areas of signposting were “Looking for Services” (2), Advocacy (2), “How to Complain” (2) and “Housing” (2). We signposted 1 individual each to Finding Service/Support,” and “Legal.”

We signposted people to 12 different services including POhWER, GP surgery, Social Prescribing, Southwark Wellbeing Hub, C-Card Scheme, Share the Cost Global (CIC), Southwark Social Care, Parliamentary and Health Service Ombudsman, Cambridge House Law Centre, and Southwark Council. The service we made the most signposting to was GP surgery (2).



### HWS Website, social media presence and e- bulletins

#### Website

During this quarter, we shared a range of health-related information on our website which included our listening tour reflections report and findings, explaining what the Integrated Care System is, our Black Mental Health focus group sign up, support with healthcare costs for low-income families, wellbeing and safety resources during the far-right and public disorder activity a range of partner events and much more. Check out the website: [Homepage - Healthwatch Southwark | Healthwatch Southwark](#)

#### Social Media Statistics

We created a new LinkedIn page which we can begin reporting statistics on during Q3

Platform	24-25 Q1	24-25 Q2
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<b>X (formally Twitter)</b>		
Followers	2176	2161
<b>Instagram</b>		
Followers	226	236
<b>Facebook</b>		
Likes	538	540
Followers	559	561

### *HWS E-Bulletin*

Three ebulletins were sent during Q2, including updates about our listening tour, our annual report, our black mental health project focus groups, the 1-year update on our Latin American access report along with a range of health and social care opportunities for the public to get involved in. We also included community news items, Healthwatch England news and events across the borough.

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

Our e-bulletins can be accessed here: (July-September 2024)

- [July E-bulletin](#)
- [August E-bulletin](#)
- [September E-bulletin](#)

## **Ambassadors Case Study**

In Q2, we organised 3 Network meetings, coffee mornings, and trainings to share health and wellbeing information:

- July Network Meeting (online): Measles and whooping cough update, Healthy Start scheme, Diabetes engagement (24 signed up, 16 attended)
- September Coffee Morning (hybrid): updates from Ambassadors and how to get involved in health van outreach
- Training (in-person): Make Every Contact Count - Vital 5 (25 signed up, 16 attended)

A cohort of Ambassadors have continued to collaborate with the health van outreach, gathering feedback and taking height and weight measurements during the Vital 5 health checks. In this quarter, the group has supported 45 events in various community settings.

In Q3, the programme will offer Vital 5 health check training for any ambassador interested in delivering the health checks or providing more hands-on signposting support during the health van outreach.

Learn more about the Community health Ambassadors programme, the impact within local communities and how to sign up to the network [here](#)

## HWS Management and Administration Update

Three Advisory Board members completed their terms, and we are recruiting for more members to join.

The HWS Advisory Board revised the board roles and responsibilities, terms of reference along with a range of recruitment documents. The board is also due to implement a code of conduct policy and agreement, containing a culture statement aligning with the new HWE values and behaviours.

Mariam, our Community Engagement Officer passed her six-month probation and is now a permanent member of staff.

Two new part-time Ambassadors, Esther and Omotola, began in July of Q2. They have completed their induction and are settling in well into the functions of both the Ambassadors programme and the HWS team. They will be working alongside us for one year.

### Comments, complaints, and compliments about our service:

- We received one complaint about our priorities survey questions, we thanked the complainant for their feedback and will incorporate their insights into future surveys that we run.
- We received a lot of good feedback about our listening tour and the approach taken to engage with communities in their local neighbourhoods. This can be read in our reflections report [here](#)

**This report was prepared by the Healthwatch Southwark Team in October 2024**