



Annual Report 2024–2025

Voices That Shape Care: Our Impact in Lambeth

Healthwatch Lambeth

Contents

| | |
|---------------------------------------|----|
| A message from our Chair | 3 |
| About us | 4 |
| Our year in numbers | 5 |
| A year of making a difference | 6 |
| Working together for change | 7 |
| Putting voices at the heart of change | 8 |
| Listening to your experiences | 9 |
| Hearing from all communities | 12 |
| Information and signposting | 15 |
| Showcasing volunteer impact | 17 |
| Finance and future priorities | 19 |
| Statutory statements | 21 |



69

"We have listened, analysed, and acted on your feedback to drive change, improve services, and reduce inequalities. Our vision is for the people of Lambeth to have their health and wellbeing needs heard, understood, and met."

Folake Segun, Chief Executive, Healthwatch Lambeth

A message from our Chair

"I open this year's annual report with a heartfelt thank you to my predecessor, Dr Sarah Corlett, who stepped down in September as Chair after seven years at the helm. Sarah's knowledge of the Borough's people and its health and care services was exemplary—a very hard act to follow. Healthwatch is indebted to her dedication and leadership. We also said goodbye to Mairead Healy, our CEO, who left to work for the UN in Jordan, and welcomed her successor, Folake Segun, who has quickly picked up duties and gained an understanding of Lambeth and our key stakeholders. To support this period of change, we also welcomed five new Trustees. I'm grateful to them for their time and commitment to helping us become a stronger, more responsive organisation that reflects the needs of those we serve across the Borough.

Our staff and volunteers are the bedrock of what we do, and I offer my sincere thanks for their dedication during what has been a challenging and uncertain year. This report shows how their work has reached communities not often heard—whether by ensuring digital skills training was available for residents struggling with technology, or improving information from our pharmacy services, a vital part of our primary care system.

Enter and View is a statutory duty we take seriously. This year's visits to two Extra Care Housing Schemes and the Luther King ward in Lambeth Hospital were followed by thoughtful reflection. I thank service leaders for accepting our recommendations and committing to improvement."



“

"Despite national NHS challenges, our duty remains: to serve and listen to Lambeth residents, ensuring their voices are heard and are translated into tangible change for the better. I look forward to another productive year."

Patrick Mitchell, Chair, Healthwatch Lambeth

About us

Healthwatch Lambeth is your local health and social care champion.

We ensure that NHS 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

For the people of Lambeth to have their health and wellbeing needs heard, understood and met.



Our values

Our values at Healthwatch Lambeth are accountability, inclusivity, respect, collaboration, credibility, transparency, equality, and excellence. They remain constant and remind us what is important and why.

We strive to act in accordance with these values in everything we do.



Our mission

- To make people's voices count in decisions about health and social care in Lambeth.
- To ensure less-heard voices influence decisions about health and care services.
- To hold to the highest possible standards of practice in community participation and encourage others to do the same.
- To make sure people have the information they need to look after their own and others' wellbeing and get the right services at the right time.

Our year in numbers

We've supported more than 23,400 people to have their say and get information about their care. We currently employ 7 staff, and our work is supported by 16 outstanding volunteers and 12 board members.

Reaching out:



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

16,200 people came to us for guidance and information on topics such as finding help with **prescription costs**, reaching **social prescribers**, and making a **complaint about NHS services**.

Championing your voice:



We published **39** reports and updates about the improvements people would like to see in areas like **pharmacy services**, **digital access in primary care**, and **inpatient mental health care**.

Our most popular report was the **Luther King Ward Enter & View**, highlighting the experiences of **male service users in inpatient mental health care**.

Statutory funding:



We're funded by **Lambeth Council**. In 2024/25, we received **£197,215**, which is less than last year.

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 Lambeth. Here are a few highlights.

Spring

We worked with the Lambeth Safeguarding Adults Board to inform residents about the **safeguarding** process and future opportunities for community engagement through a public presentation.

Our pulse survey of residents **waiting for elective care** revealed a clear need for better communication, regular updates, and support throughout the waiting period.

Summer

Our research into local service users' access to **dental care** contributed to the London Assembly Health Committee's investigation into dentistry.

Our **Enter and View** visit led to lasting change— patient and carer voices improved communication, inclusion in care, and 24/7 refreshments on a **mental health ward**.

Autumn

Using our insight on **women's maternity care experiences**, we joined SEL maternity services and stakeholder groups to co-create solutions to improve local maternity services.

We gathered feedback from people from Black African, Black Caribbean, and South Asian backgrounds who were waiting for **specialist eye care**, feeding this into Healthwatch England's national research.

Winter

We conducted **Enter & View** visits into two **GP Surgeries**, speaking to patients and staff about what works well and what could be improved.

Our survey on residents' usage of **pharmacy services** and perceptions of Pharmacy First contributed to the development of the new Lambeth Pharmaceutical Needs Assessment.

Working together for change

We've worked with our five neighbouring Healthwatch to ensure people's experiences of care in South East London (SEL) are heard at the Integrated Care System (ICS) level and influence decisions made about services at the South East London ICS.

This year, we've worked with Healthwatch across South East London to achieve the following:

Transforming care and reducing inequalities



Insights on various health services collected through calls, emails, meetings, outreach, and engagement events that 9,500 people shared with SEL Healthwatch were collated quarterly and shared with the ICB and ICS, enabling improvements. We provided balanced, aggregated insights and recommendations for improvement through our system representative in our regular reporting to the ICB Quality Directorate, the Engagement Assurance Committee, and the ICP Board.

Representing the voice of the people



Through our collaboration as SEL Healthwatch we brought the voices and experiences of patients, carers and their families to support decision-making. We used this voice to shape the SEL ICS strategy, tackle digital exclusion through the development of a new ICS Digital Strategy and support good practice engagement with people and communities through developing the ICS Engagement Toolkit.

Making a difference in services



The SEL Reference Group, made up of board and committee members of SEL HW, supported the procurement of the new SEL ENT services. Members of the Group sat on the procurement panel. Following mobilisation, Members provided valuable insight into how the service was working, making recommendations to the provider for improvement, most of which have been actioned.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Putting voices at the heart of change

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 Lambeth this year:

Enhancing confidence in community pharmacy



Residents told us they were unaware of the services pharmacies could provide and raised concerns about a lack of privacy when interacting with staff.

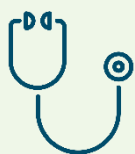
After sharing these experiences with our ICB, pharmacy colleagues developed guidance for our website, highlighting available services and the availability of private consultation rooms. A memo on confidentiality was sent to South East London pharmacists through the Local Pharmaceutical Committee newsletter, reminding staff to protect people's privacy.

Improving Continuing Healthcare access



Since our 2024 report, services have taken steps to improve the Continuing Healthcare (CHC) process. A new team now supports faster decisions within 28 days. People will receive clearer outcome letters, better information about the process and appeals, and plans are underway to provide a single point of contact. These changes aim to reduce stress, improve clarity, and help people access care and funding more confidently.

Tackling exclusion in primary care



Following our 2024 report on Reducing Digital Exclusion, practices in Fiveways PCN have taken action to support patients with digital access. They now offer regular drop-in sessions where staff offer personal assistance with using online services like the NHS App, Accurx, or setting up an NHS Account. These changes are helping more patients confidently use digital tools to manage their health, improving digital literacy and reducing exclusion.

Listening to your experiences

Services cannot improve without understanding what needs to change. By sharing your experiences, you help highlight issues that may otherwise go unnoticed.

Over the past year, we have gathered feedback from across the community. These insights enable us to identify what is working well and where improvements are needed, so we can provide constructive recommendations to service providers.

Find out how our recommendations based on your feedback have helped drive change and improve care for people in Lambeth.



Listening to your experiences

Speaking up, changing care: patient voices lead to ward improvements

Thanks to service user and carer feedback, we secured lasting improvements in communication, involvement, and 24/7 access to refreshments, creating an inclusive and supportive environment for all.

What did we do?

We carried out an Enter and View visit at the 18-bed Luther King Ward at Lambeth Hospital, which provides acute mental health care to men with severe mental illness. We spoke to patients, carers and staff about how care was experienced and could be improved.

Key things we heard:



- **Most patients had not received an induction and found the ward routine and activities unclear.**
- **Communication with staff was poor, and patients and carers felt excluded from medication and care plan discussions.**
- **No access to snacks outside mealtimes meant patients who could not leave the ward could not get extra food.**

What is the impact?

In response to our recommendations, the ward has introduced:

- Welcome Packs with clear information provided to patients on admission.
- Regular Meet and Greet sessions with the Ward Manager to enable questions, feedback, and involvement from patients and carers.
- Opportunities for patients and carers to join ward rounds and contribute to care planning.
- Access to refreshments outside mealtimes, including hot water for tea and coffee.

Ward management welcomed our recommendations, recognising that ***"feedback is vital for continuous improvement."***

Listening to your experiences

More than care: building better connections in Extra Care Housing

Thanks to resident feedback, our visit led to stronger communication, more meaningful social activities, and a more connected living environment.

What did we do?

We conducted an Enter & View visit to Bankhouse Extra Care Scheme in Lambeth, which provides housing and support for older residents. We spoke to residents and staff about their experiences.

Key things we heard:

- **Staff were praised for being kind and respectful, but some residents reported poor communication and limited privacy.**
- **Some were unaware of the activities on offer, suggesting the need for improved communication.**
- **Activity expectations varied, with some residents feeling their preferences weren't considered.**
- **Residents and staff wanted to get to know each other better.**



“I want more day trips and socializing and activities. I am not interested in bingo or games; I am 50 years old.”

What is the impact?

Following our recommendations, Extra Care Managers have introduced:

- Improved communication channels between management and residents.
- Large-print social activity information displayed clearly on noticeboards.
- Printed activity schedules and feedback guidance shared with residents.
- A “Who’s Who” staff guide placed on noticeboards to help residents identify team members.
- A new Activities Coordinator working with residents to co-produce a more inclusive programme based on their interests and needs.

Hearing from all communities

We're here for all residents of Lambeth. That's why, over the past year, we've 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 story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Speaking to a chronic pain support group for patients from Black backgrounds about their experiences of accessing primary care.
- Attending events like the Aging Well Festival and a Diwali celebration to speak to older Black African, Black Caribbean, and South Asian residents about their eye care experiences.
- Visiting Tonic Housing, an LGBT+ affirming retirement community, to listen to residents' health and social care concerns.



Helping dementia carers understand the NHS complaint process

Carers of people with dementia in Lambeth told us that they didn't know how to raise concerns about NHS services. To address this, we held a session to explain how the complaints process works and shared easy-to-follow information.

What difference did this make?

After the session, carers felt better informed about their rights and the steps to take when something goes wrong. The information materials were shared with the wider Dementia carers group in Lambeth, ensuring that even more people now have access to information about the necessary process for raising concerns and effectively advocating for their loved ones.

Amplifying Black women's experiences to improve sexual health care

Black women in Lambeth told us about gaps in their quality of reproductive care. To explore these issues and empower more women to share their stories, we attended several awareness events hosted by the Sexual Health Empowerment and Reproductive Outreach (SHERO) project.

What difference did this make?

Black women attending the events spoke to us about their experiences of getting care for endometriosis and fibroids. We heard mixed accounts, including reports of long waits for care and poor communication about treatment options. We shared their feedback with service providers to improve care. We also made connections with local community groups for future engagement.

Listening to carers, improving care at Guy's and St Thomas' Hospital

Carers have told us that they often feel overlooked and excluded from important conversations about care. For instance, we heard about the struggle to speak to doctors about relatives' care due to limited visiting hours at St Thomas' Hospital.

What difference did this make?

Our insight into carers contributed to shaping Guy's and St Thomas' Carers Strategy, highlighting the need to identify carers early, include carers' groups, and raise awareness of the support available to them. The feedback from carers informed the revision of the Trust's Carers Passport, which will help carers get the information and support they need.

Information and signposting

If you're feeling worried or stressed, our free, confidential information and support service can help you understand your choices and get the help you need. Whether you're looking for an NHS dentist, picking a good care home for a relative, or making a complaint, we're here for you.

Here are some examples of how we've helped people this year. All names have been changed to protect anonymity.



Helping Isobel with a confusing care move

Thanks to our help, Isobel now feels more confident moving her mum closer to family without losing the care she relies on.

Isobel's mum gets care support in Lambeth, but Isobel wanted to move her closer to family up North. She wasn't sure about how to keep the support going and felt daunted by navigating the move on her own.

We signposted her to Scope for advice on moving care, the Hubs Mobility Advice Service for information and support about travelling by train, and to AgeUK Lambeth for support with completing forms.



“Thank you for the information. It's extremely helpful to me.”

Improving safety in patient transport

After we shared Edgar's serious safety concerns about patient transport, the NHS Trust reviewed transport standards and made improvements to training, equipment and safety.

Edgar, a former patient transport driver, told us he left the job after three months because poor training, equipment and safety standards meant he couldn't keep patients safe.

We shared his concerns with the Trust, who connected him with their Freedom to Speak Up Guardian and Director of Operations who escalated his feedback to the transport provider. When the Trust later changed providers, they confirmed that improved training and equipment were part of the new contract.



“The Trust has worked hard to negotiate a high standard of service with [the new provider] and the quality of training, monitoring and equipment has been addressed in the contract tendering process.”

Showcasing volunteer impact

Our fantastic volunteers have given **330 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:

- Carried out Enter and View visits in local GPs, Extra Care housing, and hospitals.
- Encouraged residents to share their views during outreach.
- Attended borough-wide events to raise awareness of our work and gather feedback.
- Conducted literature and website reviews on health and social care topics.
- Developed engagement materials, supported us with digital communications, and mailed out copies of our printed newsletter.



healthwatch
Lambeth

Tel: 020 7274 8522

Email: info@healthwatchlambeth.org.uk
www.healthwatchlambeth.org.uk

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.

"Volunteering with Healthwatch Lambeth has been extremely rewarding. I got involved to do something meaningful with my free time and to learn more about public health at a local level – it has turned into so much more!"

Kate, an analyst for a pharmaceutical company, began volunteering to directly impact her local community.

"I have loved speaking with people at outreach events and interviewing GP staff in Enter & View visits. It has even inspired me to pursue a career more directly focused on public health."

Kate



"Volunteering taught me how to talk to people, use my skills to make a real difference, and gain clarity about my career steps. Honestly, I just really enjoy it!"

Naomi joined the team in 2018 to gain work experience for her GCSEs but has stayed on as a volunteer into adulthood.

"As a volunteer, I have listened to the experiences of people of all ages and backgrounds in community events like the Aging Well festival or during Enter and View visits in extra care schemes and hospital wards."

Naomi



Be part of the change.

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



healthwatchlambeth.org.uk/volunteer



020 7274 8522



info@healthwatchlambeth.org.uk

Finance and future priorities

We receive funding from Lambeth Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

| Income | | Expenditure | |
|------------------------------|-----------------|---------------------------|-----------------|
| Annual grant from Government | £197,215 | Expenditure on pay | £237,330 |
| Additional income | £38,796 | Non-pay expenditure | £32,566 |
| LLDA | £22,400 | Office and management fee | £28,468 |
| Carry forward | £61,364 | | |
| Total income | £319,775 | Total Expenditure | £298,364 |

Additional income is broken down into:

- £30,000 funding received from NHS South East London.
- £3,000 received from NHS South East London for DataNet.
- £2,676 received Bank Interest.
- £1,620 received from Healthwatch Greenwich.
- £1,500 received from Healthwatch England for work on Eye Care Project.

Integrated Care System (ICS) funding:

Healthwatch across South East London also receive funding from our Integrated Care System (ICS) to support collaborative work at this level.

This funding is held by Healthwatch Greenwich.

| Purpose of ICS funding | Amount |
|---------------------------------------------------|--------|
| Healthwatch Representation by Healthwatch Lambeth | £1,620 |

Finance and future priorities

Next steps:

Over the next year, we will keep 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 also 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.

Our top three priorities for the next year are:

1. Creating safer, kinder, and higher-quality services together.
2. Carrying out Enter and View visits.
3. Tackling health inequalities in sexual health services.

Statutory statements

Healthwatch England, 2 Redman Place, Stratford, E20 1JQ

Healthwatch Lambeth 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 of 12 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 2024/25, the Board met four times and held eight sub-group meetings making decisions on matters such as Strategies and Programmes and Finance and Risk assurance. 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 2024/25, 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, link it on our social media channels, and present it to our borough stakeholders.

Statutory statements

Responses to recommendations

We did not have any providers who did not respond to requests for information or recommendations. 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 shared with us.

For example, in our local authority area, we take information to the Lambeth Together Care Partnership Board, Lambeth Primary Care Commissioning Committee and Lambeth Adult Safeguarding Board, and Lambeth Together Equality, Diversity and Inclusion Group.

We also take insight and experiences to decision-makers in the NHS South East London Integrated Care System. For example, we provide a quarterly insight report from all Healthwatch in South East London to the South East London Engagement Assurance Committee and the ICB Equalities Subcommittee. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Lambeth is represented on the Lambeth Health and Wellbeing Board by Folake Segun, Chief Executive of Healthwatch Lambeth.

During 2024/25, our representative has effectively carried out this role by committing to promoting the All Age Strategy and providing constructive challenge to the Annual Public Health Report.

Healthwatch Lambeth is represented on the South East London Integrated Care Partnerships by Folake Segun, Chief Executive of Healthwatch Lambeth.

Statutory statements

Enter and View

| Location | Reason for visit | What you did as a result |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Luther King Ward – Lambeth Hospital | Negative feedback about the ward from patients who had received inpatient care. | Wrote a report with recommendations . The service followed with processes to improve staff and patient and carer relationships, discharge planning and access to refreshments. |
| Bankside Extra Care Scheme | Lambeth council to monitor impact of changes to contract for care and housing from one provider to two (one for care and one for housing). | Wrote a report with Recommendations. Care and housing providers acted on these. |
| Cheviot Gardens Extra Care Scheme | Lambeth council to monitor impact of changes to contract for care and housing from one provider to two (one for care and one for housing). | Wrote a report with Recommendations. The service confirmed that processes were already in place to address these. We will conduct a follow up review in the next financial year. |

Statutory statements

2024 – 2025 Outcomes

| Project/activity | Outcomes achieved |
|---------------------------------------------------|-------------------------------------------------------------------------------------|
| Enter and View Luther King Ward, Lambeth Hospital | Improved ward environment, sharing patients' artwork. |
| | Improved handover to agency staff through the introduction of an induction process. |
| | Improved opportunities for service users to share feedback and concerns. |

Healthwatch Lambeth
Health Foundry
Canterbury House
1 Royal Street
London, SE1 7LL



www.healthwatchlambeth.org.uk



020 7274 8522



info@healthwatchlambeth.org.uk



[/HWLambeth](https://www.facebook.com/HWLambeth)



[@HWLambeth](https://twitter.com/HWLambeth)



[@HWLambeth](https://www.instagram.com/HWLambeth)



[@healthwatch-lambeth](https://www.linkedin.com/company/healthwatch-lambeth)