



Healthwatch Southwark Strategy 2023-2026 Monitoring

Quarter 1: 1st April to 31st June 2024

Contents

Healthwatch Southwark Strategy 2023-2026 Monitoring	0
Healthwatch Functions	2
Quarter Summary - Key Headline information	2
Objective 1: Build and maintain relationships with communities which have historically been under-represented in decision-making (function 1)	2
Ambassadors Case Study	6
Objective 2: Present evidence with communities (function 3)	6
Project Case study	8
Stakeholder Meetings of Influence: Shared intelligence of themes and trends	9
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)	10
Formal Response/Accountability Reviews	11
Objective 4: Give individuals and groups the information they need about how to access services and engage with providers (function 5)	12
Ambassadors Case Study	14
HWS Management and Administration Update	15

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.

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}

Quarter Summary - Key Headline information

In Q1, Healthwatch Southwark focused on building relationships with under-represented communities, attending 13 events, collecting feedback from 26 individuals, and involving Community Health Ambassadors. Key outreach targeted LGBTQ+ groups, disabled communities, and ethnically minoritised groups, with engagements across the borough. Partnering with the NHS Vital 5 Health Van, our Health Ambassadors offered health checks at local events and joined stakeholder meetings to address health inequalities. Ongoing projects include improving health information for Latin American communities and healthcare access for adults with learning disabilities and autistic adults, with a Southwark Listening Tour planned for Q2 to set our new priorities. We successfully recruited two new advisory board members and welcomed Charlene Young as the new Advisory Board chair. Our 2023-24 Annual Report was published in June, which was distributed to stakeholders and local community members and we received a letter of commendation from Mayor Situ.

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 relationships with historically under-represented communities

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	13			
2	Feedback forms/surveys/conversations	120	26			
3	People engaged in Listening Tour	60	TBC in Q2			
4	Ambassadors at HWS events	30	16			

Understanding local needs through listening, connecting and relationship building

We used a variety of approaches to engage people, from hosting pop up stalls in hospitals and events, to coffee mornings and outreach sessions, delivered online and in person.

During this quarter, our community engagement and promotion has prioritised reaching underrepresented groups, such as LGBTQ+ groups. We made new connections with ELOP Befriending service and London LGBTQIA centre to increase our understanding of this community’s needs. We also engaged with disabled groups, groups who support autistic people and people with learning disabilities, and ethnically minoritised groups.

HWS also attended Southwark College careers fair, the Black Culture conversation which links into project workstreams, Southwark Travellers' Action Group (STAG) AGM and exhibition launch, Community Southwark Neighbourhood networking event and held a pop-up stall at Kings College London. This was an opportunity to gather feedback, share information about local services, give updates on our research and projects while promoting our service in local spaces.



The HWS team joined the Community Health Ambassadors network meeting in May, presenting a ‘Get to Know Us’ information session about who we are, our links to the network and to our host organisation, Community Southwark. This session was also joined by Public Health Vital 5 Outreach which was an opportunity for Ambassadors to connect with one another, share insights from their local community, receive updates about the network and health related events and opportunities. Coordinated events for the network included a budget friendly cooking class facilitated by Annika’s Kitchen, 2 coffee mornings and Eid in the Park. We also celebrated Ambassadors at Southwark Stars, held at the Tate Modern



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

Our current number of registered volunteers is 188: 3 are HWS core volunteers (research, community engagement and signposting), 10 are HWS Advisory Board members (HWS Governance) and 176 are Community Health Ambassadors (Public Health commissioned project, 1 is a HWS core volunteer Patricia).

HWS Core volunteers contributed around 88 hours of volunteer time. Health Ambassadors contributed around 500 hours of volunteer time.

Volunteer Equalities Profile

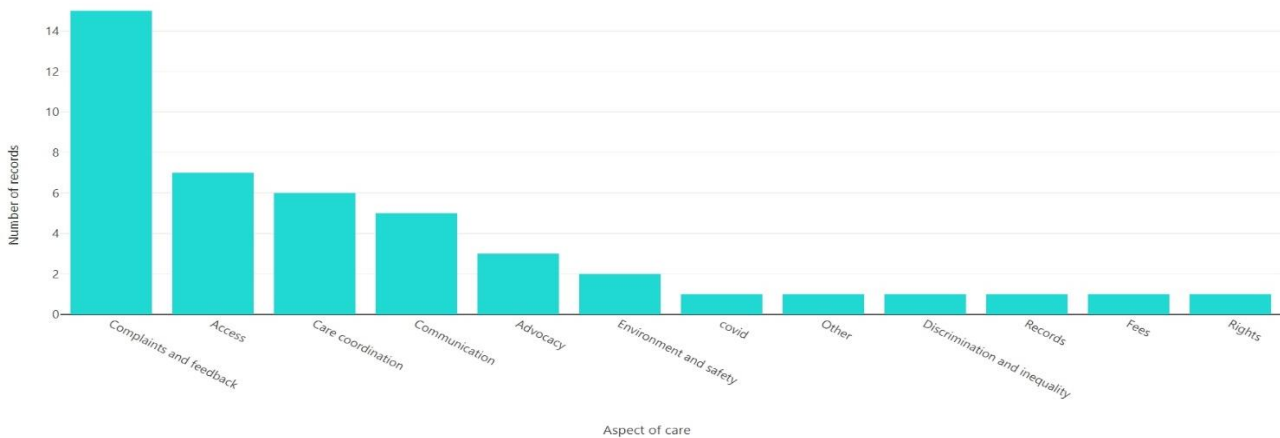
Gender	No. volunteers	Ethnicity	No. volunteers
Male	40	Asian/Asian British	17
Female	141	Black/Black British	97
Other	6	Latin American	6
Prefer not to say/no response	1	Mixed	9
Age group	No. volunteers	White/White British	42
15-17	1		
18-29	29	Other ethnic groups	9

30-39	49	Prefer not to say/no response	8
40-49	43	Disability	No. volunteers
50-59	44	Yes	33
60-69	15	No	134
70+	3	Prefer not to say/no response	21
Prefer not to say/no response	4		

We will no longer be reporting on membership statistics, as a record of local people and organisations who wish to be engaged with our work will be consolidated into our e-bulletin mailing list once a project plan has been drafted in Q2. This will include our project work: surveys and focus groups, internal/external paid and volunteer opportunities, outreach and engagement updates, and health-related news.

Feedback about local services

There was an increase from last quarter where we received feedback from 14 people and some people gave feedback about multiple aspects of care. The most commonly reported last quarter was ‘Complaints and Feedback’. The issues flagged under ‘Access’ including difficulty accessing patient transport, GP home visits and social care services. 2 people reported “lack of response from services,” and 2 people reported difficulty using digital platforms to access services. Some people gave feedback about multiple aspects of care.



Feedback Case study

“Issues with my GP have been ongoing...misinforming patients, not holding patient participation groups... if they do, they’re not organised properly (at suitable times/hybrid format), they are a tick box exercise. There are no answers to patient questions, and generally poor care. I can't complain to the surgery manager as per the guidance, I’ve been in a medical limbo for 10 years, it's destroyed my mental health.” - Feedback from a patient at Lister GP Practice.

We signposted this individual to POHWER and the Parliamentary and Health Service Ombudsman (PHSO)

Ambassadors Case Study

"Despite the small team of two people, we were very busy, delivering 23 VITAL 5 checks in the afternoon. There was considerable interest in the health checks. I must commend the Ambassadors for their helpfulness and support throughout the day. We worked very well together." - Feedback from Guys and St Thomas Trust at Gipsy Hill Fete



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				
6	Stakeholder meetings	Number attended with clear purpose	30				

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

HWS had the opportunity to respond to South London and Maudsley Hospital (SLaM), Kings College London (KCL) and Guys and St Thomas Trust (GSTT) Quality Accounts. We used the feedback and signposting data received over the last year to provide evidence-based responses to service providers 2024-25 priority areas.

During this quarter, HWS received 3 (three) pieces of feedback about services that were escalated as Quality Alerts to the South East London Integrated Care System (ICB). Quality alert (QA) is a concern or a systemic issue generally affecting a service/pathway that affects individual/group of patients and affects the ability to deliver a high-quality service within South East London.

Our research into Latin American communities has been included in the Southwark's Joint Strategic Needs Assessment programme, addressing health inequalities for this community. While the final stages of the report are not yet complete, you can read more about the councils intentions to understand this communities health needs from the recent Health and Wellbeing Board meeting - [read here](#)

In Q1, we initiated a vaccine confidence working group within the Ambassadors Network. Open to all Ambassadors, the group aims to build trust in vaccinations through sharing community perspectives, creating engaging materials, and supporting outreach in Southwark. The first meeting is scheduled for July 2024.

Public Health commissioned the University of East London (UEL) to evaluate our Community Health Ambassadors programme. In Q1, UEL shared an initial draft with the Southwark Council Public Health team for feedback. The final report will be available in Q2, with recommendations to be integrated into the programme's upcoming strategy.

Project Information/ HWS Key Priorities

Current Priorities - 2023-2024

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 in our previous year by presenting 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 - [read here](#)
- Improving access to health and social care services for adults with learning disabilities and autistic adults - [read here](#)

Our Black mental health project was paused last year due to staff changes and issues with the project scope. After reviewing data from 49 surveys and 2 focus groups, we have redirected the project to focus on non-clinical mental health interventions for Black African and Caribbean communities. The goal is to map and optimise existing services to meet these communities' needs.

Our next round of engagement will prioritise hearing from Black men, who were underrepresented initially. A new steering group will meet in Q2 to determine the project's next steps. We will also trial AI software from Meridian West to enhance our data analysis.

Future priority setting

As a team, we will focus on planning a Southwark Listening Tour (to be hosted in Q2) with a series of feedback pop-up clinics across Southwark and share our revised priorities survey. The pop-up events are being held in local community venues and spotlight six services that address what we are hearing from our signposting and feedback data.

We will use the findings from each method of engagement to present our findings of the priority areas, how we plan to address them and any potential research projects for 2024-2025. Learn more about the listening tour - [read here](#)



SOUTHWARK SOUNDBOARD
Healthwatch Southwark is going on a listening tour
29th July to 11th August 2024

Join one of our pop-up events or complete our priorities survey to share your experiences of health and social care services and ideas about how they can be improved. Everyone who fills in this survey will be added into a prize draw for a £30 Love2Shop Voucher!

Scan the QR code to complete the survey
Visit our website: www.healthwatchesouthwark.org

healthwatch
Southwark

Project Case study

“This project has not only been important on a personal level, it has also been important for the community in general. The presentations that were made in various places with different authorities and representatives of organizations saw for the first time the need and support that the Latino community needs. This project opened the doors to other organizations to integrate the Latin community more and we have more information in Spanish language now.

Not only did it show us the problem of the language barrier in the Latin community but also in all immigrants, from that came the idea of putting up a flag of origin next to the name of the NHS workers, to try to have better communication. Personally and as Health Ambassador gave me a voice and made me realize the passion I have for the health inequalities, and with the help of Healthwatch making this survey showed how important it is to try to improve this barrier so that we all try to live in harmony and receive the necessary help to improve our health. Thanks to Healthwatch for the dedication and effort in carrying out this project.”
Patricia Cuenca (Community Research Volunteer and Community Health Ambassador)

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
Research/data related meetings - National Institute for Health and Care Research (NIHR), SEL Data Usage Committee (DUC), London Independent Information Access Advisory Group	Promoted the profile of Healthwatch through informing them of our services. Offers advice and recommendations on the suitability of applications to use the pan-London data set. Insights into ethical Population Health Data and Management	Attending listening tour to share research opportunities with the public.
Hospital liaison meetings - Kings College London (KCL), Guys St Thomas Trust (GSTT), South London and Maudsley (SLaM)	Research, project insights, health intelligence, promoting workstream.	Gained interest in projects and follow up on formal response requests, relationship building
Patient Experience/Public Engagement - KCL, GSTT, South East London Advocacy and Local Healthwatch (LHW)	Research, project insights, health intelligence, promoting workstream.	Gained interest in projects and follow up on formal response requests, relationship building
Partnership liaison meetings - POhWER, The Advocacy People, Southwark Travellers Action Group (STAG)	Shared themes and trends, partnership working and updates/exploring potential for projects/funding.	Strengthened relationships and POhWER being a spotlight at Listening tour based on increased signposting insights.
Healthwatch Meetings - Reference group, Chair quarterly meetings, Chief officers, London network, Healthwatch Sustainability, Joint CQC/HW England	Forthcoming CQC inspections of ICBs/ICs and LAs; the ongoing work on HW sustainability and key opportunities; and issues for HWE to pick up nationally.	Shared cross borough trends on SEL basis, partnership working and potential for cross borough projects/funding.
South East London ICB - Partnership Southwark Strategic Board (PS), PS Communications and Engagement, Information Governance, Digital Inclusion Focus Group	Partnership Southwark is working to better join up services and support, tackle the causes of inequality, and improve the health and wellbeing of Southwark residents. Share updates on joint engagement activities which is lead by Partnership Southwark.	Information about Listening tour shared with communications team along with project updates and formal responses to research reports received.

<p>Primary care related liaison - Primary Care Network (PCN)/Collaborative, Social Prescribers</p>	<p>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</p>	<p>Shared insights from local primary care services and formal responses to research reports received. spotlight at Listening tour based on increased signposting insights and support</p>
<p>Southwark Council - Health and Wellbeing Board, Adult Social Care</p>	<p>Updates on Joint Strategic Needs Assessment (JSNA) and a Joint Health and Wellbeing Strategy (JHWS) to meet the needs identified in the JSNA in relation to the local authority's area. Sharing intelligence service users experiences from our feedback</p>	<p>Quarterly liaison meetings scheduled, dedicated individual to respond to research and pathway to escalate concerns we receive. ASC being a spotlight for listening tour and HWS feeding into their community engagement theory of change in Q2.</p>
<p>Ambassador meetings - ICS South East London Champions Coordinator, Community Champions Development Programme, Community Health Ambassadors Strategic Meeting (Public Health)</p>	<p>Share accurate health messages and give feedback on concerns/needs in Ambassadors' communities. Share good/best practice among SEL health ambassador leads/officers</p>	<p>Shared learning, resources and advice on supporting Ambassadors network. Exploring ambassador opportunities and collaboration between Public Health and Healthwatch Southwark spotlight at Listening tour based on greater collaborative opportunities across ICB and HWS</p>

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 - A process and case studies for holding stakeholders to account

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

Holding services to account/recommendations on service improvement

Health Inequalities Project: Latin American Health Access Project

We have received complete formal responses to our report's recommendations from care providers in English, Spanish, and Portuguese, available on our website. We have conducted or scheduled 6-monthly reviews with each provider using a new monitoring template and will upload the review notes as they are completed. These notes will detail fulfilled recommendations and further actions needed. We have also provided a project update to research participants, including a list of our presentations and a paid opportunity to join the Southeast London Integrated Care Board's review of Interpretation Services. Another update will follow the 6-monthly reviews.

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

The report, "Empowering Voices: Examining Healthcare Access for Adults with Learning Disabilities and Autistic Adults," was published on June 24th. Eight care providers, including Southwark Adult Social Care and South London & Maudsley Hospital, were asked for formal responses, a 6-month review date, and opportunities to present the research. We have received 5 out of 8 responses and are following up with the remaining providers. Easy Read versions of the responses have been requested. A 2-page summary is available on our website, and an Easy Read summary will be uploaded once developed in July. Progress will be shared with the steering group in Q2.

Activities of Influence - Consultations, workshops, surveys and interviews

Centre for London Housing Summit - We attended a conference on housing's role in public health to inform our priorities, addressing topics from our feedback function. We also shared HWS's projects with stakeholders from Public Health, the NHS, the Greater London Authority, Local Councils, and VCS groups.

Supported REACH Alliance Network event (pt 1 and 2) - 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.

Formal Response/Accountability Reviews

"This document empowers patients but it also empowers us when striving to make these necessary and important changes, so that we can optimise and improve patient and family/carers

experiences and patient outcomes." - Feedback about the Learning Disabilities and Autism report from Julie Edwards, Consultant in Special Care Dentistry at King's

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 and action plan

Outcome 11: Build mailing list with individuals and the VCS

Outcome 12: HWS communications strategy work

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
10	Monthly newsletters produced	12	3				
11	Mailing list sign ups	100	21				
10	Increased use of website – articles, webpages, resources, reports, events	Quarterly increase	15				
10	Social media – subscribers across all channels	Quarterly increase	20				

Signposting, advice and information

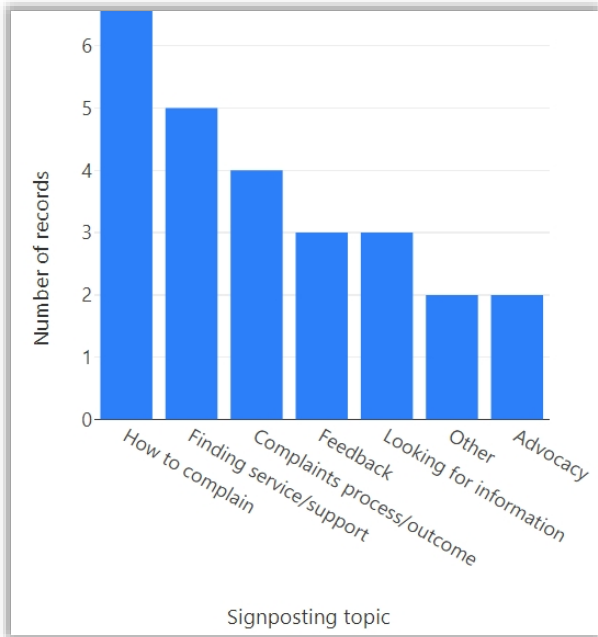
We helped **21 people**, by phone email and our online form. This indicates an increase from last quarter, where we signposted 16 people.

The most common area of signposting was “Finding services/support” (8) followed by “How to Complain” (7). “Finding services” was the most popular topic in the last quarter, however, “How to Complain” is newly trending. We also provided signposting related to “Advocacy” (4), “Looking for Information” (4), “Complaints Process/Outcome” (2) and 1 “Other” case, which required ongoing, varied signposting.

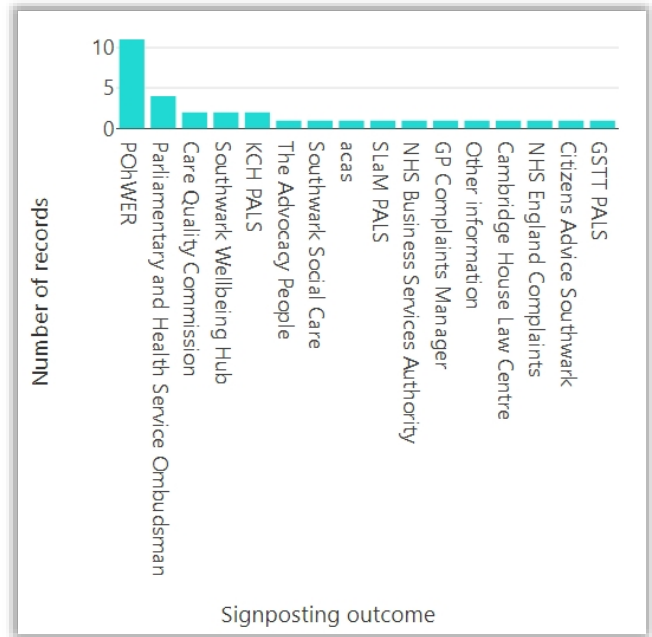
We signposted people to 24 different services including POhWER, hospital trusts patient, advice and liaison (PALS) services, Citizens Advice, Southwark Wellbeing Hub, Cambridge House Law Centre, The Advocacy People, CQC, Share the Cost Global (CIC), Southwark Carers, Local MP to

name a few. The service we made the most signposting to was POhWER (13). This is consistent with previous quarters.

Last quarter we signposted to 17 different services; this indicates that our signposting outcomes have become more expansive and tailored to service user needs. This has been supported by our increasing liaison with Social Prescribing services.



Reasons people contacted us



Where people were signposted to

HWS Website, social media presence and e- bulletins

HWS is developing a communications strategy to boost visibility and online engagement in the borough. This plan utilises social media, newsletters, and the website to better share health news, community events, and information about services and research. The goal is to keep residents well-informed about available support and resources, centring the importance of community feedback, to tailor our services to better meet their needs.

Website

During this quarter, we shared a range of health related information on our website which included sexual health care, free mental health training for barbers, blood donation call out and the Southwark maternity care survey to name a few. Check out the website: [Homepage - Healthwatch Southwark | Healthwatch Southwark](#)

Social Media Statistics

Platform	23-24 Q4	24 Q1
X (formally Twitter)		
Followers	2172	2176 (+4)
Instagram		
Followers	215	226 (+11)
Facebook		
Likes	535	538 (+3)
Followers	554	559 (+5)

Three ebulletins were sent during Q1, including updates about our coffee morning, upcoming listening tour, letter of commendation from Mayor Situ and advisory board recruitment. We also included community news items, Healthwatch England news and public and patient involvement opportunities.

HWS E-Bulletin

Interaction	Quarter 4 (23-24) Average	Quarter 1 (24) Average
New Subscribers	900	913 (+13)
Existing Subscriber Open Rates (campaigns opened by subscribers on Mailchimp)	36%	35%

Our e-bulletins can be accessed here: (Apr-Jun 2024)

[June E-bulletin](#)

[May E-bulletin](#)

[April E-bulletin](#)

Ambassadors Case Study

We offered 38 paid opportunities to Ambassadors, partnering with the NHS Vital 5 Health Van to connect people to services, give them information that they need and signpost people to services addressing five key health risk factors: smoking, alcohol consumption, body mass index (BMI), mental health, and blood pressure. Ambassadors supported the Health Van in various community settings, including Latin American communities at Magdalena Hall, faith settings at Walworth Methodist Church, the Southwark Maternity Commission at Peckham Library, an information stall for Carers Week at Southwark Council, and a Refugee Week celebration at St Giles Church.



HWS Management and Administration Update

This quarter we conducted a recruitment process for new advisory board members. In April, 2 applicants were successfully inducted and have accepted their role on the board.

Our chair, Sheona St Hilaire stepped down as she has come to the end of her tenure. We welcomed her successor, Charlene Young into the post. During this handover period, the advisory board will actively support the strategic direction and aspirations of our new chair, alongside the HWS Manager, moving forward.

This quarter, we published our annual report, giving details of our work, achievements and impact over the past year, our priorities for the coming year, as well as financial information. This was shared with stakeholders such as Healthwatch England, Overview and Scrutiny Committee, NHS providers, social care services and local community members via our newsletter. You can read the full report - [read here](#)

We continue to work more closely with our host organisation, Community Southwark, to utilise their connections with local VCS groups to connect with citizens within Southwark at engagement events.

The two part-time Ambassadors concluded their posts and recruitment for the next round of part-time Ambassadors began in June. The new part-time Ambassadors will begin their role in Q2 for one year.

Comments, complaints, and compliments about our service:

- *“Contacted the service before and the support was really helpful”* - feedback about our service via our webform
- *“HW only has 3 employees for the whole of Southwark. That's one person per 100,000.”* - Comment about our service by phone
- *“I've had a good response to the advert in the May edition and the Healthwatch newsletters are great.”* - Feedback about our newsletters from David Hohenschurz-Schmidt (Research Associate at Imperial College London)

- *“Your work at Healthwatch Southwark sounds incredibly valuable, and I'm eager to learn more about your projects.”* - Feedback about our service from Mayor Naima Ali
- Healthwatch Southwark received a letter of commendation from Mayor Michael Situ for our work in the community supporting residents address barriers to health and social services: [Read here](#)

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