



# Healthwatch Southwark Strategy 2023-2026 Monitoring

Quarter 4: 1<sup>st</sup> January - 31<sup>st</sup> March 2025

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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 are outlined as:

**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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## Healthwatch Southwark Strategy 2023-26

Our 2023-26 strategy outlines how HWS fulfils our functions through the delivery of activities outlined in our monitoring reports, which aims to empower residents to influence health and social care improvements, especially for historically underrepresented groups.

Read our strategy in full: [Connecting people to power to make change: Our 2023-26 strategy | Healthwatch Southwark](#)

## Quarter Summary

This quarter, Healthwatch Southwark strengthened its community relationships, amplified underrepresented voices, and continued to influence local health and care improvements. Targeted outreach included in-person engagement at South London and Maudsley Trust sites, a community coffee morning, and wider participation in local events. Our Community Health Ambassadors remained central to this work, contributing to both public-facing activities and strategic planning.

We published our Black Mental Health report, secured formal responses from key healthcare bodies, and launched a dedicated service directory for Black communities in Southwark. Our findings were also submitted to the Health and Social Care Committee. Meanwhile, our Learning Disabilities and Autism project progressed through continued engagement with statutory partners and integration into borough-wide efforts to reduce barriers for this community.

Preparations for 2025-26 priorities were completed, focusing on temporary accommodation and children's mental health. We also advanced plans to resume Enter and View visits, holding an information session and initiating volunteer recruitment. Despite ongoing database restructuring, we sustained regular signposting support, consistent newsletter publication, and increased digital communications.

## 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	Total
1	Build HWS's profile and community relationships	Attend 60 events per year	9	16	6	10	41
2	Listen to Community needs	120 pieces of feedback through forms, surveys and conversations	26	7	11	42	86

3	Appropriately plan future projects with communities	Engage 60 people in Listening Tour	133 people engaged during the tour which led to 8 priorities under review with a final 3 selected priorities for future work				
4	Embed Ambassadors work in HWS	30 Ambassadors at HWS's events per year	16	9	6	6	37

## Build HWS's profile and community relationships

Engagement in quarter four was delivered using both online and in person activities, keeping underrepresented groups at the core of our engagement strategy. Our community engagement included new outreach sessions with South London and Maudsley (SLaM) at Marina House and Chaucer Resource centre, where we engaged with various service users through a range of different methods.

Below is a description of some events we attended and hosted:

- *Healthwatch Coffee Morning:* On the 6th February 2025, we hosted a coffee morning in partnership with the Redeemed Assemblies church that empowers the local community through faith-based activities, tackling food poverty and anti-social behaviour. We shared information about Healthwatch Southwark and connected local services to the community and to each other. Read the full [reflection report](#)
- *Marina House:* We attended Marina House twice this quarter to engage with service users about their health and social care experiences. We took the approach of joining the service's "leisure zone" and engaging with service users through sitting down with them and having one on one conversations around their experience.
- *Southwark council Menopause event:* Southwark council hosted an event about menopause and women's health for International Women's Day celebrations. The event was informative and a chance to connect with other local professionals around women's health and wellbeing and promote the Healthwatch Southwark service.
- *Southwark Housing, Health and Wellbeing Group (SHHAW) event:* Delivered talk about community engagement, focusing on how Housing Associations can reach out to marginalised and vulnerable population. Discussions included how tenants can be engaged in a meaningful way beyond tokenistic involvement.
- *Black Health Inequalities Summit:* We attended two workshops at the summit: one by Black Thrive on the mental health challenges faced by Black men, presented through impactful role-play, and another by the National Lottery on addressing funding inequalities. We also shared our report summary with six attendees.





## Listening to community needs

### Feedback about local services

This quarter we collected 42 pieces of feedback. This was an increase from last quarter where we received feedback from 11 people. Most feedback was collected through outreach visits (29), followed by Healthwatch England's online form (5), email (3), phone (3), and Healthwatch Southwark's online form (2).

The most reported aspect of care was 'Complaints and Feedback' (31), followed by Environment (2), Fees (2), Communication (2) and Access (2). Issues flagged under 'Complaints and Feedback' included lack of follow up care from primary and secondary care, and difficulty booking appointments using online systems. We also received 14 cases of positive feedback regarding GPs, dentists, cancer care at Guy's & St. Thomas' Trust, haematology services at King's College Hospital, and South London and Maudsley Community Mental Health Teams.

### Feedback Case study

We supported a disabled individual who faced ongoing challenges in accessing vital health services and funding. These issues included communication barriers, incorrect billing, and unresolved complaints which were affecting their wellbeing.

The concerns were escalated to Guys and St Thomas Trust (GSTT) Patient Experience Team, King's College Hospital (KCH) Patient, Advice and Liaison Service, Adult Social Care and Care Quality Commission (CQC).

The individual was also signposted to additional support services, including the Southwark Disablement Association and POHWER NHS Complaints Advocacy.

The outcome of this case was that the appropriate teams at GSTT, KCH and Adult Social Care ensured their needs were addressed. KCH confirmed that the issues with MyChart and fees had been investigated, and the individual was provided with direct contacts for assistance.

KCH explained how communication needs can be applied to the patient's record to ensure future interactions are accessible. The Care Quality Commission (CQC) followed up with KCH, confirming that all necessary signposting had been completed. CQC closed the case, satisfied that the appropriate steps were being taken.

## Appropriately plan future projects with communities

Our staff team and Advisory Board agreed our priorities for 2025-6, involving two community-informed projects and one Enter and View visit. Insights and selection process will be set out in our Priorities Report 2024-26.

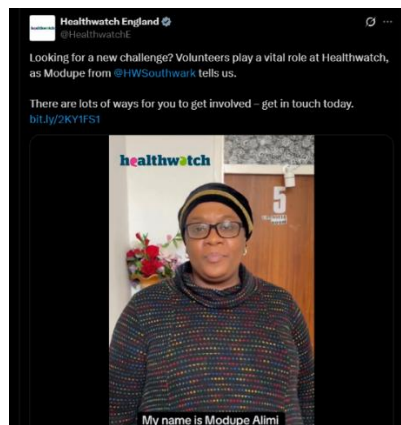
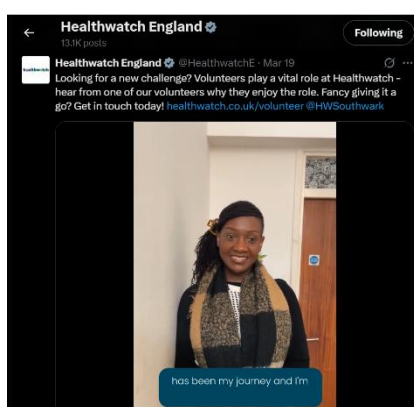
- Project 1- Temporary accommodation and links to health.
- Project 2- Children and young people's mental health/experiences of social care.
- Enter and view- Southwark Resource Centre: Disabilities Hub.

## Embed Ambassadors work in HWS

In Q4 we continued to integrate Ambassadors into HWS work including raising the profile of HWS and participating in decision-making. Ambassador work continues to be embedded with HWS in several ways, such as:

- Supported with the planning and execution of the HWS coffee morning
- Co-hosted our February Enter and View information session
- Part time Ambassadors attended the HWS team away day
- Ambassadors' insights have supported our priority setting for 2025/26
- Attended Chaucer Resource Centre to gather feedback about local services
- Co-delivered a team social event with our HWS and Community Southwark colleagues

Our Community Health Ambassadors, [Esther](#) and [Modupe](#) talked to [Healthwatch England](#) about what they loved about volunteering with Healthwatch Southwark.



## Ambassador case study

Ambassadors delivered Vital Health Checks in partnership with Age UK Lewisham & Southwark [Stone End Day Centre](#). The aim was to bring health awareness to local residents in a relaxed, friendly, and culturally sensitive setting.

### *The Initiative*

In collaboration with the team at the day centre, the Ambassadors organised a special session titled “The Vital Five for the Present”, focusing on the five key health checks that help prevent serious long-term conditions.

### *The Impact*

Over 20 residents attended the event. The atmosphere was warm and welcoming, helping many participants feel at ease. Residents engaged freely with nurses and Ambassadors—asking questions, sharing stories, and receiving tailored health advice. One of the most heartwarming aspects of the day was how comfortable attendees felt opening up about their dietary habits, especially when speaking to Ambassadors who shared their cultural background. Laughter echoed through the space as people connected—not just about health, but also through shared experiences and culture.

### *Standout Moment*

The highlight of the day came when one of the nurses carrying out the Vital Five checks showed such compassion and empathy that she moved some attendees deeply. Many remarked how impressed they were—not only by her professionalism, but also by her genuine care.

### *Feedback from Residents*

- “It was nice to talk to someone who understands where I come from.”
- “I felt relaxed, not rushed, and actually enjoyed learning about my health.”
- “The nurse was amazing—it felt like she really cared.”

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

During this quarter, our current number of registered volunteers is 200: 0 are HWS core volunteers (research, community engagement and signposting), 7 are HWS Advisory Board members (HWS Governance) and 193 are Community Health Ambassadors (Public Health commissioned project).

HWS Advisory Board contributed approximately 29.5 hours of volunteer time.

Health Ambassadors contributed approximately 250 hours of volunteer time.

### Volunteer Equalities Profile

Gender	No. volunteers	Ethnicity	No. volunteers
Male	43	Asian/Asian British	18
Female	152	Black/Black British	104
Other	1	Latin American	7



Prefer not to say/no response	6	Mixed	9
<b>Age group</b>	<b>No. volunteers</b>	White/White British	42
15-17	1		
18-29	32	Other ethnic groups	10
30-39	51	Prefer not to say/no response	12
40-49	48	<b>Disability</b>	<b>No. volunteers</b>
50-59	42	Yes	36
60-69	15	No	150
70+	3	Prefer not to say/no response	16
Prefer not to say/no response	10		

During this quarter, we were featured in Healthwatch England's [social media](#) campaign for our approach to volunteering and how we make a difference to Southwark communities.



## 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	Greater connections between	2 community-led projects per year with 1 case study	1 project	0	1 case study	1 project	2 projects + 1 case study

	communities and statutory partners	of how it has led to change					
6	Communities have a voice with decision makers through shared intelligence and trends	Number of meetings attended with clear documented purpose	30	49	36	41	156

## Greater connections between communities and statutory partners

### Project Information/HWS Key Priorities

#### Learning Disabilities and Autism (LDA) Project

We shared our findings and recommendations with the London-Wide Health Equity Forum, which connects health equity initiatives across the city. We co-presented with one of our research participants, an expert-by-experience and founder of voluntary sector group, Steph Together CIC. Our insights contributed to discussions on developing a London-wide structure for health equity, with a focus on how community partners can influence systemic change.

At the six-month milestone, we followed up with statutory partners to track progress on our recommendations. Due to low uptake of review meetings, we offered an alternative option for providing updates in writing. We received written responses from Guy's & St. Thomas' Trust and the Primary Care Network.

These updates show that our recommendations are being implemented through ongoing initiatives, such as GSTT's All-Age Autism Strategy. We anticipate seeing measurable impact in our 12-month review, by which time these workstreams should be fully established.

We continue to engage with statutory partners to identify effective ways of monitoring progress at future review points.

#### Black Mental Health Project

We published our [Black Mental Health report](#) in February 2025, alongside formal responses from South East London Integrated Care Board, South London and Maudsley Trust, Guy's and St Thomas' Trust, and King's College Hospital. We are awaiting one outstanding response from the Primary Care Network.

Alongside the report, we launched our [Black Mental Health Service Directory](#); a live, searchable tool featuring non-clinical and community-based mental health support available to Black communities.

To improve accessibility, we developed a [graphic summary of the report](#). This is available on our website and physical copies have been shared with partners and community groups. Copies of the summary are now kept in waiting areas at South London and Maudsley's Marina House and Chaucer House community services and shared with occupational therapists. We will continue to seek opportunities to share this work in the next quarter.

Our findings and recommendations were submitted as evidence to the Parliamentary Health and Social Care Committee's inquiry into Community Mental Health Services. The submission was accepted and published on the [committee's website](#).

We presented the report at key stakeholder meetings including the PCREF Southwark Improvement Action Group, Southwark Health and Wellbeing Board, the South London and Maudsley Southwark Governance meeting, and the Integrated Care Board Equalities Sub-Committee.

We also shared the Black mental health service directory with local universities and colleges as a signposting resource for students. The Wellbeing Team at London South Bank University has made use of the directory and included it in the support resources offered to students and apprentices.

Finally, to raise the profile of this work and connect with others addressing Black mental health inequalities, we attended Black Thrive's research launch event, the Black Health Inequalities Summit and the All-Party Parliamentary Group meeting on Creative Health and Prevention.

## Project case study/feedback

*"Ruman delivered an insightful and well researched presentation today at our Southwark Clinical Governance meeting focusing on mental health inequalities affecting Black African and Caribbean communities.*

*The project highlights local services in Southwark as well as online resources available to support Black communities. This information will be incredibly valuable for care coordinators and other clinical staff across our teams.*

*I highly recommend reaching out to Ruman to arrange a presentation of this important work within your teams, it's a brilliant resource that could really support our practice."*

**Drake Sentamu - Community Matron - South London and Maudsley Hospital**

## Communities have a voice with decision makers through shared intelligence and trends

### Stakeholder meetings of influence

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 through use of public voice data and maintain high standards.

Meeting	What was shared	Outcome
<b>Research/data related meetings-</b> London-wide Health Equity Forum, Public Health Temporary Accommodation research discussion, meeting with Dr. Ejegi-Memeh from University of Sheffield, All-Party Parliamentary Group on Creative Health and Prevention	Presented our Learning Disabilities and Autism report, contributed to discussion on community-involved in community equity. Details of Public Health Health Needs Assessment into Temporary Accommodation, discussed Black mental health report approach and recommendations, ongoing initiatives to promote creative health.	Connected with community researchers and organisations addressing health equity, raised HWS and project profile. Built relationships and learned about ongoing research into temporary accommodation to inform our upcoming project. Increased reach of Black mental health report findings and service directory.
<b>Hospital liaison meetings-</b> Kings College London (KCL), Guys St Thomas Trust (GSTT), South London and Maudsley (SLaM), Southwark Clinical Governance meeting	Research, project insights, health intelligence, holding to account processes and ways of working, presented Black mental health report.	Gained interest in projects and follow up on formal response requests, promoted Black mental health service directory, connections for upcoming projects, shared feedback insights.
<b>Patient Experience/Public Engagement</b> - POHWER, Care Quality Commission (CQC)	Signposting and feedback information and intelligence.	Shared information about HWS, our projects and Health Ambassador insights
<b>Partnership liaison meetings-</b> GSTT ESD2 Domains 1, Southwark Improvement Action Group	Shared insights for evaluation of diabetes services, presented Black mental health report,	Embedded patient voice into evaluation of services, collaboration on Change Ideas for Black men.
<b>Healthwatch Meetings</b> - SEL reference group, SEL Chief officer tri-weekly, London HW network, various HWE trainings/workshops, HWS Advisory Board meeting, HWE outcomes reporting and Impact support	Shared HWS activities with SEL HW. Theory of Change review with HWE, Priorities planning with Advisory Board. Support with project impact monitoring	Shared intelligence, identification of themes and trends, potential for joint working, reviewed previous theory of change ahead of new projects, agreed priorities for 2024-6.
<b>South East London ICB</b> - SEL ICB EDS22 Scoring of Paediatric Community Dentistry Services, SEL Trust and Health Creation Partnership, Partnership Southwark Strategic Board, Quality Assurance lead	Used the EDS2022 to score Paediatric Community Dentistry Services in Southwark, learnt about the Health and Creation fund, shared insights from feedback and signposting	Embedded patient voice into evaluation of services, bi-monthly update meetings. Establish new connections and understanding work programme alignment.

		Informing patient/family-facing resources to help with hospital discharge Shared intelligence and ways of working
<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 - Health and Wellbeing Board, Adult Social Care, Public Health, Health and Wellbeing Board</b>	Met with Mental Health and Learning Disabilities Commissioner to discuss HWS projects and community insights into services. Shared feedback about social care services.	Presented to the Southwark Housing, Health and Wellbeing Group (SHHAW). Shared community insights to inform commissioning of Southwark Wellbeing Hub. Healthwatch input to Southwark Joint Health and Wellbeing Strategy and action plan refresh
<b>SEL Community Champions</b> Coordinators Meeting (Ambassador meeting)	Updates from Southwark Ambassadors programme including health and wellbeing coach training, health outreach, part-time roles	Discussed ways to partner across boroughs; local services offer to attend meetings and gather feedback from Ambassadors
<b>Voluntary and Community Sector</b> Black Thrive Lambeth, Community Southwark, CS Grassroots Network, Health Equity Group Community Forum, Black Mental Health Manifesto Webinar, CS Funding Conference, South London Listens	Discussed HWS and Black Thrive Lambeth's Black mental health reports, shared plans for HWS upcoming projects, embedding the manifesto's recommendations, funding issues within VCS groups, shared project insights	Established overlap and differences between projects to inform our influencing strategies. Identified prospective groups to collaborate with on upcoming projects. Making connections for stakeholder relationships, research included Recovery college course proposal for Spanish speaking parents

## Stakeholder feedback

*"Healthwatch Southwark and I, at Pohwer work really well together we have worked closely sharing our clients experiences to benefit them and ideally improve the system. Recently we had an issue where I was trying to network with another advocacy provider in the area - having discussed with Healthwatch we arranged a group meeting where they attended as well to introduce us. This has continued even with the new provider who took the contract in April 2024.*



*We worked in partnership as a spotlight organisation on their listening tour in August which was a great way of sharing details of the services in Southwark and getting the word to people in their community venues.*

*Healthwatch will often refer clients to our services so that we can support those who need to access our services” - Tama Khalk (POhWER NHS Complaints Advocacy)*

### **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	1	2	2	6	11
8	Formal responses and progress reviews for communities about how decisions have been made	Action plans, 100% formal responses, reviews after 6-12 months	0	8/8 responses, 1 review meeting	0	4/5 responses + 2 progress reviews	12/13 formal responses + 2 progress reviews

9	Restart enter and view visits in line with community needs	Prepare a cohort of volunteers for enter and view visits from 2025	5 insight meetings 1 information session 3 volunteer expressions of interest
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## Tangible policy and practice change

Activities of influence where we have provided insights and/or recommendations to improve services (e.g consultations, workshops, surveys and interviews)

- [Submission of evidence](#) to the Health and Social Care Committee's inquiry into Community Mental Health Services
- 1:1 Interview and feedback session for the development of the Southwark Health and Wellbeing Board
- Survey review and input for Southwark's Pharmaceutical Needs Assessment
- Southwark Joint Health and Wellbeing Strategy and action plan refresh
- Presented good practice principles for community engagement at Southwark Housing, Health, and Wellbeing Group meeting.
- Shared insights for Guy's & St' Thomas' Trust Evaluation of Diabetes Service: Type 1 Diabetes, Access to Technology.
- Black Mental Health Service directory implemented as signposting resource at London Southwark University.
- Black Mental Health summaries shared at Marina House and Chaucer Resource centre, now kept in the waiting areas of their practices.

## Stakeholder case study/feedback

*"I attended the Healthwatch/GSTT Liaison Meeting earlier this month and was hugely impressed by the Black Mental Health Service Directory.*

*I shared it with my previous colleagues in the GSTT Southwark & Lambeth Community Neuro Rehab Teams which include Clinical Psychologists and are often sign-posting patients to mental health services."* - Rosie Terry - Patient and Public Engagement Manager - Guy's and St. Thomas' NHS Foundation Trust

## Formal responses and progress reviews for communities about how decisions have been made

We received four out of five formal responses to our Black mental health research report. These include action plans to implement our recommendations and are available to view on our website.

We also received two six-month progress updates for our Learning Disabilities and Autism project. The next milestone for this project will be a 12-month review in July 2025, at which point we will share an update with our participants and the wider community.

We are continuing to work with statutory partners to identify how best to review progress at project milestones.

## Restart Enter and View visits in line with community needs

We hosted an information session in February to share:

- The role of an Authorised Representative
- How Entering and Viewing services can enhance care in Southwark
- The types of services we can visit
- How to apply as a volunteer

We will continue recruiting volunteers and begin sharing training dates as we prepare for visits to commence in 2025-26.

## 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	3	3	12
10	Mailing list sign ups	100	21	23	39	-1	82
10	Increased use of website - articles, webpages, resources, reports, events	Quarterly increase of information shared	15	16	18	21	70
10	Increased use of social media across all channels	Quarterly increase of information shared	20	0	38	29	87

### Signposting, advice and information

We gave 8 people signposting information and advice in person, by phone, email, webform and Healthwatch England's online form this quarter. The most common signposting topics were Complaints process/outcome (3), Advocacy (3) and How to complain (3).

We signposted to 10 different services. The most common signposting outcome was POhWER (5). We also made signpostings to the Care Quality Commission (2), GSTT Complaints (1), Southwark Council (1), SLaM Complaints (1), Local Government (1) and Social Care Ombudsman, (1) South London and Maudsley Patient Advice Liaison Service (1), Southwark Social Care (1).

## Monthly newsletters produced

Three ebulletins were sent during Q4, featuring our report, "Towards Inclusive Healthcare: Rethinking Mental Health Services for Black African and Caribbean Communities," our Black Mental Health Service Directory, and our Coffee Morning and a range of statutory and community-based opportunities for communities to get involved in shaping local services.

Our e-bulletins can be accessed here:

[January eNews](#)

[February eNews](#)

[March eNews](#)

## Mailing list sign ups

This quarter we had new sign ups to our mailing list. These were gained through a mixture of in person and online engagement activities with local Southwark residents and professionals in the borough who were looking to gain a further understanding of the work we do. We also lost some subscribers this quarter.

There are individuals and organisations signed ups. We are still undergoing a restructure of our database that links to our mailing list, therefore the subscribers may fluctuate until this is resolved.

Interaction	Quarter 3 (24-25) Average	Quarter 4 (25-26) Average
<b>Total Subscribers</b>	<b>957</b>	<b>945</b>
<b>Existing Subscriber Open Rates</b> (campaigns opened by subscribers on Mailchimp)	<b>28.2%</b>	<b>42.5%</b>

## Increased use of website

During this quarter, we shared 21 pieces of health-related information and events, including how to book an A&E appointment, getting a second opinion on care, and how to get the most out of your appointments.

Check out the website: [Homepage - Healthwatch Southwark | Healthwatch Southwark](#)

## Increased use of social media

We have continued to use a range of channel to share information, promote the services and support in the borough. We are still reviewing our communications strategy, figures may fluctuate until this is resolved. Here is how we are doing across our platforms:

Platform	24-25 Q3	24-25 Q4
<b>X (formally Twitter)</b>		
Followers	2100	2079
<b>Instagram</b>		
Followers	239	248
<b>Facebook</b>		
Followers	562	560
<b>LinkedIn</b>		
Followers	23	42

You can follow our social media channels using the links below:

- [Instagram](#)
- [X](#)
- [Facebook](#)
- [LinkedIn](#)

If you would like us to promote your work, please head to: [Want us to promote your work? | Healthwatch Southwark](#)

## Ambassadors Summary of Quarter

As of the end of Q4, there are 193 registered Ambassadors. During the quarter, 17 people signed up for the Network with 11 attending an induction session and 5 Ambassadors registered.

In Q4, we organised 6 Network meetings and coffee mornings:

- January Network Meeting (17 signed up, 14 attended)
- Health Outreach Information session (20 signed up, 14 attended)
- February Network Meeting (11 registered, 10 attended)
- January Coffee Morning (7 registered, 7 attended)
- February Coffee Morning (10 registered, 10 attended)
- March Coffee Morning (1 registered)

In Q4, we delivered 2 training courses:

- Bowel and Cervical Cancer screening training (in-person, 12 signed up, 10 attended)
- How to Deliver Vital 5 Health Checks (in-person, 13 signed up, awaiting attendance list)



In Q4, Ambassadors supported 39 community events as part of Public Health's Health Outreach project. Events included the launch of regular Southwark Hubs for Health, Warm Space locations, International Women's Day celebrations, and a LGBTQ+ awareness event.

## HWS Management and Administration Update

Our team away day in February allowed us time to reflect, forward plan and step away from our daily routines, with wellness at the centre. The day focused on:

- Reviewing targets and outputs from year one of our 2023-26 strategy
- Planning year two targets and outputs
- Exploring ideas for upcoming priorities
- Fun activities, team-building exercises, and plenty of opportunities to relax and unwind with creative wellbeing activities



This quarter we had some staff changes as Izzy, our Community Health Ambassadors Officer, was the successful applicant of a maternity cover role within Community Southwark. We welcomed Donelle Grant to the team in March.

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

- *"Thank you so much for your help, you have made my day a little brighter"* - Resident seeking signposting information
- *"Excellent coffee morning, bringing various communities together. I'm greatly encouraged by the incredible work that the organisations do. So glad I came along today!"* - February coffee morning attendee
- *"I want to reassure you that the outcome and recommendations of your report are valued and will serve as an important foundation for our ongoing efforts to improve healthcare services for this underrepresented group."* - Feedback from the Cllr Evelyn Akoto (Cabinet Member for Health and Wellbeing) about presentation at Health and Wellbeing Strategic Board

This report was prepared by the Healthwatch Southwark Team in April 2025