



Healthwatch Southwark Strategy 2023-2026 Monitoring

Quarter 2 (1st July to 30th September 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.

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}

Healthwatch Southwark Strategy 2023-26

Our 2023-26 strategy outlines how HWS effectively fulfils our functions through the delivery of activities outlined in our monitoring reports, which aims to empower local 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](#)

We have grouped our statutory functions into themes that align with our strategic objectives for this monitoring report.

Quarter Summary

Healthwatch Southwark continued to strengthen community engagement through 15 outreach events and collected 51 pieces of feedback, amplifying voices from underrepresented groups. Key projects progressed, including promotion of our Black mental health project and continued efforts to measure progress with our LDA project, with ambassadors supporting to shape research and service design. Campaigning efforts intensified following the Healthwatch closure announcement, with active participation in national response groups and advocacy planning. The team strengthened ties with statutory partners, influencing service improvements and policy through consultations and steering groups. Strategic priorities for 2025/26 were published, focusing on a community-centred project on Temporary Accommodation. Enter and View training resumed, and communications expanded via newsletters, digital platforms, and signposting support.

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: Embed Ambassadors work with HWS

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
1	Events attended per year and host an event per quarter	45	17	15			
2	Pieces of feedback per year	120	35	51			
3	Embed Ambassadors with HWS events per year	30	5	3			

Build HWS's profile and community relationships

Engagement this quarter continued to prioritise inclusivity and reaching underrepresented groups, combining both regular and new activity across community venues and healthcare settings. Our approach maintained strong collaboration with local partners and supported ambassadors to amplify key health messages. Some examples of engagement activities this quarter included:

Southwark Health Hub Visits - Albrighton Centre and other community venues

Healthwatch Southwark attended these with the hopes of engaging local residents, families, and community centre users. We supported ambassadors during health hub sessions, offering information, listening to concerns, and signposting to services.

Kings College Hospital (KCH) AccessAble Launch Event

Healthwatch Southwark participated in the KCH AccessAble launch, showcasing a platform that improves hospital accessibility. The team attended a live demo, collected user feedback, shared accessibility-related projects, and provided signposting resources at their information stall.

New Engagement at Guy's and St Thomas' NHS Foundation Trust (GSTT)

Initial engagement at St Thomas' Hospital involved speaking with patients and visitors, yielding highly positive feedback. Plans are underway to establish this site as a regular engagement location to support ongoing patient involvement in service improvement.

RJ4All Community Health Event

At the RJ4All community health event, Healthwatch Southwark supported ambassadors in sharing health messages and gathered feedback from attendees, particularly from marginalised communities. The event also helped recruit new ambassadors and raise awareness of local health and social care services.



Listening to community needs

Feedback about local services

This quarter we collected 51 pieces of feedback by webform, phone, outreach visits, email and office. This was an increase from last quarter where we received feedback from 35 people. Most feedback was collected through outreach visits (26), email (9). Healthwatch England's online form (4), our online form (3), phone (2), office (2), and referred by another organisation (1).

The most reported aspect of care was 'Complaints and Feedback' (35), followed by Access (6), Rights (2), Appointments (3) and Care Coordination (1). We received 24 pieces of negative feedback, 2 about GP's in Southwark, 3 about GSTT Hospitals, 3 about Southwark Council (Housing and Adult Social Care) and 1 about Mental Health Services in Southwark. We also received 22 pieces of positive feedback, 12 about GSTT Hospitals in Southwark, 6 about Kings College Hospital, 2 about GPs in Southwark, 1 about Mental Health Services in Southwark.

Some of the positive feedback about Kings College Hospital included:

"My husband is having cancer treatment. He had 3 months to live 9 years ago. He's still alive. The care at Kings College Hospital has been amazing, we come regularly. The staff, all of them, are great. We can't fault it."

Feedback from Community Health Ambassadors

Through ongoing engagement and dialogue, our ambassadors have identified a range of pressing concerns within the community. These insights reflect the lived experiences and challenges faced by diverse groups, highlighting the need for targeted and compassionate support. Key themes include:

- **Health and wellbeing:** Questions around immunisation and persistent vaccination hesitancy continue to surface, alongside growing concerns about mental health and the need for better support for individuals with long-term health conditions. There is also a strong interest in initiatives that encourage physical activity and promote overall wellbeing.
- **Financial and food insecurity:** Many residents are experiencing financial hardship, with a clear demand for more accessible financial support services. Food security remains a critical issue, particularly for families and individuals facing economic instability.
- **Support for vulnerable groups:** Enhanced support is needed for vulnerable populations, including people with disabilities, elderly individuals, and school-age children. These groups often face multiple barriers that require inclusive, culturally sensitive, and age-appropriate interventions.
- **Living conditions and employment:** Poor housing conditions and employment-related challenges were frequently raised, pointing to systemic issues that affect both quality of life and long-term stability. There is a call for more equitable access to safe housing and meaningful employment opportunities.
- **Community inclusion:** There is a strong desire to see better support for ethnic minority communities, with an emphasis on ensuring services are inclusive and representative of the community's diversity.

Embed Ambassadors work in HWS

In Q2 we continued to integrate Ambassadors into HWS work including raising the profile of HWS and participating in decision-making. Ambassador's work continues to be embedded with HWS in several ways, such as:

Temporary Accommodation Project: Ambassadors played a vital role in supporting the HWS Temporary Accommodation Project, helping to identify and address the specific health and wellbeing needs of individuals living in temporary housing. Their insights have informed more responsive and compassionate research design for our steering group.

Enter and View Training: Ambassadors took part in Enter and View Training, equipping them with the knowledge and skills to contribute meaningfully to service evaluations and improvement processes. This training has strengthened their capacity to advocate for community needs and influence positive change.

Ambassadors Away day: Celebrate the successes of the network, review the work that has been accomplished, think about the future direction of the network through a Theory of Change approach and how best to re-focus the programme on the community of the network which better ties in with the changing health and social care landscape and neighbourhood health development plans.

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

During this quarter, our current number of registered volunteers is 202

One (1) are HWS core volunteers (research, community engagement and signposting)

Seven (7) are HWS Advisory Board members (HWS Governance)

203 are Community Health Ambassadors (Public Health commissioned project).

- HWS core volunteers contributed approximately **95** hours of volunteer time.
- HWS Advisory Board contributed approximately **52** hours of volunteer time.
- Community Health Ambassadors contributed around **515** hours of volunteer time.

Volunteer Equalities Profile

Gender	No. volunteers	Ethnicity	No. volunteers
Male	38	Asian/Asian British	7
Female	146	Black/Black British	14
Other (Non Binary)	1	Latin American	6
Prefer not to say/no response	7	Mixed	8
Age group	No. volunteers	White/White British	2
15-17			
18-29	31	Other ethnic groups	147
30-39	51	Prefer not to say/no response	8
40-49	46	Disability	No. volunteers
50-59	45	Yes	35
60-69	16	No	149
70+	3	Prefer not to say/no	11

		response	
Prefer not to say/no response	3		

Community Health Ambassadors Case study

Southwark Community Health Ambassadors Away Day



The Away Day was organised to reimagine the Ambassadors' Network, empowering Ambassadors as co-creators of the programme. The goal was to make health services in Southwark more relevant, accessible, and culturally appropriate, while addressing health inequalities through structured workshops, activities and open discussions, enabled Ambassadors to share challenges, set priorities, and co-create the new policy.

Outcomes for Ambassadors

- Gained new skills in facilitation and advocacy.
- Increased confidence and recognition of their lived experiences.
- Built stronger relationships within the network.
- Discovered new career pathways in health and wellbeing.
- Contributed to a new Ambassadors Policy focused on prevention and sustainability.

Results and impact

Ambassadors left feeling empowered, with clearer roles and stronger ownership of the programme. This success was driven by inclusive facilitation and strong leadership support. Short-term includes building Ambassadors' confidence, connections, and policy co-creation to guide the programme's future. Longer term impact includes embedded Ambassador voice in Healthwatch Southwark and wider health and care landscape, promoting equity and reducing health inequalities.

Successes and Learnings

- Boosted Ambassador confidence and participation.

- Strengthened network unity.
- Developed a reusable event format.
- Drafted a new guiding policy.
- Flexibility is key for inclusive participation.
- Structured facilitation builds trust.
- Framing around preventative health ensures lasting impact.

Feedback

- *“I feel more confident now to share ideas and contribute. Before, I wasn’t sure if my voice mattered but today showed me that it does.”* - Ambassador
- *“This was the first time I really felt like we were shaping the programme together, not just being told what it is.”* - Ambassador
- *“The Away Day brought us together in a way that made me feel part of a bigger family, working for the same purpose.”* - Ambassador

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 4: Greater connections between communities and statutory partners

Outcome 5: Communities have a voice with decision makers through shared intelligence and trends

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
4	Community-led projects with a case study or feedback	2 projects and 1 case study or feedback of how it has led to change	Developing new project	New project started, 3 x case study			
5	Stakeholder meetings	Number attended with clear purpose	43	49			

Greater connections between communities and statutory partners

Project Information/HWS Key Priorities

2024/25 Project updates

- Black mental health

We are continuing to share insights from the Black Mental Health project with statutory partners to influence changes. We are also reporting our activities back to communities; to demonstrate the steps we are taking to maximise the project's impact.

Activities include:

- Sharing our research approach and findings with Community Southwark's Grassroots Network Meeting to explain how we identify need from community feedback and wider data sources, and engage with underrepresented groups.
 - Presented findings to the Community Mental Health Programme meeting to inform local service provision.
 - Consulted on the ICB's recommissioning of Southwark Wellbeing Hub, highlighting the need to commission approaches that directly address health inequalities within Black communities.
 - Presented to Adult Social Care and Community Mental Health team practitioners at the Castlemead Bitesize Learning session.
 - Shared insights to inform Southwark Council's Suicide Prevention project.
 - Delivered copies of our Black Mental Health directory and reports to our community partners - Paxton Green Time Bank, RJ4all, the Redeemed Assemblies and Change Grow Live
 - Shared insights as part of Trust for London's Wealth Inequalities and Mental Health Services roundtable
- Learning disabilities and Autism

In June, we reached the one-year mark for our Learning Disabilities and Autism project. We requested final updates from statutory partners against their initial responses, to let us know what actions have been taken as a result of our work.

So far, we have received responses from Guy's & St. Thomas' NHS Foundation Trust and Special Care Dentistry Network. We are awaiting outstanding responses from King's College Hospital NHS Foundation Trust, South London and Maudsley NHS Foundation Trust, Partnership Southwark/the Integrated Care Board and Primary Care Network.

We have been liaising with partners to support the delivery of these responses, as they are crucial to measuring the impact of our projects and feeding back to communities.

We aim to share a closing update in the next quarter.

2025/26 Priorities

Our 2025/26 [priorities report](#) was published in Q2, detailing the upcoming work we planned for the coming year and remainder of our organisational strategy.

- Project 1 - Temporary accommodation
- Project 2 - Children and young people's mental health
- Enter and view - Southwark Resource Centre

Our staff team and Advisory Board have decided to hone our focus on two priorities, considering the need to focus on delivering core functions, due to a lack of clarity on the closure of Healthwatch England and local Healthwatch organisations, the associated timescales and uncertainty of funding for 2025/26. We will also focus our efforts on transition planning with our host organisation, Community Southwark.

- Temporary Accommodation

We completed stakeholder mapping and background research for our new project on temporary accommodation. We had our first steering group meeting with representatives from Guy's & St. Thomas' NHS Foundation Trust, Public Health, Social Prescribing, Adult Social Care, Voluntary and Community Sector organisations and Community Health Ambassadors. The steering group reviewed our initial aims and plans for the project, and agreed an engagement strategy. We also presented our plans to Southwark Borough Asylum Seeker and Refugee Health and Wellbeing group, receiving positive feedback.

The project will now focus on the health impacts of moving on from Home Office temporary accommodation after receiving, or not receiving, refugee status.

We have partnered with four organisations - Southwark Day Centre for Asylum Seekers, Waterloo Community Counselling, Panjshir Aid and Latin Ageing UK, to carry out engagement. This will take place in the next quarter.

Project Case study/feedback

Our Black Mental Health directory has been included in the resource list for Primary Care Network colleagues and mental health practitioners, during consultations in Southwark GP surgeries.

Feedback on our Black Mental Health Directory from one of our community partners, RJ4ALL - *"It is useful for service users to know and have at hand all the different services provided in Southwark and be able to refer to the directory at home."*

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

We attended formal gatherings where strategic discussions take place. These meetings are typically attended by key stakeholders and decision-makers.

The goal is to share information, establish connections, and influence decisions. Here are a few examples of meetings we attended this quarter:

Meeting	Relates to	What was shared	Outcome
Integrator Delivery Board (IDB)	INT development / ICB	Development of INT delivery executive roles, terms of reference and accountability structures	Identified opportunities for future engagement and collaboration with IDB partners, board membership and fed into INT resourcing plans.
National Healthwatch Response bi-weekly meetings	Healthwatch closure	Sharing updates from local Healthwatch following the closure announcement, work plans, peer support and campaigning efforts	Updates on various items: Campaigning plans, petition, Secretary of state open letter, Early Day Motion party support, transition planning resources
Southwark Borough Asylum Seeker and Refugee Health and Wellbeing Meeting	Public Health	Presented our plans for the Temporary Accommodation project	Connected to relevant services and key stakeholders, promoted engagement through their mailing list
LGBTQIA+ Joint Strategic Needs Assessment Launch	Public Health	Public Health presented the new LGBTQIA+ JSNA	Followed up HWS' previous project on LGBTQIA+ healthcare, learned about local health and wellbeing services for signposting
SEL Community Ambassador Coordinator/leads	SEL ICB	Programme updates, best practices and support needed, give updates on specific topics.	Shared ways to embed into the INT work across the borough
HWE Meeting	Healthwatch England	Board chairs and HWE staff sharing updates about the Dash Review and HW closedown	Understanding the implications for HWS

Ambassador feedback to the Public Health Outreach team

Community Health Ambassadors have played an active role in shaping the Public Health Outreach programme this quarter. They expressed a strong desire to be more involved in planning and delivering community events, including identifying priorities, crafting campaign messaging, and leading local initiatives that reflect the needs of their communities.

Ambassadors advocated for more structured involvement through regular meetings and steering groups, ensuring their voices influence future outreach strategies. They also recommended inviting funders and senior leaders to events to strengthen relationships and showcase impact.

To enhance visibility and trust, ambassadors proposed aligning outreach with the integrated neighbourhood team model, using branded materials and coordinated awareness days. They also showed enthusiasm for contributing to research projects, aiming to use their lived experience to shape meaningful, community-driven insights.

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 6: Tangible Policy and Practice Change - A process and case studies for holding stakeholders to account

Outcome 7: Formal responses and progress reviews for communities about how decisions have been made

Outcome 8: Restart Enter and View Visits in line with community needs

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
6	Tangible Policy and Practice Change	1 positive case study per quarter of a process to hold stakeholders to account	1	3			
7	Formal responses and progress reviews for communities about how decisions have been made	Action plans, 100% formal responses, reviews after 6-12 months	2 x 12-month reviews received	0			
8	Restart Enter and View Visits in line with community needs	Prepare a cohort of volunteers for enter and view visits from 2025	Stakeholder meetings taking place over Q1. Volunteer interviews being arranged	2 information sessions, 3 training sessions, 4 successful Authorised representatives			

Tangible policy and practice change

Activities of influence

Our activities of influence this quarter have consisted of proactive efforts to provide insights and recommendations to improve services. These activities are more hands-on and can include consultations, workshops, surveys, and interviews, which are completed alongside our projects and targeted engagement.

Throughout this period, Healthwatch Southwark has actively contributed to shaping local and regional health and care priorities by participating in

- Southwark All-Age Autism Strategy Consultation workshops sharing learning, finding and best practice when working with this community.
- Kings Fund Integrated Care Summit learning about the journey towards health and care service integration that is important to uphold, and how the government's plans, including the 10 Year Health Plan could offer further opportunities to deliver better integrated care and drive improvements in population health
- National Healthwatch response group learning from local Healthwatch leads about challenges and changes to services and providing updates on the working group campaigning activities following announcement Healthwatch closure
- Creative Health Strategy Steering group providing strategic steer to the development of the creative health action plan, associated funds and governance structures for future health inequalities work.

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

We are awaiting four outstanding progress reviews for our Learning Disabilities and Autism project.

We have requested a 9-month, joint progress review from the ICB and South London and Maudsley NHS Foundation Trust for our Black Mental Health project. We expect to receive this next quarter.

Restart Enter and View visits in line with community needs

We received 11 volunteer expressions of interest from our call out via our outreach work, communications shared in our e-bulletin and the Community Southwark newsletter, which we shared information about two information sessions - 21st August and 1st September 2025.

We then shared three training session dates with individuals who we received completed application forms from. These trainings were held in-person on 8th, 15th and 22nd September 2025 at our office.

There was a total of four applicants who successfully completed the training and will progress to become Authorised Representatives, mixture of HWS staff, volunteers and Ambassadors. Others who did not complete the training, but have expressed interest in the programme, will be invited to join the steering group being formed and ready to convene in Q3.

We have continued compiling our list of stakeholders, conducting background research on services within the Southwark Resource Centre and have drafted our terms of reference for the steering group membership.

Case study/feedback

We used insights gathered through our Black mental health research project to consult on the Integrated Care Board's recommissioning of Southwark Wellbeing Hub. We received the following feedback from Wil Lewis, Commissioner for Mental Health services:

"Your work has been influential on our end in supporting us to secure additional funding for the Southwark Wellbeing Hub on a recurrent basis."

"This report emphasises how important and valuable local Healthwatch services can be to the communities they serve - long may it continue in Southwark."

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 9: A clear communications strategy

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
9	Monthly newsletters produced	12 monthly newsletters, with an open rate of 25%	3	3			
9	Mailing list sign ups	Net increase in mailing list sign ups	2	4			
9	Increased use of website - articles, webpages, resources, reports, events	Quarterly increase of information shared	5	11			
9	Increased use of social media across all channels	Quarterly increase of information shared	28	7			

Signposting, advice and information

We were contacted by 14 people for signposting information and advice in person, by phone and email this quarter. The most common signposting topics were How to Complain (6), Complaints Process/Outcome (3), followed by Help Resolving Access Issues (2) and Finding Services and Support (2).

Ambassadors insights from the community

Ambassadors requested more information and resources on topics such as clear guidance on how to use the NHS App so they can help residents access health services more easily, tools to support digital inclusion.

Having some myth buster materials that are simple, reliable resources they can use to tackle misinformation to challenge common health myths and share accurate information in their outreach was discussed highly

Finally, ambassadors emphasised the importance of having mental health resources they can share with residents as mental health is a common and consistent factor needing addressing in communities.

Ambassadors' summary of the quarter

We organised two Network meetings and one coffee mornings to discuss the following topics:

- **Away day/July network meeting** - we celebrated our Ambassadors with a special wellbeing away day - a chance to reflect, connect, and help shape the future of the programme together.
- **Prostate cancer September network meeting** - a powerful Network session focused on prostate cancer awareness, led by one of our own Ambassadors who bravely shared his personal journey. His story sparked meaningful conversations and inspired others to learn more and take action.
- **September coffee morning** - a chance for Ambassadors to connect, share opportunities and catch up both in-person and online

We delivered and/or promoted a range of training courses following feedback from ambassadors who wanted to learn:

- HIV training
- Community Researchers training
- Vaccine (Jitsuvax)
- Mental health first Aid
- Youth MH first aid
- Safeguarding
- [Talking about mental health - Vital 5](#)
- Bite-sized online dementia training by SEL Mind

Community Health Ambassadors supported 37 community events as part of Public Health's Health Outreach project. Events included:

- Neighbourhood Touchdown, where ambassadors helped create a welcoming space for residents to speak directly with Council services about issues such as debt, housing, benefits, and the cost of living.

- The Big Community Sustainable Health Extravaganza - Health Event 2025, which focused on delivering targeted health and wellness information, with the theme of Vital 5 to raise awareness around prevention, early detection, and self-care.
- Salud y bienestar Comunidad Latina, a health hub event for the Latin American community, led by one of our Lead Ambassadors Patricia, this event provided a safe and inclusive space for residents to access health information and support in their own language.

Monthly newsletters produced

Three ebulletins were sent during Q2, we shared a range of health-related information and events, which included [NHS support for refugees and people seeking asylum](#) and [What choices do you have at your GP practice](#), message of [support and solidarity](#) following the racist protests in London as well as signposting to local community events and initiatives and sharing information about the upcoming changes to Healthwatch.

Our e-bulletins can be accessed here:

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

Mailing list sign ups

This quarter we had 4 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.

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 1 (25-26) Average	Quarter 2 (25-26) Average
New Subscribers	916	900
Existing Subscriber Open Rates (campaigns opened by subscribers on Mailchimp)	40.7%	37.4%

Increased use of website

During this quarter, we shared a range of health-related information and events, including a blog about our June [coffee morning](#) which focused on sexual health services in the borough, and our 2025/26 [priorities report](#)

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. Here is how we are doing across our platforms:

Platform	25-26 Q1	25-26 Q2
X (formally Twitter)		
	2071	2059
Instagram		
	251	253
Facebook		
	558	558
LinkedIn		
	45	78

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](#)

HWS Management and Administration Update

One advisory board member, George Herat, stepped down from his position due to external commitments, the Board and staff members thanked for his service and wished him well on future endeavours. We continue an open recruitment to the Board for general members and development of a role description for a Vice Chair.

At the [August](#) Advisory Board meeting, current Acting Chair, Graham Head, offered to continue in post until the closure of Healthwatch or the decision reversed. This decision was agreed to by the whole Board to ensure stability of support to the HWS team governance structures.

HWS manager shared a staff and workstream integration proposal with the Community Southwark CEO on approaches to absorb the work of HWS into the current and upcoming work of CS within the health inequalities space. This was one area of focus for discussion at the CS away day which reflected on the upcoming strategic review, and additional transition planning with CS, partners and the HWS AB will be ongoing.

Comments, complaints, and compliments about our service:

- *“I'm writing to say well done for a great job in the impact reporting this year! There is a very noticeable jump in outcomes and impact; Jon and I both noticed it (independently of each other as well). And it sounds like the HW Southwark team did some amazing work last year, from the work on getting more resources, services available in other languages to driving change for those with learning disabilities and autistic adults and the collaborative work across SEL ICS, too” André Benham, Digital and London Regional Manager (Healthwatch England)*
- *“Overall it is a fantastic report, which flows really logically and shows how much research and consultation has gone into choosing the priorities. It's very clear and easy*

to read. I particularly liked the priority alignment table, as that makes it really clear how well you have considered the wider policy landscape. Well done on all of the hard work to pull it together” - Natasha Wright - Programme Manager (Maudsley Charity and HWS Advisory Board member)

- *“The report is a valuable reflection of residents’ voices and highlights the important collaborative work Healthwatch has led with partners across the borough” - Cllr Evelyn Akoto, Cabinet Member for Health and Wellbeing*

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