



# Healthwatch Southwark Strategy 2023-2026 Monitoring

Quarter 3: 1st October to 31st December 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 - Key Headline information

Healthwatch Southwark strengthened its community reach this quarter, being part of 21 engagement events and gathering 39 pieces of resident feedback, with 400+ total volunteer hours contributed by Community Health Ambassadors. Engagement at the Una Marson Library, PCREF event, and Evelina Children's Hospital generated high-value insight, while community-led projects expanded participation across diverse resident groups.

Key milestones included completing Temporary Accommodation research engagement, receiving the Learning Disabilities and Autism final update, and advancing preparations to relaunch Enter and View. Communications remained consistent with three newsletters, regular website and social content, and targeted signposting, ensuring residents stayed informed and supported.

## 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	21		
2	Pieces of feedback per year	120	35	51	39		
3	Embed Ambassadors with HWS events per year	30	5	3	7		

## Build HWS's profile and community relationships

Engagement during Q3 continued to prioritise inclusivity and reaching underrepresented groups, combining regular core engagement with targeted community-based activity across healthcare and local settings. Activity during this period supported relationship-building with residents and professionals, strengthened existing partnerships, and generated actionable insight to inform future engagement and service improvement. Feedback collected across sessions has been collated and shared with relevant service providers to support learning, reflection, and improvement.

Some examples of engagement activities during this period included:

- **Una Marson Library: Reading Well Fair**

Healthwatch Southwark attended the Reading Well Fair at Una Marson Library alongside our Community Health Ambassadors, engaging with residents and professionals around mental health and wellbeing. Ambassadors delivered a highly interactive display focused on the importance of healthy alcohol consumption during the festive period, encouraging discussion and engagement.

Engagement focused on listening to lived experience, sharing information, and signposting individuals to appropriate support. One attendee, a health professional with over 35 years' experience, reflected:

*"I've worked in health services for 35 years, and it often feels like change isn't worth fighting for because people don't understand or care. This conversation has made me feel really inspired and energised because you just get it."*

- **Rethink Event: An Afternoon with PCREF**

Healthwatch Southwark attended a Rethink Event, in collaboration with the team working on the implementation of the Patient and Carer Race Equality Framework (PCREF). The event engaged residents, service users and professionals with a focus on initiatives aimed at progressing racial equity in mental health care provision.

During the session, Healthwatch Southwark delivered an impromptu presentation on our Black mental health project, sharing key findings and recommendations. All available printed summaries and service directories distributed were fully taken up, demonstrating strong interest in this work.

- **Guy's and St Thomas' NHS Foundation Trust (GSTT): Evelina Children's Hospital**

A second engagement session was held at the Evelina Children's Hospital, in alignment with Integrated Neighbourhood Team (INT) priorities. Healthwatch Southwark engaged with patients, families, and visitors, gathering feedback on experiences of cancer care.

This engagement was particularly valuable in collecting specific insight into experiences of transitioning from children to adult services, a theme also reflected in CMHT engagement. Feedback was overwhelmingly positive, and insights gathered have been shared back with service providers to support reflection and improvement.



## Case study

During this quarter, Healthwatch Southwark received an enquiry from local newspaper Southwark News, reflecting growing external interest in our role and work within the borough. The enquiry was initially discussed within the Healthwatch Southwark team meeting to ensure shared understanding and agreement on key messages.

Following this, the Engagement Officer arranged a meeting with the Healthwatch Southwark Manager, Research and Projects Officer, and the newspaper reporter. This meeting provided an opportunity to build relationships and share clear, consistent information about recent organisational changes, Healthwatch Southwark's current priorities, and ongoing project work.

After the meeting, Healthwatch Southwark followed up with the reporter in writing, sharing further information where appropriate. All engagement and information shared was undertaken in line with guidance from Anood, Community Southwark's Director, ensuring external communication supported both profile-building and strong governance.

## Listening to community needs

### Feedback from the public about local services

This quarter we collected 38 pieces of feedback by phone, email, outreach and webform. This was a decrease from last quarter where we received feedback from 51 people. Most feedback was collected through outreach visits (24), Healthwatch England's online form (6), email (5), our online form (1), phone (1) and focus groups (1).

The most reported aspect of care was 'Complaints and Feedback' (31), followed by Rights (2), Appointments (2), Care Coordination (1), Communication (1) and Fees (1). We received 10 pieces of negative feedback, 6 about GP's in Southwark, 3 about GSTT Hospitals, 1 about Mental Health Services in Southwark.

We also received 16 pieces of positive feedback, 12 about GSTT Hospitals in Southwark, 2 about GPs in Southwark, 1 about Mental Health Services in Southwark, 1 about NHS 111 services.

We received 5 pieces of mixed feedback about GSTT hospitals, 1 about Kings College Hospital. We received 1 piece of neutral feedback about Mental Health services in Southwark, 1 about GPs in Southwark, and 2 about GSTT hospitals.

Some of the positive feedback about Evelina Children's Hospital included:

*"They're brilliant - under a lot of pressure but they're doing great. I'd rather be here than anywhere else. The people that work here are fantastic."*

### 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:

- There is growing fatigue around repeated health messages, but rising anxiety about housing conditions, heating bills, and general cost-of-living pressures. Linking health

advice with financial support, such as health checks at Warm Hubs would make information more meaningful.

- Youth unemployment and high living costs continue to affect wellbeing. Many residents also struggle to access GP services due to digital barriers and limited awareness of resources like employee assistance programmes.
- Faith groups, particularly churches, have requested vaccine information for hesitant communities, alongside resources on mental health, heart health, blood donation, men's cancer screening, the NHS App, and wellbeing materials.
- Ambassadors highlighted a desire for regular intergenerational spaces where older and younger adults can share creativity and culture. There is also a need for better signposting to funding, as some groups hope to run training programmes that support entry into health and social care roles.
- The Latin American community continues to feel underserved, indicating the need for sustained outreach. Recent government policy changes have also affected the mental health of legal migrants.

Across all groups, the most consistent priorities remain the cost-of-living crisis, safety, and the need for improved living conditions.

### **Ambassador-led Project Feedback**

- **Fuel Your Body: The Art of Eating and Hydrating for Optimal Health**

A one-day pilot programme co-designed with residents, combining practical nutrition education with hands-on cooking using familiar, culturally meaningful foods. It aims to support Southwark residents within the Core20 group by promoting healthier everyday habits by contributing to Southwark's [Sustainable Food Strategy](#) to reduce food inequalities.

The pilot will equip participants with practical nutrition and hydration habits, recipe resources, increased confidence to cook healthier meals, and stronger connections to local support networks. Early engagement has been positive, with three feedback sessions and two taster sessions delivered, with 28 residents registered to date. Feedback has been collected through a [co-designed questionnaire](#) which has informed the programme's design and delivery.

Some feedback included:

- *"The food options were amazing. The pineapple vinaigrette and the salad is tasty and healthy. The hibiscus juice is refreshing. I would love to learn how to recreate them at home"*
- *"I've been following you on social media and salivating on your cooking and now I get to learn how to prepare there for my family? I can't wait for the sessions to begin"*

The pilot cook-a-long session is expected to launch by the end of March in collaboration with South London Mission, with learning and evidence shared post-delivery to inform future scalable nutrition and wellbeing programmes for communities.

- **Bringing Health Closer to You**

This project is a community engagement project working with Tenancy Resident Associations (TRAs) and the Southwark Group of Tenants Organisations (SGTO).

The project aims to reduce health inequalities by bringing health conversations, information, and engagement closer to residents through trusted community spaces. By working directly with residents, the project seeks to better understand local health needs, raise awareness of available services, and encourage greater community participation, in line with the [Southwark Resident Engagement strategic priorities](#).

A short questionnaire is being used to gather residents' views on TRA awareness, engagement preferences, and interest in using TRA spaces for health and wellbeing activities, including regular wellness events, with over 30 residents have been engaged with the [insight survey so far](#). The project will continue until February 2025, after which findings and recommendations will be shared with stakeholders to help identify and inform Council and Public Health plans for more targeted, resident-led health and wellbeing support.



## Embed Ambassadors work in HWS

In Q3 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:

- Co-presented the HWS Annual report to the Partnership Southwark Strategic Board
- Supported with staff interviews for our temporary accommodation project
- Provided translation support for temporary accommodation project participants
- Ambassadors who are Community Southwark members attended our joint Annual General Meeting (AGM) with our host organisation, Community Southwark
- Supported an engagement activity at the Evelina Childrens hospital
- Invited to join our Enter and View steering group
- Included as a member of our temporary accommodation project steering group

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

During this quarter, our current number of registered volunteers is: **223**  
3 HWS core volunteers (research, community engagement and signposting, Enter and View)  
8 HWS Advisory Board members (HWS Governance)

213 Community Health Ambassadors (Public Health commissioned project).

- HWS core volunteers contributed approximately 71 hours of volunteer time.
- HWS Advisory Board contributed approximately 37 hours of volunteer time.
- Community Health Ambassadors contributed around 416 hours of volunteer time.

#### Volunteer Equalities Profile

Dimension	Category	No. volunteers
Gender	Female	168
	Male	14
	Other (incl. non-binary, genderfluid)	6
	Prefer not to say / No response	35
Ethnicity	White/White British	56
	Black/Black British	114
	Asian/Asian British	17
	Mixed	3
	Latin American	7
	Other ethnic groups	10
	Prefer not to say / No response	16
Age	15-17	1
	18-29	33
	30-39	60
	40-49	52
	50-59	46
	60-69	17
	70+	3
	Prefer not to say / No response	11

Dimension	Category	No. volunteers
Disability	Yes	40
	No	165
	Prefer not to say / No response	18

## Case study - Sen's Volunteering story

December marked two important awareness days - International Day of Persons with Disabilities and International Volunteers Day. To recognise both, we invited our volunteer, Sen, to write a blog reflecting on their experience of volunteering with the organisation. The blog was intended to celebrate volunteering while providing insight into the experience of a disabled and neurodivergent volunteer and was shared in our December newsletter and the Healthwatch Southwark website.

Sen reflected that volunteering with us enabled them to contribute meaningfully to community-focused work, with involvement across the full project lifecycle helping them see how research and feedback translate into real improvements. They also contrasted previous challenges related to neurodivergence and disability with the supportive and inclusive environment, which offered structure, flexibility, and practical adjustments to meet their access needs.

Community Southwark's Volunteering Officer Ruth noting that it is "*lovely to see how supported Sen is by you all*". This reflective feedback provides additional assurance that volunteer support and wellbeing are being effectively embedded in HWS practice.

See Sen's post here - [Sen's Volunteering Story | Healthwatch Southwark](#)

## 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	1 project and 1 case study or feedback of	Developing new project	New project started, 3 x	Completed engagement, 2 x case study		

		how it has led to change		case study			
5	Stakeholder meetings	Number attended with clear purpose	43	49	56		

## Greater connections between communities and statutory partners

### Project Information/HWS Key Priorities

#### 2024/25 Project updates

- Black mental health

Our Black Mental Health Directory was included in a resource list accessible to primary care network colleagues and mental health practitioners during consultations in Southwark GP surgeries.

We requested a 9-month joint update from the ICB and South London and Maudsley on their initial responses to this report. This update remains outstanding. However, we have agreed with partners that they will prioritise the final closing update, due next quarter, to ensure it is delivered on time for reporting back to communities.

- Learning disabilities and Autism

We received a key final update from statutory partners at the end of this quarter, enabling us to close the project and report back to communities in 2026.

Our research on Learning Disabilities and Autism, Black Mental Health, and our Listening Tour 2024 were featured in Southwark Council's Joint Strategic Needs Assessment (JSNA) Annual Report 2025, as a trusted source of community insight.

#### 2025/26 Priorities

- Temporary Accommodation

We ran five research workshops in partnership with voluntary and community sector organisations; Latin Ageing UK, Panjshir Aid, Southwark Day Centre for Asylum Seekers, Southwark Refugees Communities Forum and Waterloo Community Counselling. We engaged with 30 community members and held 11 one to one interviews with staff who support these groups, exceeding our target.

We presented this project at Southwark's Health of the Borough event, connecting with key stakeholders to support the delivery of our recommendations.



- Enter and View

Updates are reported on in objective 3, below.

## Project feedback

*"It was great to take part in this project and to work with you and the Healthwatch Team. Whilst it was emotionally challenging, it was really valuable to hear from the participants about their experience, and important that these will be fed into the report you will be working on - so thank you for including us." - Feedback from Waterloo Community Counselling, community partner for our Temporary Accommodation project.*

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

We attended strategic meetings with key stakeholders and decision-makers to share information, build relationships, and influence decision-making. Several examples of where this approach was successful during Q3 are outlined below:

Meeting	Relates to	What was shared	Outcome
South London and Maudsley Strategy Meeting	South London and Maudsley trust (SLaM)	SLaM shared their provisional plans for an updated strategy. Healthwatch reviewed and fed back strengths and areas for improvement.	Strengthened 'critical friend' relationship with the Trust. HWS was asked to join a planning group for SLaM's upcoming strategy event.
Citizens UK and Community Southwark meeting	Citizens UK and Community Southwark	Discussed plans for NHS shift to 'Health in Neighbourhoods.'	Strengthened relationships with VCS partner, gained understanding of their approach to engagement

			and HWS attended Citizens Assembly UK.
Partnership Southwark Strategic Board	Integrated Care Board (ICB)	Co-presented the 2024/25 annual report with Community Health Ambassadors	Give Board members the chance to reflect on the insights, and inform shared priorities moving forward
Evelina Children's Hospital Advisory Board	Guys and St Thomas' Trust (GSTT)	Patient feedback collected from the hospital engagement activity	Board reflection on the insights, and inform priorities moving forward. Strengthened 'critical friend' relationship with the Trust and invited for more regular engagements.
Kings Fund project	Research/ Healthwatch England (HWE)	HWS shared insights related to the value of localised work and concerns about what is being omitted in their collaborative project with HWE	Opportunity to share local research and feedback, influencing the next steps of Department of Health and Social Care (DHSC) patient feedback

## 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	2 x case studies		
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	1 x 12 month review received		
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	1 steering group held, key documents in preparation		

## 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.

- Interview with Kings Fund to contribute local insights to their [joint project](#) with Healthwatch England that is exploring what has been learnt from the Healthwatch model, and how this can be retained and implemented in the future of patient experience recommendations for the [DHSC's new directorate](#)
- Interview with the [South East Londoner](#) about our priorities work, with a focus on feedback received from refugees and asylum seekers about the housing crisis being a major source of stress in Southwark.
- Our 2024-25 Annual Report and 2025-26 priorities report was tabled at the Southwark [Health and Social Care Scrutiny Commission](#) following concerns regarding the governments closure announcements earlier this year. We provided details from our [website](#), local campaigning work, the [national petition](#) and the joint Kings Fund project, with scrutiny officers.

- Meeting with South London and Maudsley to review their upcoming strategy and plans for a community-focused event in 2026, using insights from our feedback stalls and [Black Mental Health project](#).
- Meeting with Healthwatch England London regional manager and our Advisory Board chair to share any challenges with local partnership working, commissioning concerns, HWE support needed and strategic transition planning to integrate the HWS team into our host organisation, Community Southwark.
- Provided recommendations for the Primary Care team to develop and implement a structured communications and engagement plan for the general public evidencing improved General Practice access - addressing a top concern from our [2024 listening tour](#). Progress against the action plan will be formally reported back to Partnership Southwark's Primary Care Sub-Committee and the council's Scrutiny Committee.

## Stakeholder case study

Through engagement at Evelina Children's Hospital, staff gathered feedback from patients and families that was considered particularly relevant to programme learning, including insights that could support reflection at the Evelina Children's Cancer Programme advisory board level, of which our Engagement officer holds a position on.

Mariam's dual role enables insight gathered through frontline engagement to be shared directly and acted on appropriately within strategic and programme-level forums. We shared the feedback directly with Trish Gray, Evelina Children's Cancer Programme Manager, to assist with Board-level discussions and influence decisions about the programme. Trish responded positively, stating:

***"Thank you so much for this, it is incredibly helpful! Really appreciate you reaching out with this."***

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

We received the final progress review from the ICB to our Learning Disabilities and Autism report. We will now proceed to close this project with a final update for communities.

We requested a joint 9-month update from the ICB and SLaM on our Black Mental Health report. This remains outstanding. We have spoken with colleagues to ensure that the final response due next quarter will be provided. This will take precedence to ensure its timely delivery.

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

In Q3, we convened the first Enter and View Steering Group meeting, with membership drawn from HWS advisory members and staff, Community Health Ambassadors, local health and care services, and local VCS organisations. The Steering Group provides strategic, community-led oversight of the programme, in line with its agreed roles within the terms of reference, advising

on priority areas, acting as a critical friend to review progress, ensuring diverse community voices are represented, and contributing to methodology, findings, and recommendations.

Alongside this, we have begun developing key visit documentation, including letters of authorisation and staff conversation and observation prompts. Planning is underway for a further Steering Group meeting in Q4 focused to review these documents and co-design the engagement plan, clarifying how the visits can be communicated to service staff and service users for greater participation, and finalising visit logistics such as timings, access requirements, safety considerations, and activity schedules. These preparations position the programme to commence visits in Q4.

## **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.*

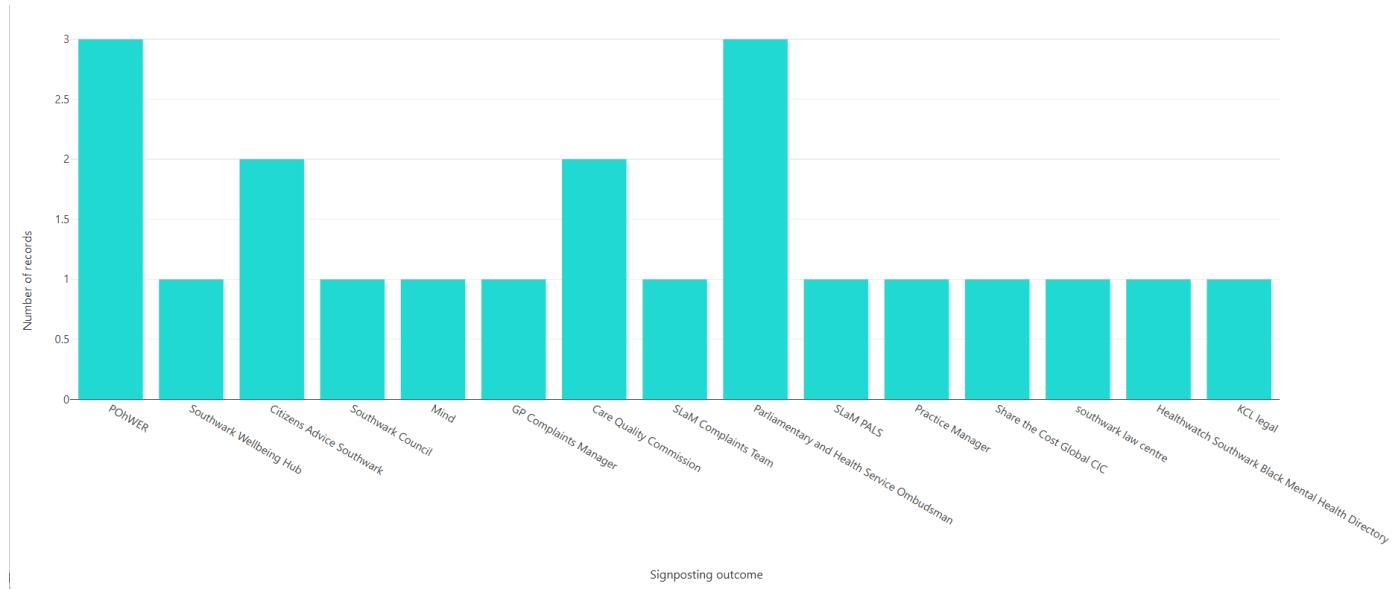
### **Outcome 9: A clear communications strategy**

Outcome	Output	Annual Target	Q1	Q2	Q3	Q4	Total
9	Monthly newsletters produced	12 monthly newsletters, with an open rate of 25%	3	3	3		
9	Mailing list sign ups	Net increase in mailing list sign ups	2	4	0		
9	Increased use of website - articles, webpages, resources, reports, events	Quarterly increase of information shared	5	11	11		
9	Increased use of social media across all channels	Quarterly increase of information shared	28	7	14		

#### **Signposting, advice and information**

We were contacted by 7 people for signposting information and advice in person, by phone and email this quarter. The most common signposting topics were Complaints Process/Outcome (3) and Finding Service/Support (2).

We signposted to 15 different services this quarter. The main services were POhWER (3) and Parliamentary and Health Service Ombudsman (3), followed by Citizens Advice Southwark (2) and Care Quality Commission (2).



During this quarter, we shared a range of health-related information and events including winter vaccinations, Southwark's Holiday Fun and Food programme, and Cost of Living information.

### Ambassadors' summary of quarter

In Q3, we organised 2 coffee mornings to discuss the following topics:

- Breast Cancer Awareness: Led by Community Health Ambassadors, who shared their lived experience of their journey managing cancer themselves. Ambassadors discussed breast health, screening, and the importance of early detection.
- Men's Health Coffee Morning: Hosted with support from a male Community Health Ambassador, focusing on men's health, fatherhood, isolation, and mental wellbeing. Open discussion helped raise understanding of the barriers men face.

In Q3 we promoted several external training opportunities to Ambassadors for them to take up should they wish to. We held three steering groups to ensure the network could shape future offerings available to them. These sessions focused on improving training delivery, ensuring accessibility, and identifying priority topics. Ambassadors highlighted several training areas they would like us to prioritise going forward, including:

- Menopause
- Neurodiversity
- Mental Health
- Blood Donation
- Cancer Awareness and Screening

The steering groups also explored the need for practical, culturally sensitive, and flexible training models that reflect real experiences. We will aim to commission a range of training, including following ongoing courses:

- Vital 5 Training (Modules 1-5)
- MECC (Make Every Contact Count)
- Mental health first aid

In Q3, Ambassadors supported 60 community events as part of Public Health's Health Outreach project. Events included:

**Bede House - Health Checks and Winter Vaccination Day:** We supported Bede House's annual winter health day, providing on-site health checks and vaccinations to improve access for people who face barriers to GP services.

**Wellness Saturday - Sickle Cell Awareness:** This event raised awareness of Sickle Cell Disease, sharing information on risk, daily impact, and where to access support and early intervention.

**Family Hub - Men's Health Day:** Family Hub delivered a men's health day offering free health checks and trusted guidance to encourage proactive health management.

**Cost of Living Roadshow:** Delivered by Citizens Advice Southwark, the roadshow provided residents with practical advice on benefits, debt, housing, energy, and employment support.

**Musculoskeletal (MSK) Assessment Day:** This initiative supported patients on physiotherapy waiting lists with early assessment, advice, and self-management guidance to prevent worsening conditions.

Based on the recent feedback survey, Ambassadors requested more information and resources on topics such as NHS app support (explaining features to elderly / non-tech-savvy residents), PrEP (HIV prevention), anti-social behaviour and crime, blood donation, project funding opportunities to name a few.

## Monthly newsletters produced

Three ebulletins were sent during Q3, featuring Sen's volunteering story, quotes and feedback from our Community Health ambassadors, local community initiatives and news, as well as Healthwatch England news.

Our e-bulletins can be accessed here:

- 04/12/2025 - [December 2025 eNews](#)
- 06/11/2025 - [November 2025 eNews](#)
- 03/10/2025 - [October 2025 eNews](#)

## Mailing list sign ups

This quarter we had no new sign ups to our mailing list. We will continue to promote newsletter signups 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 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 2 (25-26) Average	Quarter 3 (25-26) Average
Number of Subscribers	900	890

<b>Existing Subscriber Open Rates</b> (campaigns opened by subscribers on Mailchimp)	37.4%	33.1%
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## Increased use of website

During this quarter, we shared a range of health-related information and events, including advice and information from Healthwatch England [What can the Pharmacy First scheme do for me? | Healthwatch Southwark](#), and information about the Future of Healthwatch Southwark, [The Future of Healthwatch Southwark: What you need to know | Healthwatch Southwark](#).

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

## Increased use of social media

We have continued to use a range of channels to share information, promote the services and support in the borough. Here is how we are doing across our platforms:

Platform	25-26 Q2	25-26 Q3
<b>X (formally Twitter)</b>		
Followers	2059	2056
<b>Instagram</b>		
Followers:	253	253
<b>Facebook</b>		
Followers:	558	103 friends
<b>LinkedIn</b>		
Followers:	78	91

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

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

The dip in Facebook growth this quarter relates to our company page being deleted. This has been reported to Meta for us to understand the reasons and attempt to reinstate the page. Therefore, we have reported on metrics for the Healthwatch Southwark profile, rather than the Healthwatch Southwark company page, as we have done previously.

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

The HWS Manager, Advisory Board members, and Community Southwark CEO have continued to support the team around the uncertainty of the government's Healthwatch plans, and to ensure

that our work to connect Southwark's communities to Health and Social Care decision-makers continues regardless.

The existing Advisory Board Chair is continuing in his role to provide stability and we are delighted that Natasha Wright who works at the Maudsley Charity is to be proposed as Deputy Chair.

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

*“Thank you so much with all these details and information. They’re very helpful. Thank you for being so kind and considerate about my situation. This means a lot to me.”* - Feedback from a signposting case.

*“Local Healthwatch England branches are connected incredibly well with their local community. They allow local residents to connect, to make their views about healthcare services known, and promote engagement with community-based healthcare, grassroots peer support, or smaller research projects. I noticed this first-hand how when I worked with Healthwatch Southwark to publicise a research study: The breadth of groups and projects they work with is astounding!”* - Feedback from a patient-centered clinical researcher

This report was prepared by the Healthwatch Southwark Team in January 2026