



Healthwatch Southwark Strategy 2023-2026 Monitoring

Quarter 4 (1st January to 31st March 2026)

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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

During the quarter, Healthwatch Southwark exceeded annual engagement targets, attending 21 engagement activities and collecting 28 pieces of community feedback. Activity focused on strengthening relationships with underrepresented communities through targeted engagement on mental health, temporary accommodation and neighbourhood health inequalities, alongside collaborative work with NHS, voluntary and statutory partners.

Community-led research and ambassador-led projects, including Fuel Your Body and Bringing Health Closer to You, demonstrated strong community demand and meaningful impact. Strong progress was made in embedding Community Health Ambassadors within system engagement and decision making, supported by high levels of volunteer involvement.

Evidence gathered informed local strategy development, consultations and national policy discussions, while communications, signposting and outreach activity supported residents to access services, information and opportunities to have their voices heard. The report also highlights preparations for the HWS team transition into Community Southwark reporting from 2026/27.

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	21	74
2	Pieces of feedback per year	120	35	51	39	28	153
3	Embed Ambassadors with HWS events per year	30	5	3	7	4	19

Build HWS's profile and community relationships

During Q4, engagement continued to prioritise inclusivity, equity, and relationship-based working, with a strong focus on mental health, neighbourhood health, and underrepresented communities. Activity took place across community, voluntary, and statutory settings, aligned with Community Southwark's approach and prioritising engagement and partnership with the voluntary and community sector.

Alongside ongoing engagement at Community Mental Health Teams (CMHTs) and Guy's and St Thomas' NHS Foundation Trust (GSTT), Healthwatch Southwark undertook additional engagement activity during Q4. The examples below demonstrate how learning and practical resources from our existing work were shared, strengthening our profile as a trusted partner and informing system and service improvement.

South London and Maudsley (SLaM) Strategy Refresh Meeting

Healthwatch Southwark attended a South London and Maudsley NHS Foundation Trust strategy refresh meeting, contributing to discussions on future mental health priorities. Healthwatch Southwark hosted a resource table, sharing reports and learning from recent work and supporting evidence-based discussion with attendees. Rhyana, Healthwatch Southwark Manager, also participated in a panel discussion, ensuring lived experience and community insight were represented within strategic conversations. This combined presence strengthened Healthwatch Southwark's profile and influence within system-level planning.



Black Mental Health Community Action Group

Healthwatch Southwark attended the Black Mental Health Community Action Group meeting, engaging with community members, voluntary sector organisations, and professionals. Summaries from our Black Mental Health report were used to facilitate table discussions, supporting structured, accessible conversations grounded in lived experience.

The Black Mental Health service directory was shared with the full group and was very positively received, reinforcing the value of practical, community-focused resources and strengthening Healthwatch Southwark's role in Black mental health advocacy and action.

Every Drop Matters - Collaborative Engagement Event



Healthwatch Southwark hosted the *Every Drop Matters* engagement, a collaboration event with Guy’s and St Thomas’ NHS Foundation Trust Sickle Cell Pilot Programme and the NHS Blood and Transplant team. The event focused on raising awareness of sickle cell, promoting access to information from the GSTT sickle cell team, and encouraging local people to register as blood donors.

An interactive “What’s your blood type?” activity encouraged participation and conversation, providing an accessible way to engage people on blood health and donation. Learning from the event has been captured in a [reflections report](#) to inform future collaborative engagement.

International Day of Zero Tolerance for FGM at LSBU

Healthwatch Southwark supported an event marking the International Day of Zero Tolerance for Female Genital Mutilation (FGM) at LSBU, reflecting the local context, with Southwark having some of the highest reported rates of FGM in London. Hosted by Naima Ali, former Mayor of Southwark, the event brought together community and system partners, with Healthwatch Southwark hosting a resource table to support conversations around safeguarding and access to culturally sensitive care.



NIHR Applied Research Collaboration (ARC) South London Knowledge Exchange Event

We attended the knowledge event focused on Research centring lived experience, engaging exclusion histories and examining how discrimination and advantage intersect to shape health, proving an opportunity to showcase some of our recent community research projects with underrepresented communities. The event brought together a range of research and health and care services, sharing best practice withing with vulnerable communities, how to build trust and the importance of sustaining meaningful relationships amid growing hostility and insecurity in the UK.



Engagement Case Study

During Q4, Healthwatch Southwark attended Southwark Equity Neighbourhood Health events on behalf of Community Southwark, ensuring continued VCS representation in local discussions on health inequalities.

The events brought together ICB, Public Health, and community partners, providing valuable opportunities to share Healthwatch Southwark insight, build relationships, and support neighbourhood-level planning. Key resources, including the Listening Tour report, were shared to inform asset mapping and system conversations.

Strong alignment was recognised by partners, with one organiser commenting: *“This is a match made in heaven.”*

This engagement supported immediate delivery while laying foundations for future work, reinforcing Healthwatch Southwark’s role as a trusted source of community intelligence and a constructive partner in neighbourhood health and equity initiatives.

Listening to community needs

Feedback about local services

This quarter we collected 28 pieces of feedback by phone, email, and webform. This was a decrease from last quarter where we received feedback from 38 people. Most feedback was collected through Healthwatch England’s online form (12), our online form (6), email (3), outreach (2), and phone (2).

The most reported aspect of care was ‘Complaints and Feedback’ (12), followed by Communication (5), Records (2), Access (1), Discrimination and Equality (1) and Care Coordination (1).

We received 16 pieces of negative feedback, 3 about GSTT Hospitals in Southwark, 4 about GPs in Southwark, 2 about Mental Health Services in Southwark, 2 about Kings College Hospital, and 1 about a VCS group in Southwark. We also received mixed and neutral feedback. We received 3 pieces of mixed feedback about GSTT hospitals, 2 of which were clinician feedback that we recorded from the diabetes department. We received 2 positive pieces of feedback, 1 about GSTT Hospitals in Southwark, and 1 anonymised Hospital Outpatients feedback.

Feedback from Community Health Ambassadors Network

- **Trust and safety:** Discrimination, hate crime, and low trust in statutory services remain significant concerns, particularly for Gypsy, Roma, Romani and Traveller communities. Many residents feel unsafe reporting incidents and stress the need for trusted, community-led approaches.
- **Cost of living:** Rising financial hardship, food insecurity, and debt are driving worsening mental health, especially for families and vulnerable residents. There is strong demand for regular food provision and sustained funding for essential support.
- **Housing insecurity:** Poor housing conditions, uncertainty around rehousing, and limited support for disabled residents continue to cause anxiety. Some council house owners feel overlooked.
- **Health and wellbeing:** Increasing mental health needs, gaps in access to health checks, and limited, unclear health information were highlighted. Older residents lack awareness of local activities, and there is demand for information on issues such as PCOS and fibroids.
- **Engagement and resources:** Delays in programme payments affect trust and participation. Ambassadors called for a dedicated community space and a listening campaign to ensure under-represented voices are heard.

Ambassador-led Project updates

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

The Fuel Your Body pilot programme was delivered by Esther Agyeman on 18 February 2026 in response to identified community needs, notably the demand for practical, culturally relevant nutrition education and ongoing lifestyle support. Programme development was informed through targeted engagement and 40 feedback surveys, which helped refine the content and structure. Learning from this process highlighted the importance of combining nutritional education, practical cooking demonstrations and behaviour change support to equip participants with simple, actionable strategies to improve health and wellbeing. The pilot was oversubscribed, with 20 residents signing up for 12 available places, clearly evidencing strong community demand. A comprehensive evaluation report is currently being drafted for publication in Q1 2026/27 and will include participant feedback and video documentation to demonstrate impact and support future funding applications.



- Bringing Health Closer to You

This community-led engagement project delivered by Omotola Wonuola (Community Health Ambassador) has continued to explore how Tenants and Residents Association (TRA) spaces can better support health, wellbeing and community participation. The project seeks to understand current levels of engagement with TRA spaces, identify barriers to involvement, and consider how these local assets could help address health inequalities. In total, 97 residents participated in surveys and engagement activities where current findings indicate that awareness of TRA services remains low and active participation is limited; however, this reflects gaps in communication and accessibility rather than a lack of interest, with residents expressing clear willingness to engage more if opportunities were better promoted and supported. The final project report will be published in Q1 (2026/27).



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 in several ways, such as:

- Participation in the HWS Temporary Accommodation Steering Group, with 2 Community Health Ambassadors supporting.

- Involvement in the HWS blood community roadshow in partnership with Guy’s and St Thomas’ focused on sickle cell awareness and importance of blood donation, with 4 CHAs attending and 3 CHAs supporting.
- Contributions to the HWS Enter and View Steering Group, with 1 CHA supported
- Involvement in the HWS strategic review and away day, with 2 CHA supporting.



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

During this quarter, our current number of registered volunteers is 229:
 0 are HWS core volunteers (research, community engagement and signposting)
 7 are HWS Advisory Board members (HWS Governance)
 222 are Community Health Ambassadors (Public Health commissioned project).

- HWS core volunteers contributed approximately 0 hours of volunteer time.
- HWS Advisory Board contributed approximately 57 hours of volunteer time.
- Community Health Ambassadors contributed around 426 hours of volunteer time.

Volunteer Equalities Profile - this is equalities data from those willing to provide this information and is not representative of all volunteers.

Dimension	Category	No. volunteers
Gender	Female	172
	Male	14
	Other (incl. non-binary, genderfluid)	6
	Prefer not to say / No response	40
Ethnicity	White/White British	56
	Black/Black British	114

	Asian/Asian British	17
	Mixed	3
	Latin American	7
	Other ethnic groups	14
	Prefer not to say / No response	21
Age	15-17	1
	18-29	33
	30-39	61
	40-49	53
	50-59	47
	60-69	18
	70+	3
	Prefer not to say / No response	16
Disability	Yes	41
	No	168
	Prefer not to say / No response	23

Ambassador Feedback

“The Ambassador’s Celebration was a gift to be a part of. Seeing the real heroes finally getting their props helped remind me why I joined the network myself. The event emphasised the importance of the work being done in the community, gave space to allow those who serve to be nourished and equipped us all with well-needed food for thought in regard to our own health and wellbeing.” - Ryan, Community Health Ambassador

Read more feedback from the Ambassadors celebration event here: [Ambassadors New Year Celebration - A Night of Joy, Recognition & Community | 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 how it has led to change	Developing new project	New project started, 3 x case study	Completed engagement, 2 x case study	Closed 1 x project, new report completed	1 new project, 1 closed project, 5 case studies.
5	Stakeholder meetings	Number attended with clear purpose	43	49	56	61	209

Greater connections between communities and statutory partners

Project Information/HWS Key Priorities

Alongside working on projects in 2025/26, we have continued to monitor progress on past projects, namely our Learning disabilities and Autism and Black mental health projects from 2024/25. Information related to this work is detailed below in objective 3.

2025/26 Priorities

- Temporary Accommodation

This quarter, we compiled and analysed the data we gathered during the engagement phase and presented preliminary findings to the steering group. After testing the salience of our findings, we prepared a draft report and recommendations, and shared this with the steering group and advisory board for final feedback. We welcomed two research participants to our steering group, in addition to existing lived experience representation in the group, to further develop our inclusive research practices and accountability to communities. The report will be shared with providers for responses next quarter, ahead of publication.

We have already started activities to maximise the impact of this research for affected communities. For example, we attended the Borough of Sanctuary Action Planning and Southwark Equity Neighbourhood meetings to feed our findings into borough-level planning and prepare stakeholders for the upcoming report. We also used our findings to submit a [response to the government's Earned Settlement consultation](#), which proposes changes to national immigration policy.

- Enter and View Updates are reported on in objective 3, below.

2026/27 Priorities

During Q4, Healthwatch Southwark reviewed the impact of its concluding strategy and began light-touch exploration of potential priorities for 2026/27, informed by community insight, emerging health inequalities, and system change amid national uncertainty. A 12-month continuation grant was secured, enabling delivery of statutory functions and continued support to underrepresented communities while awaiting clarity on future legislation. Planning remained flexible, alongside preparatory work to integrate the Healthwatch Southwark team into the wider Community Southwark structure, strengthening alignment with neighbourhood working and VCSE engagement in health and care.

Project feedback

Our [one-year update](#) of the Learning Disabilities and Autism demonstrate several examples of positive change resulting from this research project, such as the rollout of LDA champions in North Southwark's GP surgeries, and emerging plans to extend the programme to South Southwark, following a successful pilot.

“Congratulations on a really thorough and collaborative project that has had tangible and valuable impact in a number of areas.” - Patient and Public Engagement Specialist, Guy's and St Thomas' NHS Foundation Trust

“Thank you for sharing this final update on the learning disabilities and autism project. It's really great to see how the recommendations have been taken forward by different healthcare providers and also to see the testimonials which acknowledge the importance of this research.

Well done for all of your work on this project.” - Healthwatch Southwark Advisory Board member.

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. Several examples of where this approach was successful during Q4 are outlined below:

The goal is to share information, establish connections, and influence decisions, making sure we capture the following:

Meeting	Relates to	What was shared	Outcome
Local Healthwatch Working Together Meeting and ‘The Future’ Workshop.	Local Healthwatch and Healthwatch England closure	Ideas and approaches from local Healthwatch organisations on future planning and influence of new patient experience	Ways to coordinate Kings Fund report dissemination, suggestions on future model of patient engagement and sharing best practice.
Borough of Sanctuary action planning meeting	Temporary accommodation project	Achievements from the Borough of Sanctuary projects thus far and brainstorming areas of work to address	Highlight areas of concern among residents in Council planning. Stakeholder connections, across Council to review report recommendations and support delivery.
Prepublication Briefing on King's Fund report on Learning from Healthwatch	Future of patient voice and experience	Project purpose and shared findings from the report and recommendations. Local Healthwatch presented challenge of methodology and findings, next steps Kings Fund will take to influence DHSC	Ways Healthwatch can support with report dissemination
SLaM Strategy refresh meeting	Black Mental Health Project, Temporary Accommodation Project	Panel discussion on mental health services and input into SLaM's new strategy based on BMH research and recommendations	Emphasised importance of existing BMH work and increased awareness and anticipation of Temporary Accommodation report.
South London and Maudsley NHS Foundation Trust Strategy event for the VCSE	NHS	Details on their planned strategy and an opportunity for VCSE organisations to comment	More understanding of SLaM's planned strategy and the opinion of VCSE organisations on their work. Key contacts

		in breakout groups, as well as ask questions.	introduced such as the Community Partnership Officers. Propose keeping in touch with this work for future CS Health work
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Ambassador case study

At the SEL Champions Network meeting, Donelle (CHA Officer) shared best practice from the Ambassador Network, highlighting how clearer structure, regular communication, and consistent inductions have strengthened engagement. The network has become more connected, with ambassadors more actively involved in events and discussions.

She also outlined the quarterly recruitment and onboarding of casual workers, including improved DBS compliance and aligned training, which has streamlined processes and strengthened governance. Ambassadors and casual workers now support up to 40 community health hubs, outreach sessions, and events per month, supported by clear operational oversight, rotas, and a training approach focused on confidence, safety, and readiness to work with the public.

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 stakeholder	1	3	2 x case studies	2	8

		s to account					
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	1 x progress review shared	4 progress reviews
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	1 steering group held, key documents approved and making arrangements for visits	Visits being planned for Q1 2026/27

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

1. Used research findings from our Temporary Accommodation project to submit a [response to the government's Earned Settlement consultation](#), which proposes changes to national immigration policy. We shared the consultation with community partners to promote VCS involvement in policy development.
2. Attended a webinar facilitated by Healthwatch England which focused on developing updated [NHS England » Guidance on working with people and communities](#) in delivering the ambitions of the NHS 10-year plan
3. Fed into the NHS Online Consultation webinar, in collaboration with Healthwatch England and Local Healthwatch organisations regarding plans for NHS Online, a new digital-first national NHS Trust that will deliver virtual elective care through the NHS App. It aims to reduce waiting times, expand patient choice, and allow clinicians to work flexibly, with the service beginning in 2027.
4. Fed into the joint webinar facilitated by Healthwatch England and Department of Health and Social Care (DHSC) regarding updates on the local Healthwatch arrangements post

Dash Review. The conversation provided opportunity to hear about the draft health bill, potential structure for the new Directorate of Patient Engagement, Impact Assessment, communications and ministerial engagement, funding and TUPE allocations for local Healthwatch staff to name a few.

5. Fed into development of Integrated Neighbourhood Team plans on resident/patient engagement and VCS involvement via joining Southwark Neighbourhood Transformation Board.

Stakeholder case study

Every Drop Matters was a joint engagement event led by Healthwatch Southwark, Guy's and St Thomas' Sickle Cell Pilot Programme, and NHS Blood and Transplant. Healthwatch Southwark brought partners together who shared health equity goals but had not previously collaborated, resulting in a stronger, more coordinated community offer. The event raised awareness of sickle cell, promoted trusted health information, and encouraged blood donation in local communities. Crucially, it also created new relationships and future opportunities for joint working.

Partners valued the connection and learning created through this approach:

"I really enjoyed working with you and had some very helpful conversations about community collaboration."

Impact extended beyond the event, with further interest in future work:

"The work you're doing is exactly the kind of community-centred engagement that matters."

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

We have continued to monitor and follow up on outstanding projects started 2024/25, here are some updates from this work:

- Black mental health

We requested a final, one-year joint update from the ICB and South London and Maudsley NHS Foundation Trust to complete impact monitoring and close this project. This update remains outstanding. We are working with partners to put a refreshed timeline in place to update communities and close this project.

In the meantime, we attended statutory and community-based events including the Black mental health community action group, Community Southwark's Mental Health network, and

South London and Maudsley’s Strategy refresh event to promote our Black Mental Health Directory.

- Learning disabilities and Autism

In March, we shared a [one-year update](#) to mark the close of this project. The update included our activities since publishing the report in June 2024, an overview of responses to our recommendations, and the impact achieved. We also created an Easy Read video to summarise the update. We shared this on our website, newsletter, social media, and directly with the project steering group and participants.

Restart Enter and View visits in line with community needs

A second Steering Group meeting was held to review and approve key visit documents, co-design the engagement plan, clarifying communications and practical considerations. Progress has been slower than anticipated due to capacity and scheduling challenges. Visits are now in planning for Q1 2026/27, with clearer timescales.

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	3	12
9	Mailing list sign ups	Net increase in mailing list sign ups	2	4	0	-8 ¹	-2 ²
9	Increased use of website - articles, webpages, resources,	Quarterly increase of information shared	5	11	11	15	42

¹ Q4 signups from 2025 were -1

² The total of -2 represents cumulative net sign-ups for 2026 to date. While earlier quarters recorded subscriber sign-ups, a higher number of unsubscribers across the year (26 in total) resulted in an overall negative position.

	reports, events						
9	Increased use of social media across all channels	Quarterly increase of information shared	28	7	14	14	63

Signposting, advice and information

We were contacted by 10 people for signposting information and advice in person, by phone and email this quarter. The most common signposting topic was How to Complain (3).

We signposted to four different services. The most common signposting outcome was POhWER (3).

During this quarter, we shared a range of health-related information and events, including how to access winter vaccinations, South London and Maudsley NHS Foundation Trust’s Strategy Refresh event and Southwark Council’s ‘Carers’ Connect’ event.

Ambassadors’ summary of quarter

In Q4, we organised several coffee mornings and network sessions to discuss the following topics:

- Heart Disease in Children: A coffee morning introducing the Health Teach Research Centre initiative at Guy’s and St Thomas’ Hospital, focusing on awareness, research, and early understanding, followed by a Q&A.
- Colorectal Cancer and Unpaid Carer Support: Supported by a Graham HW Trustee, this session focused on colorectal cancer awareness and screening. Southwark Council also shared information on the Unpaid Carer Strategy, with an open Q&A.
- Move Southwark Network Session: An Ambassador network meeting highlighting leisure and physical activity opportunities across Southwark to support improved health and wellbeing.

In Q4, we provided the Ambassadors with external training opportunities following feedback from ambassadors who wanted to learn:

- Kiosk Training
- Vaccine Confidence Training
- Mental Health First Aid

Alongside this, we delivered and promoted internal and commissioned training, including:

- Vital 5 Training (Modules 1-5)
- MECC (Make Every Contact Count)
- Understanding how socio-economic factors affect Southwark residents

Through ongoing engagement and feedback, Ambassadors identified priority training areas they would like us to focus on going forward, including:

- Mental health and workplace wellbeing
- Menopause and women’s health (including fibroids and PCOS)
- Access to health and care services
- Sickle cell and inherited health conditions

- Money management, gambling harms, and their link to mental health

Ambassadors continued to highlight the importance of training that is practical, culturally sensitive, and reflective of lived experience.

In Q4, Ambassadors supported 57 community events as part of Public Health's Health Outreach project. Events included:

- **HWS Sickle Cell and Guy's & St Thomas' Community Roadshow:**
Focused on raising awareness of sickle cell disease and the life-saving importance of blood donation through community engagement.
- **Rock of Redemption Church - Safe Drinking and Healthy Liver/Kidney:**
Delivered health information and guidance around alcohol consumption and maintaining liver and kidney health within a trusted community setting.
- **CGL BRIC Health & Information Week:**
Brought together key health and community partners to host informal stalls, enabling direct conversations with service users and staff. The week promoted diabetes awareness and wider physical health engagement, particularly in the context of alcohol use and recovery.
- **Southwark Repairs Action Day - Glebe Estate:**
A local event led by the Southwark Repairs team, supporting residents with on-the-spot repairs, identifying complex housing issues such as damp and mould, and gathering resident feedback to improve housing outcomes.
- **MSK Community Day - Muscle and Joint Health: Exploring Your Options**
Designed for Southwark residents on physiotherapy waiting lists, this initiative supported self-management of musculoskeletal conditions, aiming to improve wellbeing and prevent the need for hospital-based care.

Ambassadors requested more information and resources to share with their communities based on the feedback survey conducted in Q4:

- Resources to support mental health, including accessible guidance and practical tools
- Resources to support digital inclusion, helping residents get online and access services
- Myth-busting resources to challenge misinformation and support informed conversations
- Information and step-by-step guidance on using the NHS App, including its key features

These insights will continue to inform future training, resources, and engagement priorities for the Ambassador network.



Monthly newsletters produced

Three ebulletins were sent during Q4, featuring a range of opportunities to have your say on health and care services, and free local wellbeing activities.

Our e-bulletins can be accessed here:

- [January 2026](#)
- [February 2026](#)
- [March 2026](#)

Mailing list sign ups

This quarter we had no 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 3 (25-26) Average	Quarter 4 (25-26) Average
New Subscribers	890	888
Existing Subscriber Open Rates (campaigns opened by subscribers on Mailchimp)	33.1%	26.9%

Increased use of website

During this quarter, we shared a range of health-related information and events, including the [Kings Fund report on the importance of the independent patient voice](#) and our [care where we live blog post](#).

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 Q3	25-26 Q4
X (formally Twitter)		
	2059	2040
Instagram		
	253	258
Facebook		

	558	102 ³
LinkedIn		
	78	120

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

From 2026/27, Healthwatch Southwark activity will be reported through Community Southwark's quarterly monitoring report, replacing the standalone Healthwatch report. Updates will continue to be shared with core stakeholders.

The Healthwatch Southwark newsletter will be phased out over the year, with subscribers transitioned to a Community Southwark health and wellbeing newsletter, bringing together health updates, system changes, and engagement opportunities. Further details will follow as national guidance becomes available and is reflected in the transition work. Please keep updated on our website: [Our Next Chapter](#)

Comments, complaints, and compliments about our service:

- *"Everyone was really professional, friendly and nice. I had my blood taken and the person at reception helped me find the right place to go. They were very friendly and put me at ease right away. The nurse taking blood was lovely despite having to do it super quickly."* Feedback about our blood event.
- *"We found the process outlined by Healthwatch to be clear, structured, and highly valuable in identifying barriers and opportunities for improvement. The report's focus on empowering voices and addressing systemic challenges provided a strong foundation for our strategy development"* - feedback about our holding to account process and the learning disability and Autism project
- *"I just wanted to say how lovely it was to see so many of you last night. Huge thanks again for all that you do and also thank you to Rhyana, Donelle, Omotola and Esther (and all your colleagues) for arranging such a great evening"* – feedback about our Ambassadors celebration event

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

³ Due to the deletion of our previous Facebook Page (out of our control), follower data is no longer available. This figure has been updated to reflect our current number of Facebook Friends.