



**Annual Report 2024–2025**

**Change will come if  
we make the choice**

Healthwatch Southwark

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

**Louise Ansari, Chief Executive, Healthwatch England**

## A message from our Chair

At Healthwatch Southwark, we work to improve local health and care services by making sure patients' and carers' voices are heard—and that services respond to their needs. We're a small, dedicated team supported by amazing volunteers, including our Community Health Ambassadors, who help us connect with diverse communities.

It's been a busy year, and you can read more about our work in the following pages. Some highlights include:

We gathered insights from residents across Southwark, combining them with ongoing feedback and project findings. This shaped our future priorities and our more recent events, including webinars and coffee mornings on mental health and the cost of living.

We explored the experiences of people with Learning Disabilities and Autism, and researched Black mental health in Southwark. We also followed up on earlier work—such as with the Latin American community—leading to tangible improvements like multilingual service leaflets.

We worked closely with local hospitals, social care, and advocacy providers, sharing insights and influencing change. We also amplified resident's voices via regular contributions to the Health and Wellbeing Board and Partnership Southwark, and in collaboration with other Healthwatch teams and the Care Quality Commission

When a major cyber-attack disrupted pathology services at King's and Guy's and St Thomas' hospitals, we supported affected patients and shared feedback on this and other areas with NHS leaders and national policymakers, contributing to the NHS Change working groups. These fed into the Government's ten-year plan for the NHS.

As the new Government focuses on NHS recovery—with recent improvements to GP access and waiting times—our mission remains clear: to ensure Southwark's services truly meet the needs of its people, no matter what changes lie ahead.



Healthwatch helps to provide a stronger patient voice. When I worked in the NHS, I was always told that patient should be at the centre of everything – but often we failed in that aspiration. By amplifying the patient voice. Healthwatch helps to redress that.

**Graham Head, Interim Advisory Board Chair  
London Region**

## About us

# Healthwatch Southwark is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



### Our vision

To bring closer the day when everyone gets the care they need.



### Our mission

To make sure that people's experiences help make health and care better.



### Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

**In addition, we adhere to the values of Community Southwark, our hosted organisation, which are:**

- We are bold
- We work with the community for the community
- We make a difference
- We are inclusive

**These values are always underpinned by:**

- Our commitment to respecting diversity and promoting equality
- Putting Southwark communities at the heart of everything we do



# Our year in numbers

We've supported more than 4,395 people to have their say and get information about their care in person, online, over the phone or by email. We currently employ 3 staff and, our work has been supported by 200 volunteers and Community Health Ambassadors.

## Reaching out:



**401** people shared their experiences of health and social care services with us through feedback, projects and outreach work, helping to raise awareness of issues and improve care.

**120** people came to us for clear advice and information on topics such as how to make a complaint, help to resolve access issues and housing issue.

**3874** people accessed health and social care information and opportunities to shape local services on our social media platforms and in our newsletter

## Championing your voice:



We published 2 reports about the improvements people would like to see in areas like learning disabilities, autism and mental health services.

Our most popular report was 'Empowering Voices: Access to Health Services for Adults with Learning Disabilities and Autistic Adults' exploring the causes of health inequalities for these communities.

## Statutory funding:



We're funded by Southwark Council. In 2024/25 we received £157,221, which is the same as last year.



# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Southwark. Here are a few highlights.

## Spring

The [Latin American access](#) to services project highlighted key issues, such as language barriers people have raised with us about GPs and other services.



As a result of our work, now a range of health information is published in Spanish and Portuguese and better collection of ethnicity data is being implemented because our work was included in the [Southwark Joint Strategic Needs Assessment](#) for this community.

## Summer

Our [listening tour](#) uncovered the issues in relation to health and social care, as well as broader factors affecting their wellbeing—such as the cost of living and fuel poverty. In response to concerns raised around GP access, poor housing, and carer support, partners of the Southwark Health and Wellbeing Board are now developing targeted initiatives to hear directly from residents. The upcoming Insight Visits, will ensure that patient feedback and public experiences directly inform service improvements.



## Autumn

The NHS 10 year plan sought insight from professionals, service users and a range of stakeholders on what needs to be included to address health inequalities.



We ensured the priorities and concerns for people in Southwark informed our [locally based call to action response](#) to the NHS plan because we reviewed our feedback and signposting cases, as well as insights from our Community Health Ambassadors.

## Winter

Our work exploring access and barriers to services for people with [learning disabilities and Autistic adults](#) highlighted several systemic challenges—including operational failures, staffing shortages, limited support for carers, and social barriers such as the cost of travel. In response, a new Inclusive Surgeries programme is being rolled out. This includes our key recommendation to introduce learning disability champions within primary care—a direct commitment from decision-makers to improve accessibility and support for these service users.



# Working together for change

**We've worked together with our five neighbouring Healthwatch in South East London (SEL) and used our collective influence to ensure people's experiences of care in Southwark, and across SEL, are heard at the Integrated Care System (ICS) level. This year, we've worked with local Healthwatch organisations to influence decisions made about services by achieving the following:**

## Using our collective insight to transform care and reduce inequalities



Insights on various health services collected through calls, emails, meetings, outreach, and engagement events that 9,500 people shared with SEL Healthwatch were collated quarterly and shared with the ICB and ICS, enabling improvements. We provided balanced, aggregated insights and recommendations for improvement through our system representative in our regular reporting to the ICB Quality Directorate, the Engagement Assurance Committee, and the ICP Board.

## Representing the voice of the people



Through our collaboration as SEL Healthwatch we brought the voices and experiences of patients, carers and their families to support decision-making. We used this voice to shape the SEL ICS strategy, tackle digital exclusion through the development of a new ICS Digital Strategy and support good practice engagement with people and communities through developing the ICS Engagement Toolkit.

## Making a difference in services



The SEL Reference Group, made up of board and committee members of SEL HW supported the procurement of the new SEL ENT services. Members of the Group sat on the procurement panel. Following mobilisation, Members provided valuable insight into how the service was working, making recommendations to the provider for improvement, most of which have been actioned.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

# Making a difference in the community

**We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.**

Here are some examples of our work in Southwark this year:

## Creating empathy by bringing experiences to life



### **Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.**

A Community Health Ambassador shared recent network findings at a Primary Care Collaborative meeting, raising issues like poor mental health, inadequate living conditions, limited physical activity, and unmet needs in BAME communities. Their input sparked meaningful dialogue among decision-makers, demonstrating how lived experience and open conversation can drive impactful service improvements.

## Getting services to involve the public



### **Enhancing Resident Engagement in Housing Strategy**

We delivered a presentation to housing wellbeing leads on improving communication, accountability, and engagement with underrepresented residents. Our practical guidance is now being shared with Southwark's Housing team to inform their asset management strategy. The session helped highlight gaps in current engagement practices and has prompted further discussions on power-sharing and inclusive consultation—especially with marginalised groups. We've been invited to continue supporting this work as it develops.

## Improving care over time



### **Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.**

We published a [one-year update](#) on our Latin American access project, highlighting key progress from local providers. This includes new translated materials in Spanish and Portuguese and a planned listening event by Guy's & St. Thomas' Trust, co-developed with Healthwatch Lambeth. We also shared a summary video and reconnected with all participants and community partners to keep them informed of the project outcomes.



# Listening to your experiences

**Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.**

This year, we've listened to feedback from all areas of our community, ensuring that diverse experiences are heard and represented.

- We listen to real experiences through surveys, interviews, and outreach, especially from those whose voices are often overlooked.
- We highlight what matters by sharing feedback with services to uncover issues that might otherwise go unnoticed.
- We help drive change by making services more accessible and person-centred, often through community-based events and direct engagement.



# Listening to your experiences

## Championing what matters most to Southwark communities through the art of listening

Over the Summer we took to the streets to listen to Southwark residents about what matter most to them and where we should focus our time and efforts.

### What did we do?

We hosted six in-person events, and an online survey to understand what matters the most to people regarding local health and social care services and hear what other issues are impacting on their health. We offered goody bags, delivered 'Get to know us' talks with local services we frequently signpost people to and offered free Vital 5 health checks in partnership with the Public Health outreach team.

### Key things we heard:

**96%**

of respondents' top five concerns about health care included GP access, adult mental health, hospital care, dentist access and children and young peoples' mental health.

**75%**

of respondents' top five concerns about social care included carers support, support for children and families, home adaptations, transfers from hospital to social/community care and adult domiciliary care.

**77%**

reported concerns about food insecurity, cost of living, housing and other factors have impacted their health in the last 12 months

**We learned that residents value approachable, empathetic engagement, especially when services are brought directly to familiar spaces and delivered by people who genuinely listen. By acting on their feedback—offering clear information, small incentives, and promoting local efforts—we built trust, improved access by facilitating partnerships between services, and established an understanding of the different referral pathways that are most useful to residents**

### What difference did this make?

As a result, residents received doorstep information tailored to their needs, along with guidance on where to access local support and on-the-spot Vital 5 health checks with trained professionals. As GP access was highly ranked, insights gathered were incorporated into [Primary Care access plans](#) aligned with Southwark Health and Care priorities, following a presentation to the Partnership Southwark Strategic Board. This approach to community engagement is now informing future priorities and shaping ongoing work.

# Listening to your experiences

## PEOPLE TOLD US ABOUT SOME GOOD EXPERIENCES THEY HAD WITH SERVICES

Pharmacies  
- good  
helpful

I tried CBT  
therapy and that  
was a great  
experience

My midwife  
was great

Even though waiting times in  
hospital are quite long the  
doctors, nurses, healthcare team  
etc are often very amiable

Good  
hospital  
transport  
care

Honour Oak - they are  
very good. Services is  
top notch only that the  
appointment takes time

Feel satisfied  
get scans or  
other services

My experiences with  
healthcare services,  
booking appointments,  
cardiology appointments  
have always been good

## PEOPLE TOLD US ABOUT SOME BAD EXPERIENCES THEY HAD WITH SERVICES

Lack of funding for children's  
mental health services -  
waiting list.  
I had to ring everyday to get  
support or .....many  
don't get it as priority

Consultants have  
been sarcastic &  
rude about  
operation on  
knees/weight

..but consult literally told me I  
was "just another statistic" in  
reference to being a young single  
parent. he told my family to  
"control" me when I disagreed to  
having a c section

They give you dates for  
appts e.g. hospital appt  
and it goes beyond their  
recommended times  
e.g. 21 weeks can turn  
into months

Care Workers- not  
being picked up due to  
a lack of connections.  
Agency workers, lack  
of support  
infrastructure.

You rarely get a face-to-face  
appt, it's quicker to go A&E  
otherwise you might end up  
dying before you get even  
seen by your GP



# Hearing from all communities

**We're here for all residents of Southwark. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

**This year, we have reached different communities by:**

- Collaborating with local services to host topical in person coffee mornings for sharing information and signposting support
- Facilitating an online cost of living webinar to share local services who reach people struggling with socio-economic deprivation for those less able to attend our in-person events
- Partnering with health services such as our local NHS trusts to gather feedback about their services
- Joining our Community Health Ambassadors at Public Health outreach events where we provided residents with information on support available in the borough.



# Hearing from all communities

## Helping communities through deepening engagement at Community Mental Health Services

Through outreach within mental health services, we heard from many individuals whose care experiences reflected both the strengths and the challenges of the current system. In one instance, a service user shared concerns about inconsistent care from their home treatment team. They described a series of issues, including missed appointments, poor communication, being prescribed the wrong medication without proper checks, and medical records not being updated. These experiences had eroded trust and left them feeling vulnerable and unheard.

### What difference did this make?

During our conversation, the individual also expressed dissatisfaction with their allocated care coordinator. Many people in similar situations are unaware of their rights or available options. We were able to clarify that service users do have the right to request a change in their care coordinator—and supported them in understanding how to initiate that process. By taking time with individuals highlights how services can be improved for a wider range of service user groups.

## Understanding community needs beyond clinical settings

Through our engagement work with community mental health (CMH) services, we continue to hear from individuals whose needs extend far beyond what is traditionally addressed in clinical settings. One service user, recently admitted to a local CMH unit, shared a particularly important perspective:

*"I found the doctors weren't bothered to give me the right medication. There's too much concentration on the medical model and a lack of social workers—when my problems are socio-economic."*



### What difference did this make?

We supported the individual in understanding their rights and accessing social care. Anonymised insights were shared with local mental health providers, helping shift focus from a medical to a more holistic model.

This feedback led to more tailored, person-centred support and highlighted the need for integrated services that reflect people's real-life social and economic challenges.



# Hearing from all communities

## Shaping services through community voice

As part of our ongoing work to amplify the voices of autistic individuals and those with learning disabilities, our project played a key role in supporting local services to engage with Guy's and St. Thomas' NHS Foundation Trust (GSTT) in shaping their All Age Autism Strategy. Building on the findings and recommendations from our report "Empowering Voices: Examining Healthcare Access for Adults with Learning Disabilities and Autism", we facilitated a successful community partnership between Autism Voice and GSTT.



The Autism Voice-Guy's and St. Thomas' Trust (GSTT) community conversation was successful as we gathered lots of useful insights that will help shape GSTT'S All Age Autism Strategy. Join us in Clapham next Wednesday and have your say. [#Autismawareness](#) [#autismacceptance](#) [#WellbeingSupport](#) [#InclusionMatters](#) [##neurodivergent](#)



We presented our research at the King's Vulnerabilities Assurance Committee. A research participant co-presented with us and was later invited to collaborate with King's staff to support their health inequalities work, particularly around empowering parents managing their child's diagnosis.

### The Report in the Community!



## What difference did this make?

Our LDA project has resulted in Partnership Southwark commissioning a two-year Inclusive Surgeries programme following our presentation to the Executive Delivery Board. The initiative seeks to make it compulsory for all GPs to have a designated LDA champion, stemming directly from our recommendations to enhance service accessibility for adults with learning disabilities, autistic adults and their carers.

# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 120 people have reached out to us for advice, support or help finding services.

**This year, we've helped people by:**

- Providing up-to-date information that people can trust
- Helping people access the services they need
- Supporting people to build the confidence to look after their health
- Helping people find additional support services when they need them



## Supporting a resident facing housing inaccessibility

Malcom\* was experiencing severe difficulties accessing his second-storey flat due to being a wheelchair user. Despite raising multiple complaints, he felt ignored by housing services, and the ongoing inaccessibility was taking a toll on both his physical and mental health. He had even postponed essential surgeries while waiting for a more suitable home, which had yet to be provided.

We connected him with Southwark Adult Social Care to request a care needs assessment, to identify eligibility for adapted housing or additional support. He was referred to Shelter's housing advice line for expert legal and housing rights guidance, and to the Southwark Disablement Association for support tailored to disabled residents.

He was provided clear, accessible information about his rights under the Equality Act and the housing duty of care, helping him feel more informed and confident in navigating the system.

Through this support, Malcom\* was able to access more appropriate channels for advocacy and begin the process of reassessment for his housing needs. The signposting helped him feel less isolated and more empowered to take action.

\*Name changed

**I have asked for a walk-in shower. I have been seen by O.T and this is not being done, length of time 2 years**



## Empowering a Southwark resident with Autism through timely support

Bola\*, an autistic adult contacted us for support ahead of his upcoming Personal Independence Payment (PIP) phone interview. He was anxious about managing the call and asked for someone to be present virtually to help him feel reassured and communicate effectively.

We connected him to Autism Voice and Resources for Autism, both of which offer advocacy and communication support for neurodivergent individuals. Due to the urgency, we also referred him to the local Social Prescribing team, who quickly took over coordination to find an appropriate service to help him during the meeting.

As a result, he received timely support and felt more prepared and confident going into his interview. This case highlights the importance of responsive, joined-up working between services to meet the specific needs of individuals with communication challenges. \*Name changed





# Showcasing volunteer impact

**Our fantastic volunteers have given approximately 1,949 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.**

**This year, our volunteers:**

- Visited communities to understand their needs and promote our services
- Collected experiences and supported their communities to share their views
- Carried out targeted outreach and health promotion activities in their local areas
- Supported our strategic direction, priorities and culture of Healthwatch Southwark



# Showcasing volunteer impact

## Championing health equity through Community Health Ambassadors

Over the past year, Healthwatch Southwark's Community Health Ambassadors have made a significant impact in reducing health inequalities across the borough. By acting as trusted champions, they have connected local people with health services, shared reliable health information, and amplified the voices of their communities.

They supported more than 165 outreach events, including health checks, awareness days, Cost of Living roadshows, and cultural celebrations. These events took place in accessible community spaces such as schools, churches, libraries, and community centres. Their work included promoting cancer screening, developing community partnerships, and delivering Vital 5 health checks. They also engaged with underserved groups, including refugees and Latin American residents, who often face barriers to accessing care.

Ambassadors received specialist training, participated in regular network meetings, and helped co-design engagement activities. Their insights directly influenced Healthwatch Southwark's priorities and strengthened collaboration with Public Health, the NHS, and local frontline organisations. Through campaigns like "Why Vaccinate", outreach in barbershops and salons, and co-hosting local events, the Ambassadors have helped build trust and break down barriers to care.



## What difference did this make?

We have achieved more targeted and effective outreach, enabling Ambassadors to connect with underserved groups, share vital health information, strengthen trust, and empower local voices to influence change—especially for those who may be hesitant or unable to engage with traditional services. As a result, Ambassadors are helping reach underserved groups, making Healthwatch Southwark more connected and effective in driving community-led change.

This progress was made possible through our collaboration with Public Health to expand the health outreach service supported by our Community Health Ambassadors. Together, we identified training needs, created paid roles, and chose outreach locations based on community priorities and accessibility needs.



# Showcasing volunteer impact

## At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community voices every step of the way.

One of the highlights of my time at Community Southwark was the listening tour, a two-week event hosted by the Healthwatch Southwark team. We travelled across the borough, speaking to residents to understand their needs and experiences of local health and social care services. This experience developed my soft skills, such as interpersonal communication, as I learned how to adapt my approach to engage with different members of the community. We exceeded our engagement target by more than double, collecting feedback from over 130 Southwark residents. These experiences at both of these organisations helped me develop transferable skills such as problem-solving, strategic thinking, collaboration, etc. They have also deepened my interest in what is happening in local communities and encouraged me to consider different career paths, such as project management and real estate. I appreciate the trust you placed in me and the opportunities you provided that allowed me to expand my skills and confidence

**George Okosun – feedback about Community Engagement and Research Volunteer role**



### Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchsouthwark.org](http://www.healthwatchsouthwark.org)



020 3848 6546



[info@healthwatchsouthwark.org](mailto:info@healthwatchsouthwark.org)

# Showcasing volunteer impact

"There were six of us in my group, and we visited three different parts of the hospital: the Emergency Ward, the Children's Day Clinic, and another ward (I can't remember the name). The experience was entirely new and absolutely intriguing. It was eye-opening to observe how the hospital ensures quality care for its patients. Our role was to assess the environment and identify any areas for improvement based on a provided checklist. This included aspects such as lighting, the welcome area, safety measures, and other factors that impact the patient experience. The experience had a significant impact on me. It boosted my confidence when interacting with the staff, as I now feel reassured that there are dedicated individuals responsible for ensuring that patients receive the right care and services. I gained a clearer understanding of how the hospital strives to maintain high standards for its users. Overall, I witnessed the thorough cleaning of hospital beds before the next patient could use them. This small yet important detail provided valuable insight and reinforced the hospital's commitment to maintaining a safe and clean environment for all patients."

**Omotola (Community Health Ambassador) feedback about a PLACE (Patient-Led Assessment of the Care Environment) assessor role**



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# Finance and future priorities

We receive funding from Southwark Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£157,221	Expenditure on pay	£134,151
		Non-pay expenditure	£11,550
		Office and management fee	£13,213
<b>Total income</b>	<b>£157,221</b>	<b>Total Expenditure</b>	<b>£158,914</b>

## Additional income is broken down into:

- £138,957 received from Southwark Council's Public Health team for the Community Health Ambassador Coordinator role, two part time Ambassadors and to deliver the activities of the project

## Integrated Care System (ICS) funding:

Healthwatch across South East London also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
ICS HW posts – Director and coordinator employed and delivered by Healthwatch Greenwich	£112,000

# Finance and future priorities

## Next steps:

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

## **Our top three priorities for the next year are:**

1. Understanding the health and social care needs of people living in temporary accommodation in Southwark
2. Children and young people's mental health and their experiences of social care
3. Restart our Enter and View programme

# Statutory statements

**Healthwatch Southwark is hosted by Community Southwark, based at 11 Market Place, Bermondsey, London, SE16 3UQ**

**Healthwatch Southwark uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch Board consists of 7 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 5 times and made decisions on matters such as selecting our future priorities and workstreams in accordance to our Decision Making Policy, a Board culture development session and supporting us to formally respond to the Change NHS call to action using local insights and intelligence.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and targeted outreach at local hospitals and community forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, send directly to stakeholders, share with our Advisory Board, volunteers, Southwark Council, local Trusts.



# Statutory statements

## Responses to recommendations

We had one provider who did not respond to requests for information or recommendations out of a total of 13 requests made. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to Partnership Southwark Strategic Board (place-based Partnership) and our Southwark-based Care Quality Commission (CQC) representatives.

We also take insight and experiences to decision-makers in South East London at key ICS and ICB system level meetings. For example, we have had our work shared at the ICB Equalities Committee (A subcommittee of the People Board), ICS System Quality Group (A subcommittee of the Quality and Performance Committee) by our South East London Healthwatch Director Folake Segun.

These insights are shared with other local Healthwatch organisations where we use our influence to collectively make a difference, encouraging action at all levels of the Integrated Care System (ICS) in tackling health inequalities and transform services for our communities.

We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Southwark is represented on the Southwark Health and Wellbeing Board by Rhyana Ebanks-Babb, Manager for Healthwatch Southwark.

During 2024/25, our representative has effectively carried out this role by attending Board meetings to present public insights, challenging decisions that impact patient care and public involvement, ensuring the strategic vision centres authentic engagement with local residents' experiences in Board development sessions, feeding into the Local Health and Care Plan and Pharmaceutical Needs Assessment.

# Statutory statements

## Enter and view

We conducted no visits this year, however plans are underway to restart this function in 2025/26 based on feedback from our LDA project stakeholders and service users of a local disability service.

## 2024 – 2025 Outcomes

Project/activity	Outcomes achieved
<b>Latin American health inequalities and access project</b>	Research findings and recommendations included in the Southwark's <a href="#">Joint Strategic Needs Assessment</a> programme, addressing health inequalities for this community
	The provision of <a href="#">new translated materials</a> in Spanish and Portuguese by South London & Maudsley Trust and the South East London Integrated Care Board.
	South East London Integrated Care Board's initiative to support Latin American communities to access NHS services, such as a <a href="#">vaccination uptake workshops</a>
<b>Learning Disabilities and Autism (LDA) Project</b>	Our recommendations are being implemented through ongoing initiatives, such as Guys and St Thomas Trust's working more collaboratively with local organisations such as Autism Voice to develop their <a href="#">All-Age Autism Strategy</a>
	Our LDA project has resulted in Partnership Southwark commissioning a two-year Inclusive Surgeries programme in 2025/26. The initiative seeks to make it compulsory for Southwark primary care networks to have a designated LDA champion, stemming directly from our recommendations to enhance service accessibility for people in this community

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