



Improving Healthwatch Southwark for our members

**Results from our Members Survey
2020/21**

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An update from our team

One of our priorities for 2020/21 was to carry out a survey of our membership. People who live, work or use health services locally can sign up as a Healthwatch Southwark Member to receive relevant news, involvement opportunities and updates on our work. We currently have over 1200 registered Members, who are either individuals or representatives from local organisations and services.

However, we have undergone a lot of change over the past year or so, recruiting an entirely new staff team and coping with a global pandemic that had a huge impact locally. We know we can improve our work, and how we engage with and involve our members. That's where our survey came in!

We launched our Members Survey via email on 3/11/20, and closed it on 14/1/21. In total, we had 186 responses - around 15% of our total membership. Thank you to everyone that responded to the survey - you provided valuable information that we hope will benefit our wider local audience. In this brief report, we want to tell you about the survey results, what we've learned, and what we're going to do to improve. [Read on to find out more...](#)

The Healthwatch Southwark Team



Shamsur Choudhury
Manager



Alice Godmon
Research &
Intelligence Officer



Lizzy Macauley
Engagement &
Signposting Officer

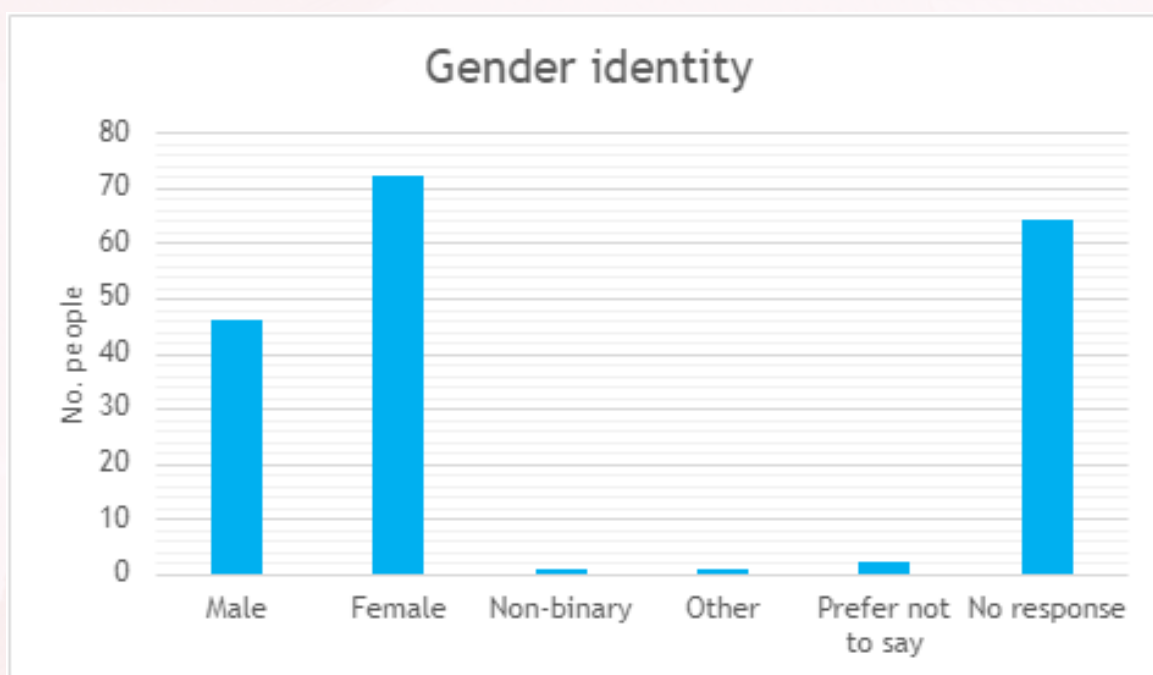
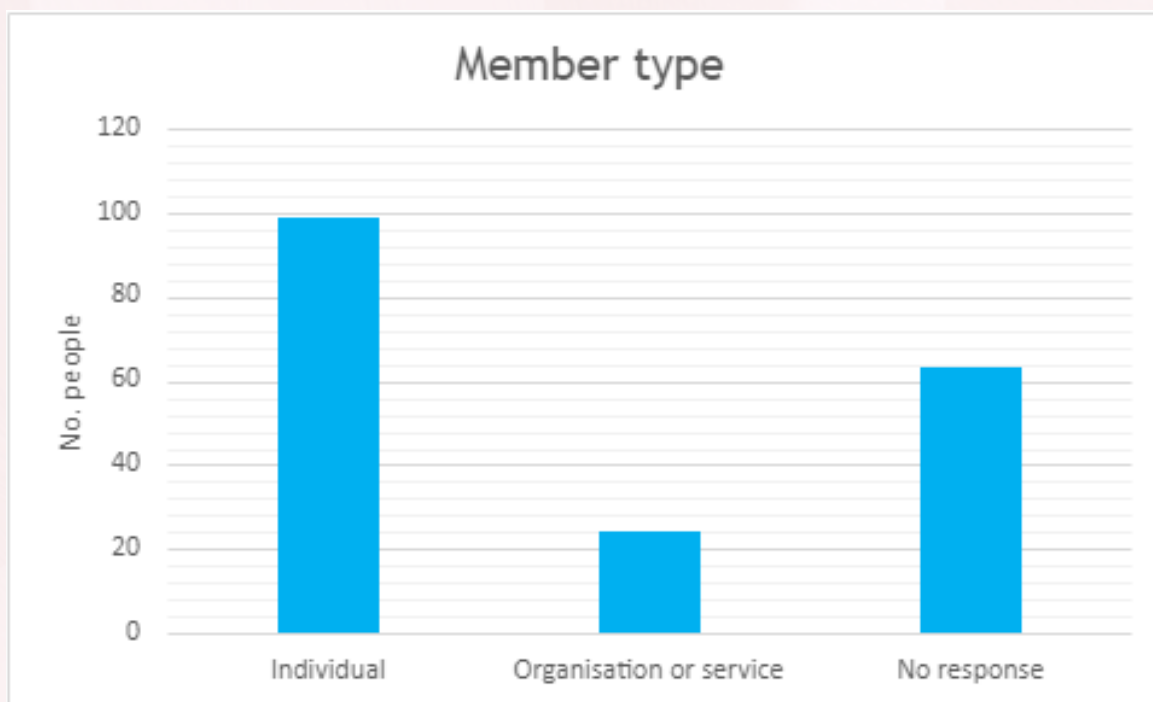


Bridie Hindle
VCS Engagement
Officer (COVID-19)

Who are our members?

Demographic information

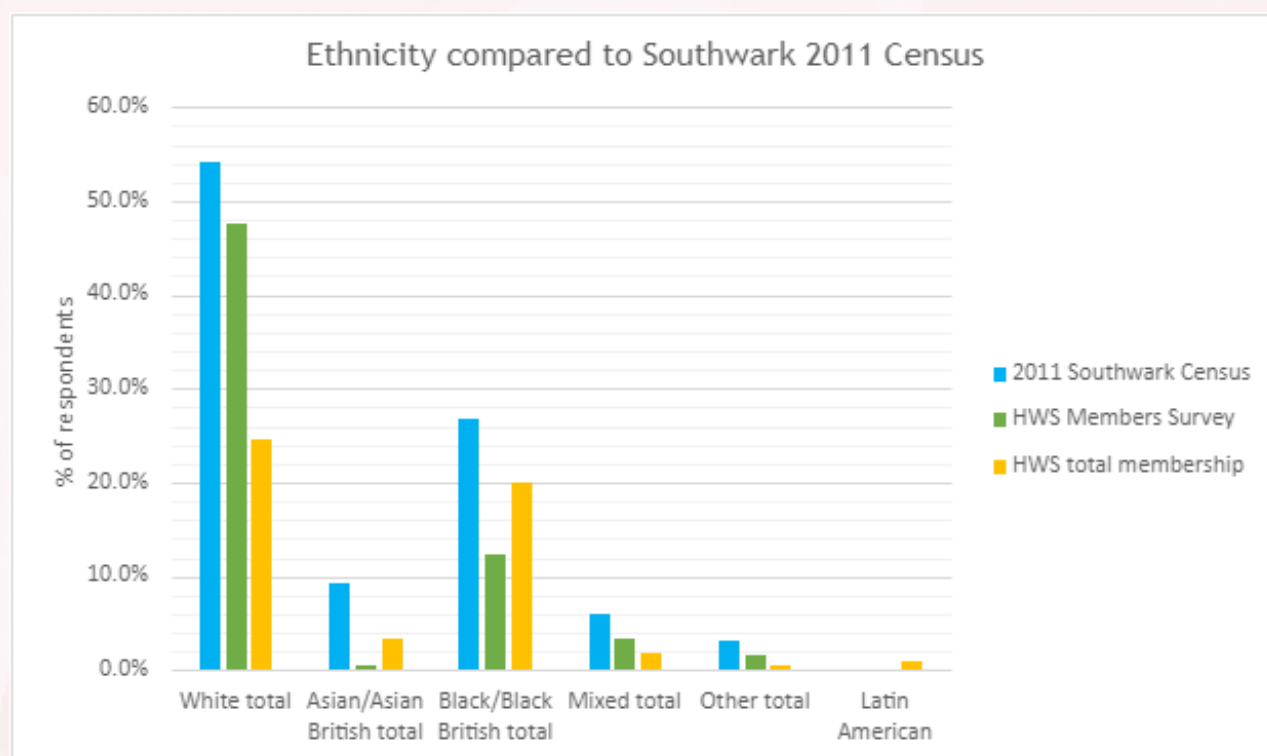
Note: The first part of the survey gave people the chance to update their contact details – some people only filled in this part and left the other questions blank.



Who are our members?

Demographic information

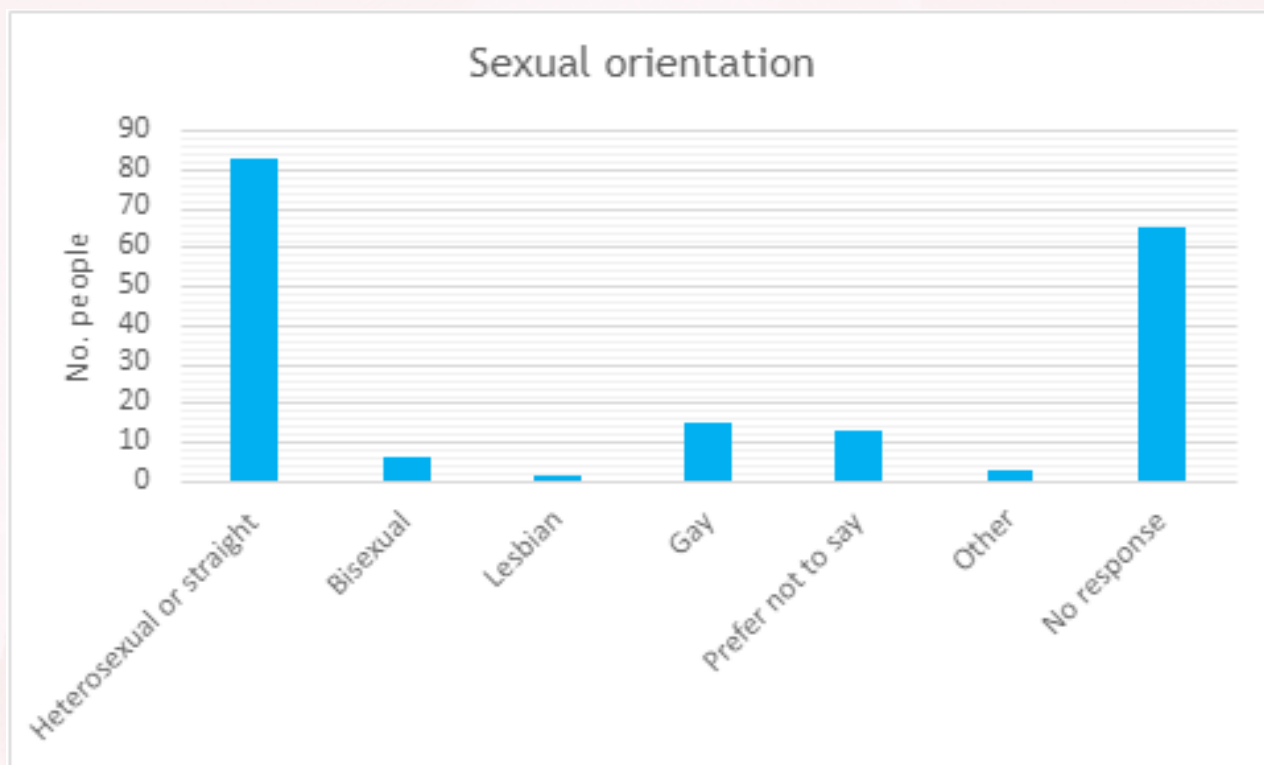
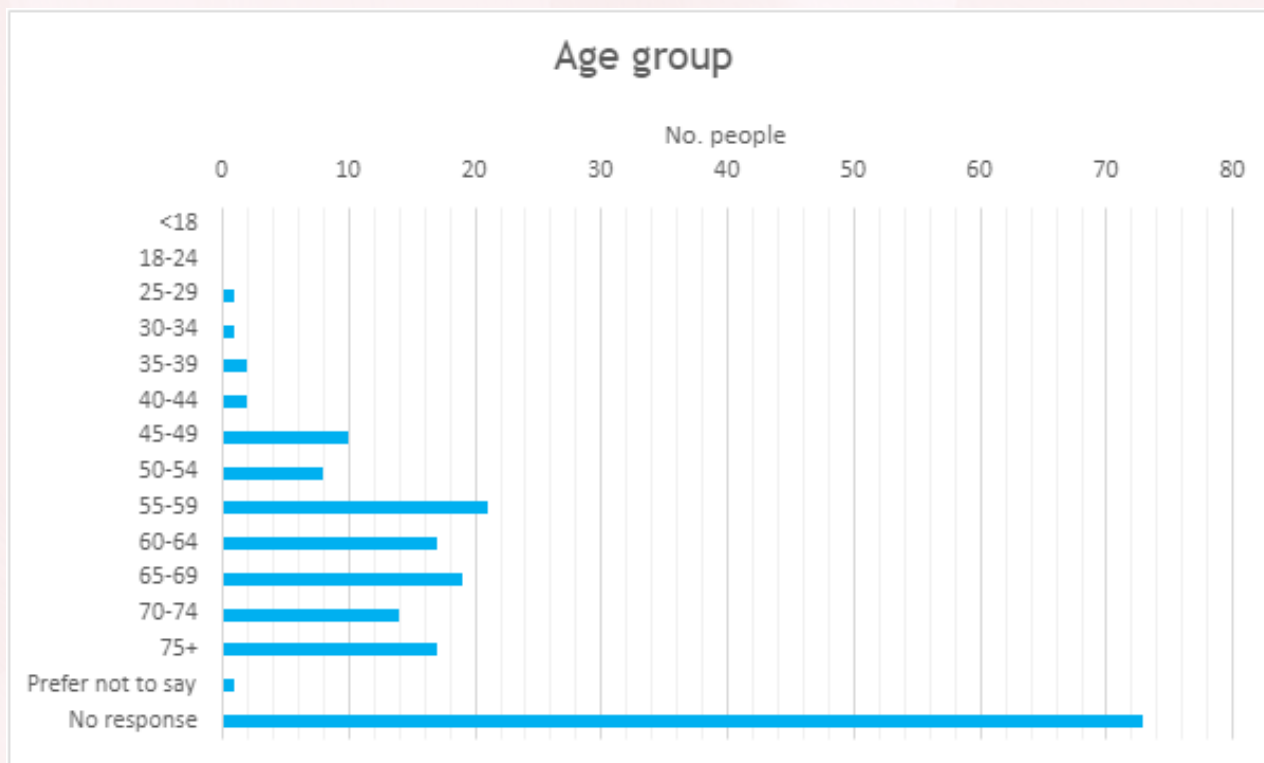
Ethnicity	No. people
White British/English/Welsh/Scottish/Northern Irish	70
Black/Black British - Caribbean	12
Black/Black British - African	11
White European	9
White Irish	6
White - other	4
Mixed - White and Black - Caribbean	2
Mixed - other	2
Asian - other	1
Mixed - other	2
Other	3
No response	65
Total	186



Note: Latin American is not a category on the official census, but local groups have campaigned for it to be included. We provide it as an option on all our equalities monitoring.

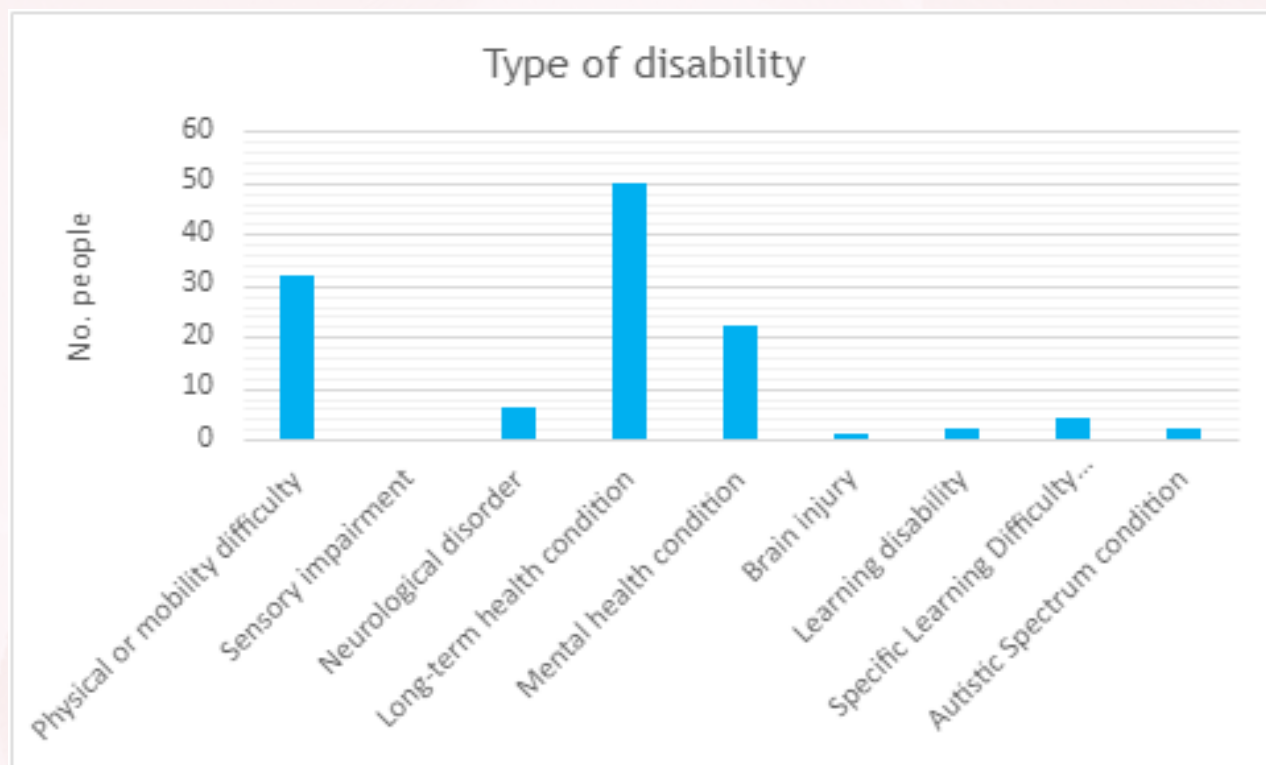
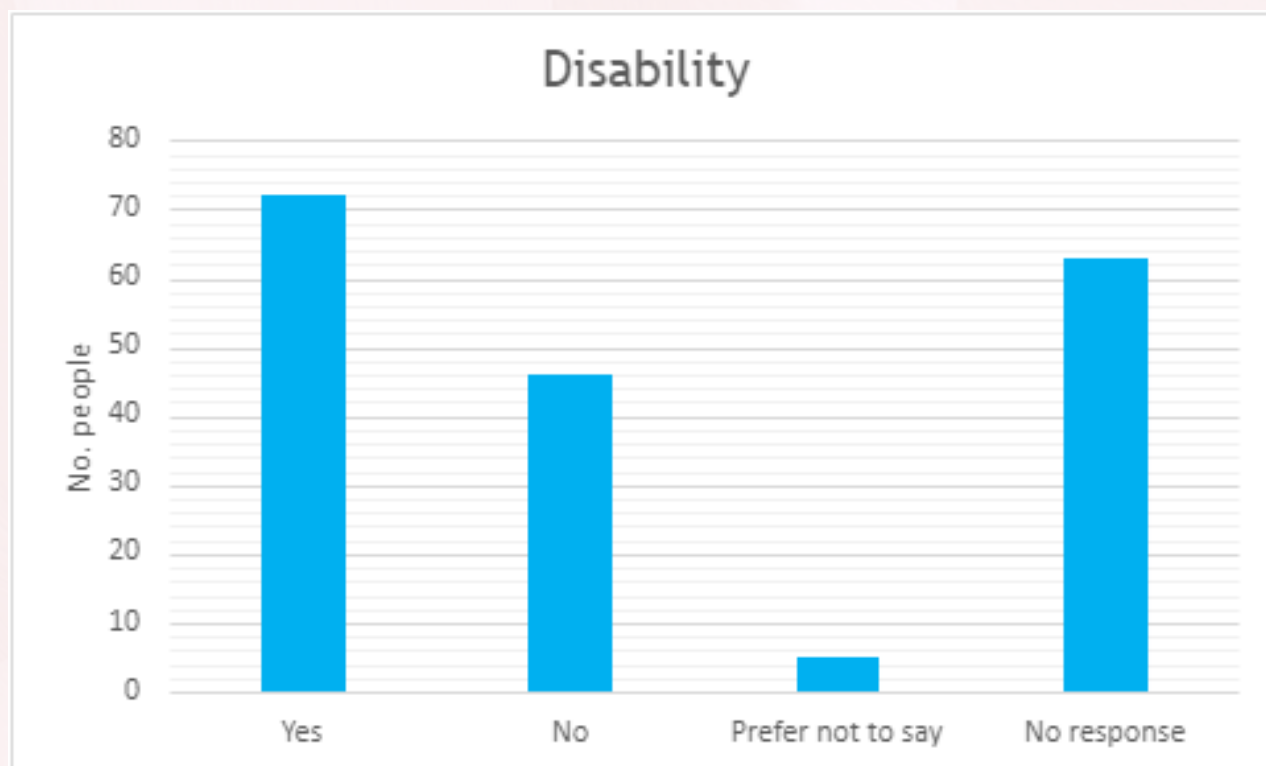
Who are our members?

Demographic information



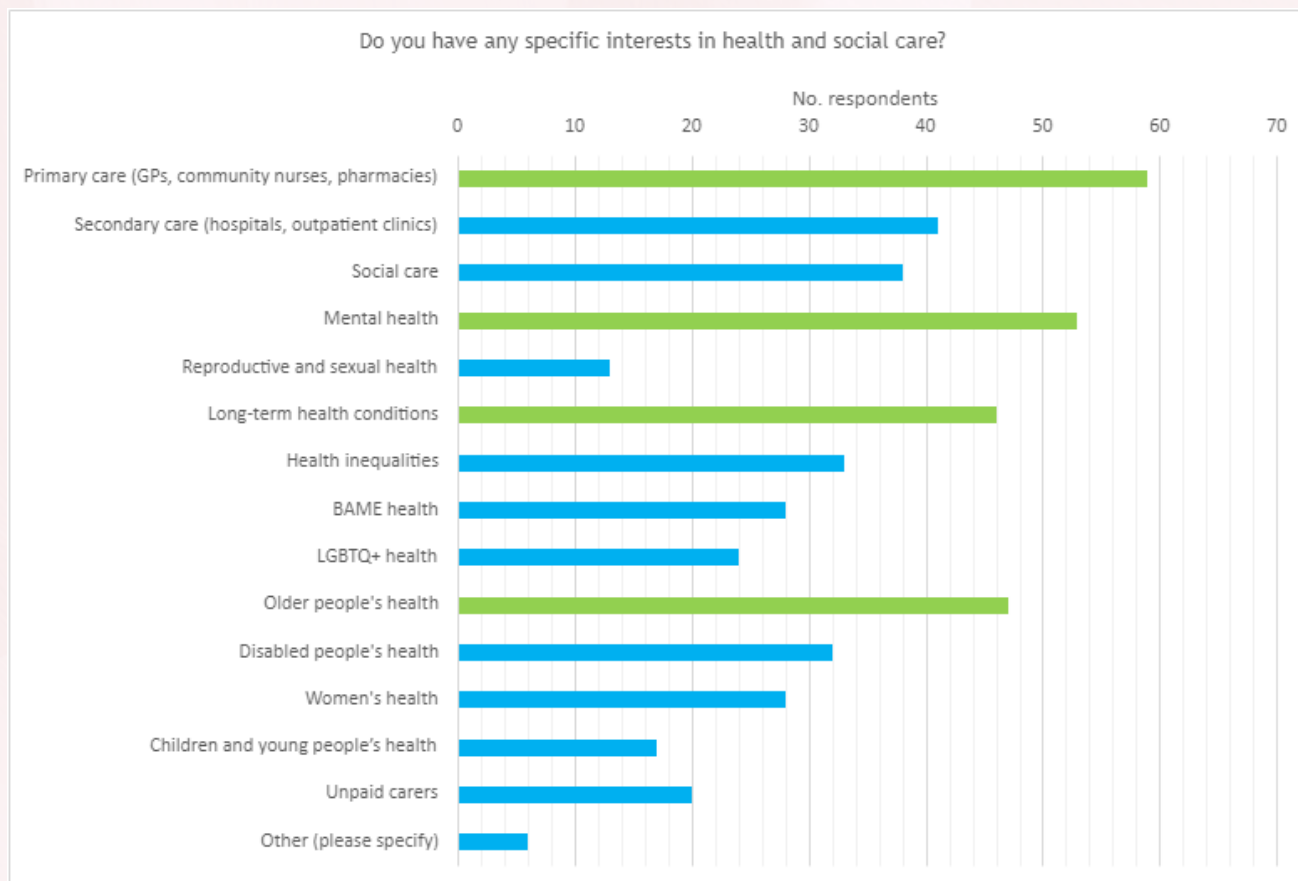
Who are our members?

Demographic information



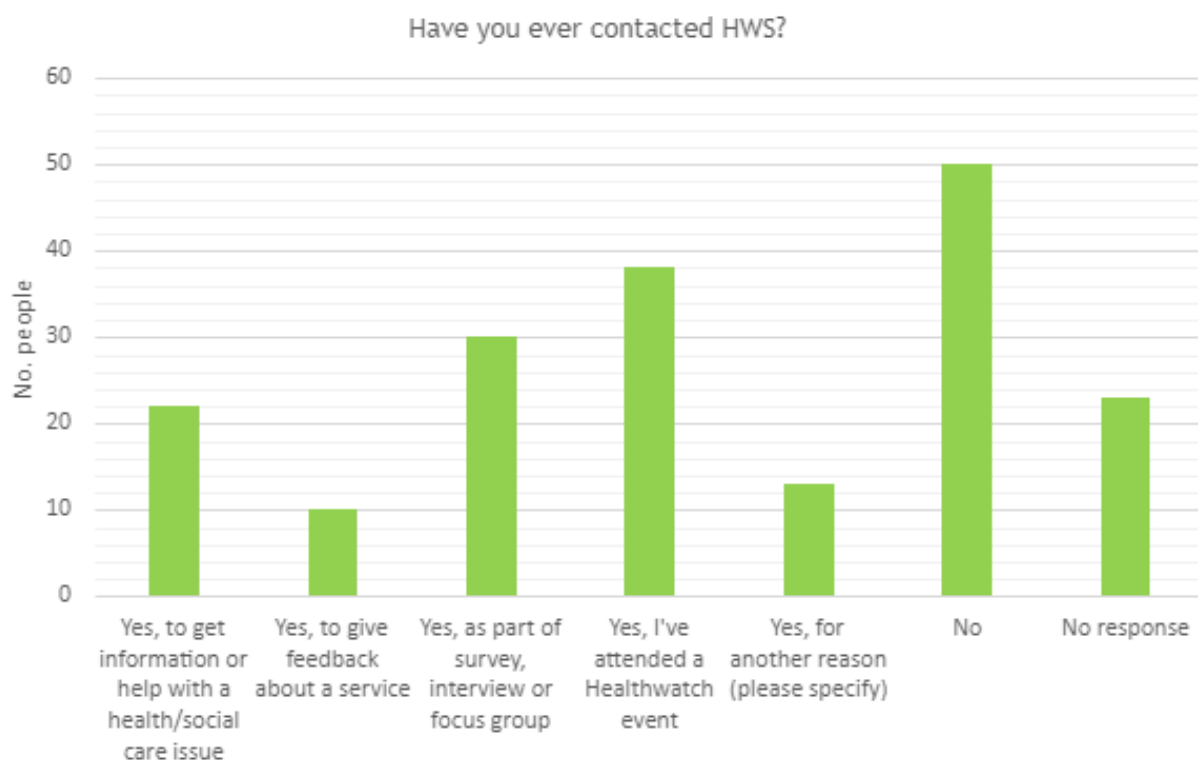
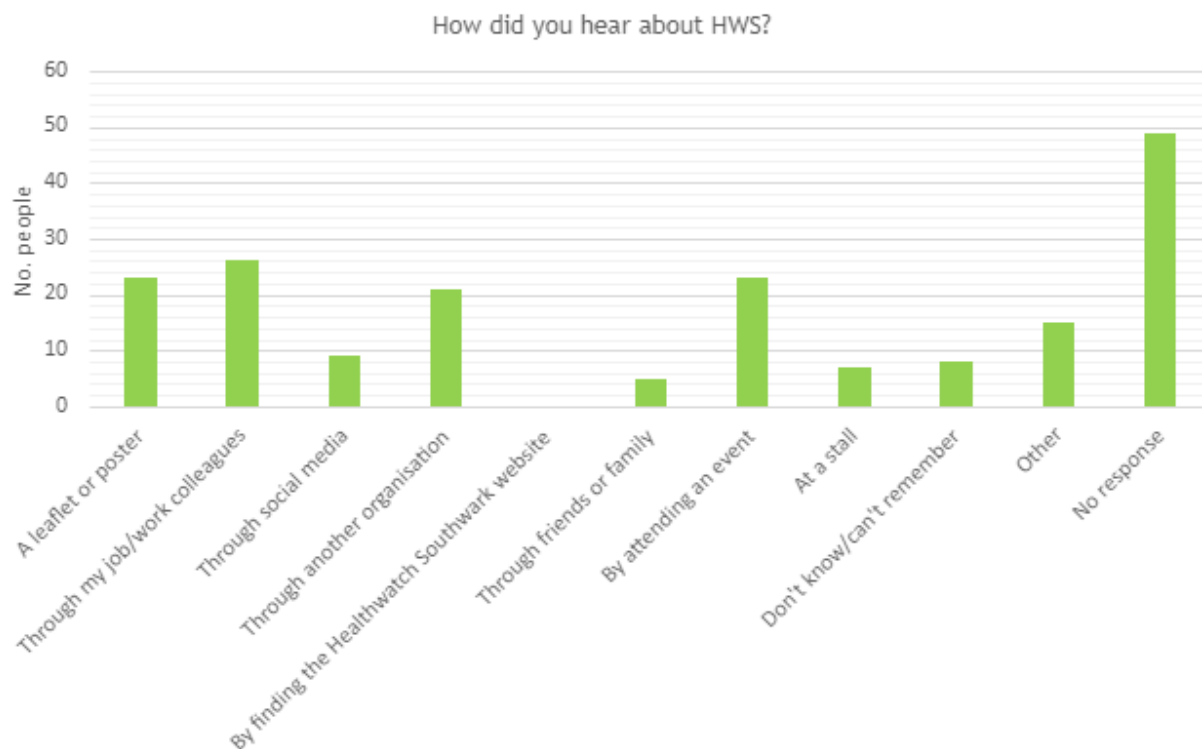
Who are our members?

Their health and social care interests



How are we doing?

Evaluations of our work



How are we doing?

Evaluations of our work



Why satisfied?

Because the team are always responsive, helpful and kind.

Your survey feedback is excellent.

HS are a willing resource to help clarify the health landscape and to share information that will benefit our beneficiaries.

Always efficient and well organised.

Staff were friendly and welcoming.

Why OK or mixed?

Informative but problem wasn't resolved. However, the info I gained helped me.

I contribute to surveys where relevant - I'm not always sure what the outcomes are and whether change happens as a result.

I remain concerned that for a membership organisation, all important appointments to which Healthwatch has access are populated by management.

Why dissatisfied?

You provided a listening ear although you had no power to act and amend the situation with a GP.

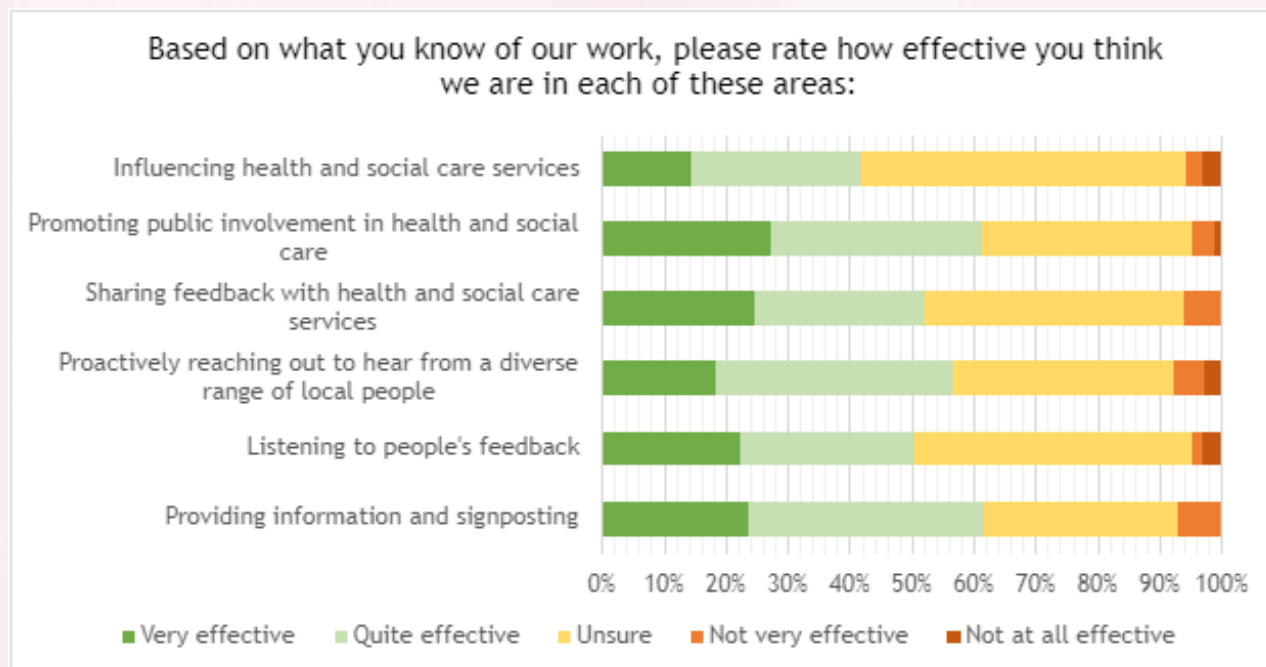
Because I do not think the group has any power.

I was directed to a website.

Simply lack of knowledge on the part of Healthwatch Southwark on an important health issue it should have known about.

How are we doing?

Evaluations of our work



How members want us to improve our services:

Reach out to a wider audience.

Look at the success of other boroughs and learn by example.

Healthwatch volunteers to visit communities.

Provide more of a challenge to NHS which is increasingly remote and fragmented and keep a closer watch on the big strategic agenda and its effects.

Promote your service to BAME Groups.

I think there are very many people and grassroots organisations that would welcome bit sized chunks of information about your work to help them improve their health and those of others.

How can we get better?

Improvements



Other ways people want to be involved

Paid opportunities and paid social prescribing so that people can do what they need and not have to be offered a free menu of options. [paraphrased]

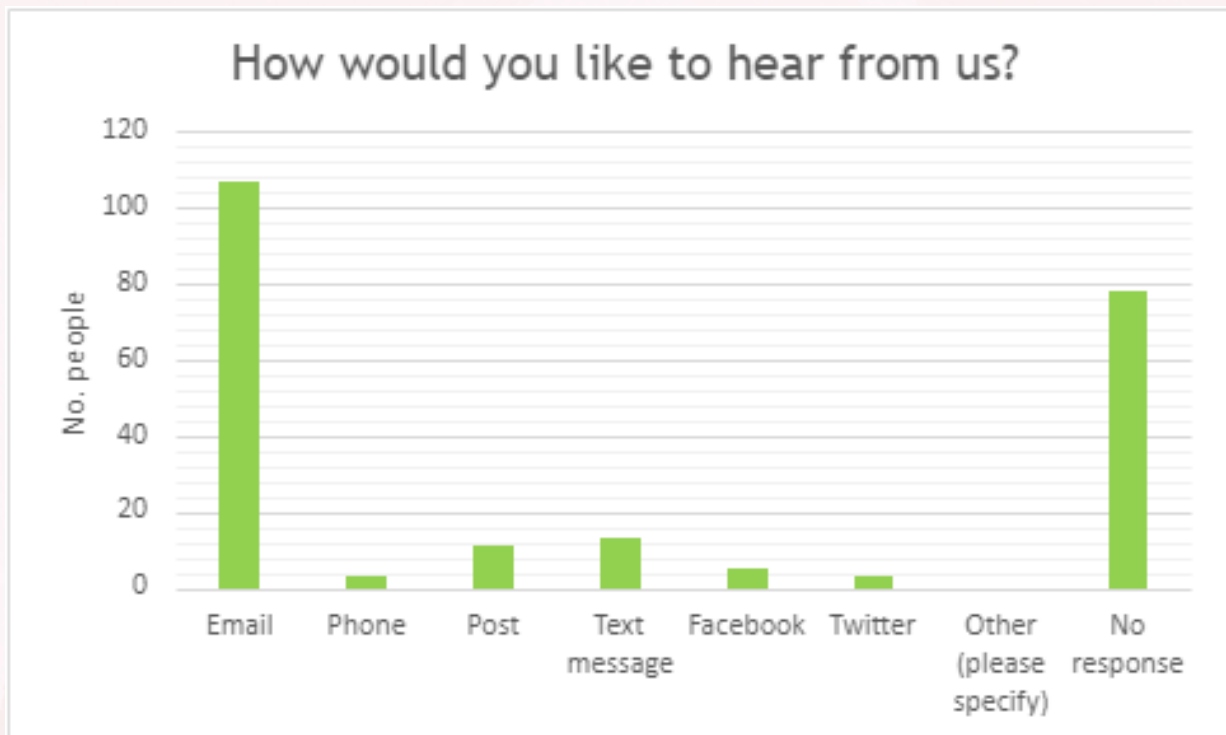
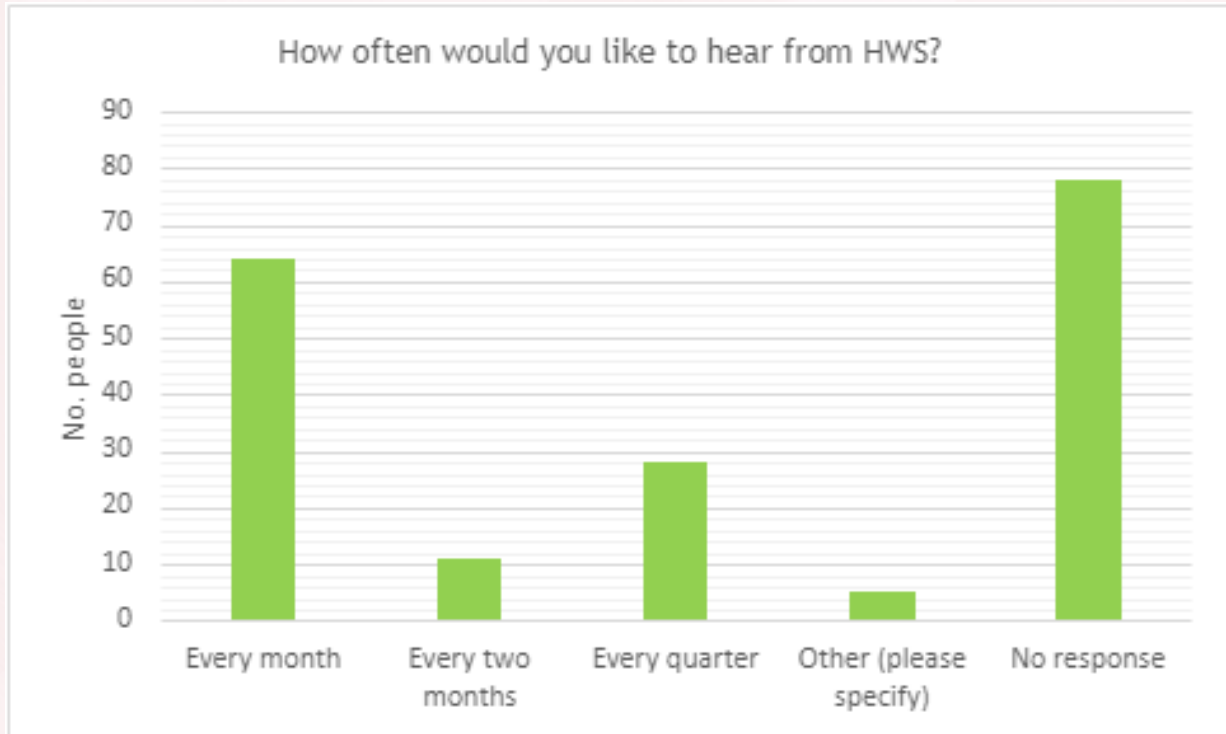
More/maybe Zoom sessions to encourage people to use the services on offer more? Sign posting to these services?

Improve the services available.

Health and Wellbeing Board and other similar roles should be available to public membership and not just Healthwatch management.

How can we get better?

Improvements



So now you have an idea of who are members are and what they think.
Read on to find out the actions we are taking to improve...



Our actions

What are we doing to improve?

What our survey shows

We have fewer members who are in younger age groups, or from Black, Asian, Latin American or ethnic minority backgrounds compared to the population of Southwark.

We want more people to give feedback about the services they use, so we can add more power to our voice through local experience.

Healthwatch should be represented by our members at important decision-making meetings, where possible.

Most members would prefer to be contacted on a monthly basis.

Many of our members are unsure of our activities and effectiveness in our core areas of work, including priority-setting, influence, getting feedback, and signposting.

What we're going to do

- Targeted outreach, especially through existing organisations and networks
- Targeted recruitment to more involved and influential roles in Healthwatch Southwark, such as our Advisory Group.

- Make it easier to give feedback on our website e.g. a platform to leave comments on services
- Run regular online (and later in-person) events where people can come to get information and give feedback about a specific area of health/social care
- Continue to build relationships with other organisations and services so we can hear from their users

We are now offering meeting representation roles to our new Advisory Group Members, and hopefully will offer them more widely in the future.

Return to monthly e-newsletters, as well as shorter e-bulletins where necessary.

Better communicate our priority projects, services and involvement opportunities - as well as our impact. We will do this through improving our website, more regular e-bulletins, and more outreach at community spaces and events.

Our actions

What are we doing to improve?

What our survey shows

Members want to be involved by volunteering with us, but our volunteering function has stalled over the past year.

What we're going to do

We are prioritising creating four volunteering roles, with staff capacity to support regular involvement and development: Advisory Group Member, Enter and View Volunteer, Community Research Volunteer, and Community Engagement Volunteer.

How can you keep track of these actions, or get more involved in our work?



By looking out for our **e-bulletin** each month in your email inbox



By checking our website www.healthwatchsouthwark.org



By emailing us at info@healthwatchsouthwark.org



By phoning us on **0207 358 7005**

If you're not already a Member and would like to receive our e-bulletin, sign up by clicking [here](#).