

Monitoring Report

Quarter 4 (2023-24)

1 January - 31 March 2024

Introduction

Healthwatch Southwark (HWS), in common with all Healthwatch organisations, is required (under the 2012 Health and Social Care Act) to deliver a set of specific activities. This quarterly monitoring report uses these functions as a structure to report on our activity which can be grouped into the following:

- **Community Voice/Connection with the Local Community:** Gathering views and understanding the experiences of patients and the public / involving local people in Healthwatch Southwark (**Function 1**)
- **Informing people:** signposting, advising, and providing information about health and social care services (**Function 5**)
- **Influence:** Making people's views known (**Function 2**)
- **Decision making & Scrutiny:** 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. (**Function 3**)
- **Relationship with Healthwatch England & CQC:** 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 (**Function 4 & 6**)

Quarter 4 saw our new HWS Community Engagement Officer, Mariam Moalin, who started in mid-January 2024. She has a clear focus on our community engagement ambitions, is extremely competent at soliciting feedback and understands the need for HWS' increased presence within the community to build trusting relationships with a variety of stakeholders and historically under-represented communities. Going into 2024-25, we have a full and highly skilled team dedicated to work with our diverse communities and supporting them to have their voices heard, we celebrated this success with a staff away day. HWS continues to increase our engagement across the borough with a clear purpose of why and where we show up such as to promote existing research

reports to key decision makers to gain formal responses to our recommendations. In February, we completed our engagement phase for our Learning Disability and Autism Project, holding 3 well attended cafe conversations in partnership with VCS organisations that support this community. HWS used data from our research, signposting and feedback services to feed into a variety of strategies and surveys, ensuring that we make the public voice known and is used to make positive change.

1. Community Voice/Connection with the local community

Community Engagement Activities

- In quarter 4, we engaged with a variety of people from underrepresented groups through online and in person activities. We gathered feedback from 23 people and had 5 membership sign ups. We also had 39 new newsletter sign ups.
- This engagement was achieved through a range of methods, particularly face to face outreach sessions, attending events and coffee mornings as well as hosting pop up stalls.
- Mariam attended a total of 15 events, including Trinity College Access to Services day, LDA cafe conversations, RJ4ALL youth group, LOVO international women's day, Spring Community Hub coffee morning and Time and Talents community committee meetings.
- We are hosting our own coffee morning on the 25th April in partnership with Trinity College Centre. This is paramount in promoting the profile of Healthwatch Southwark as it allows members of the public to get a deeper understanding of what it is we do.

Method of engagement	No. people
Online workshops and in-person outreach (i.e. events/focused community outreach/stalls)	15
Signposting and feedback service	23
Newsletter	900
Project Engagement	104
Health Ambassadors Network (training/ Network Meetings/inductions)	94

Promotion of HWS

In Q4, our community engagement and promotion has prioritised reaching underrepresented groups, such as LGBTQ+ groups, disabled groups, groups who support autistic people and people with learning disabilities, and ethnically minoritised groups. Below are descriptions of some events where we have promoted our services.

Access to services Open Day at Trinity College Centre - 18th January 2024

- Information on HWS was distributed.

- This was at Trinity College Centre, where HWS had an information stall.
- We engaged with a range of people, varying from professionals to service users.
- We collected feedback on the tablet and had multiple signups to our membership as well as our newsletter.
- HWS leaflets were distributed, and the banner was on show for everyone to see.

LDA Cafe conversations, 6th, 12th and 15th February 2024

- As part of our research into the experiences of adults with learning disabilities and autism in health and social care, the Healthwatch team, led by Ruman, hosted a series of cafe conversations at Autism Voice, Bede House and Cherry Gardens.
- These cafe conversations were a way to gain insight into the barriers into accessing services and served as a great engagement opportunity.
- The team connected with a range of service users, as well as professionals, promoting the work of Healthwatch Southwark and highlighting its importance.

Community Feedback

- We received feedback about services from 14 people this quarter. This included 5 (36%) via telephone, 3 via Healthwatch Southwark's online form (21%), 3 via Healthwatch England's online form (21%), 2 via email (14%) and 1 via outreach at events (7%). This indicates a decrease from last quarter where we received feedback from 30 people.
- The 5 aspects of care that we received feedback about were **Complaints and Feedback (9)**, **Access (3)**, **Communication (2)**, and **Rights (1)**. The most common aspect of care reported last quarter was Complaints and Feedback.

*Some people gave feedback about multiple aspects of care.

- Within '**Complaints and Feedback**', we had 9 responses. 4 of those were people who reported they "**cannot get a timely appointment**", and 3 of those were people who reported they had "**difficulties accessing the service**".
- "*Poor and painful access to services*" - Quote from feedback case regarding NHS Breast Screening services.
- "*Accessing routine GP services via online portals like eConsult is nearly impossible, as it always closed. No requests or appointments can be made by phone.*" - Quote from feedback case regarding access to GP services.
- Compared to the last quarter where the issues surrounding "**access**" were interlinked, this quarter the issues varied from "**looking for information**" to "**lack of response from service**" and "**inadequate service/support**".
- Three people complained that they "**can't get a timely appointment**", as well as another three people who complained that they had a "**lack of response from service**".

Case Study

- *“My son cannot access dental treatment. He's been referred by the GP (Dulwich Medical Centre) three times, I haven't received any letters, the GP said the referral has definitely gone through, but Lister dentist say they have not received it. I was told anyone with an NHS email can make a referral. (My son) has many cavities and is in pain. It has been over a year. My other son (who has SEN) was seen within a month.”* Quote via website feedback.
- We handled it by following up with the individual and signposted them to Pohwer as well as escalating directly to PALS. We have since reached out to London Dental Confederation and Community Dental Services to establish a route for feedback and escalation for future cases.

Community Health Ambassadors Network

- 24 new Ambassadors signed up this quarter, with 12 having completed their Induction and Registration. Each Ambassador who signed up and but did not attend an induction and registered were followed-up to see if they are still interested in joining the programme. Recruitment activities included the Community Southwark volunteering fair and funding conference, and ongoing promotion in Council and Healthwatch Southwark communications.
- The University of East London finished their data collection and analysis for the evaluation of the Ambassadors Network and the final report will be shared in Q1 which will incorporate the recommendations into our work.
- The London-wide Community Champions Development Programme honoured Southwark health ambassadors at the House of Lords on February 6th. The two part-time paid ambassadors spoke about their experience during the pandemic and continued work with the programme.
- Part-time Ambassadors continued organising sessions to promote health and wellbeing, focussing on cost-of-living support, mental health, and cancer awareness and prevention. A learning and impact report on the past year will be shared in Q1. The current part-time contracts end in June 2024.
- We continued offering paid opportunities to Ambassadors, focussing on collaborating with the NHS Health Van. 25 community events and activities were supported by Ambassadors, including health promotion at Southwark mosques, and church, World Cancer Day at Peckham Square, Access to Services Fair at Trinity College, presenting Latin American report findings to local decision-makers, MSK Community Assessment Day at Damilola Taylor Centre, and MMR vaccination outreach at Peckham Library. Ambassadors will deliver their own community events with the support of the Network and health van in Q1. Feedback on ambassadors supporting the health van team included:
 - *The health promotion outreach events definitely would not be the success they are without the input, support and dedication from all of the ambassadors. I receive feedback from event leads after all the outreach as to how things have gone, outcomes, etc and the feedback about the ambassadors is so positive.*
- Three Network Meetings took place in this quarter:
 - January: Signposting clinic (online, 12 signups, 7 attended)

- February: Diabetes Prevention Programme and Diabetic Eye Screenings (in-person, 15 signed up and 8 attended)
- March: Karen Crane (Adult Social Care), Cathy Ingram (GSTT Falls Prevention Team), MMR vaccination and measles outbreak update (Public Health) (online, 26 signed up, 19 attended)
- Coffee Mornings: February 1 (10 attended) and March 4 (17 attended)
- Training:
 - RSPH Level 2 Understanding Health Improvement (in-person, 29 signed up, 23 attended)
 - RSPH Level 2 Supporting Behavioural Change (in-person, 29 signed up, 21 attended)
 - An optional exam to receive accreditation for both courses was offered.
 - Public Health funded Make Every Contact Count, Suicide First Aid, and MHFA (attendance will be gathered in Q1)

Volunteering and membership

- Our current number of registered volunteers is 178: 3 are HWS core volunteers (research, community engagement and signposting), 8 are HWS Advisory Board members (HWS Governance) and 168 are Community Health Ambassadors (Public Health commissioned project, 1 is a HWS core volunteer Patricia).
- HWS Core volunteers contributed around 18 hours of volunteer time. Health Ambassadors contributed around 575 hours of volunteer time.
- We have 1269 total members, 4 new members joined in Q4. There are 929 individuals who are members and 335 are representatives of organisations/services within Southwark

Testimonial from a HWS volunteer:

My time at Healthwatch Southwark has been worthwhile and looking back to when I started only brings back good memories. I first joined Healthwatch Southwark as a public health master's student. I have always been passionate about health and the ways in which we can address health inequalities. I also wanted to gain a practical insight into how we address health concerns in my community.

My team at Healthwatch Southwark have been so supportive and were amazing in allowing me to showcase my skills and participate in chosen projects. I was also fortunate to be selected to receive an award for my efforts.

From speaking to the public as part of community engagement, to delivering presentations at stakeholder meetings, Healthwatch Southwark will always have a special place in my heart. I have grown so much in confidence and I know that all the skills I have gained during my time there would be beneficial for when I transition into my new role as Patient Engagement Facilitator.

I would like to give a special thanks to the entire team. I am truly grateful and I appreciate you all.

Volunteer Equalities Profile

Gender	No. volunteers	Ethnicity	No. volunteers
Male	32	Asian/Asian British	17
Female	131	Black/Black British	87
Other	1	Latin American	6
Prefer not to say/no response	14	Mixed	10
Age group	No. volunteers	White/White British	33
15-17	0		
18-29	28	Other ethnic groups	9
30-39	45	Prefer not to say/no response	16
40-49	36	Disability	No. volunteers
50-59	40	Yes	31
60-69	14	No	128
70+	3	Prefer not to say/no response	19
Prefer not to say/no response	12		

Membership Equalities Profile:

Gender	No. of Members	Ethnicity	No. of Members
Male	249	Asian/Asian British	47
Female	536	Black/Black British	268
Other (inc. Transgender, non-binary, agender, and other)	5	Latin American	12
Prefer not to say/no response	1	Mixed	26
Age group	No. of Members	White/White British	316
Below 18	3	Other ethnic group	2
18-24	30	Prefer not to say/no response	597

25-29	35	Disability	No. of Members
30-34	47	Yes	175
35-39	57	No	89
40-44	61	Prefer not to say/no response	1005
45-49	62		
50-54	74	Sexual orientation	No. of Members
55-59	68	Lesbian	0
60-64	61	Gay	2
65+	97	Bisexual	4
Prefer not to say/no response	674	Heterosexual/straight	34
		Other	1
Religion	No. of Members	Prefer not to say	3
Christian	18		
Muslim	4		
Jewish	0		
Sikh	0		
Hindu	1		
Buddhist	1		
Other	3		
Prefer not to say	2		

Please note: this data is reflective of the equalities information that our members wish to disclose, some questions may have been skipped, therefore not recorded.

2. Influence

Project Information

HWS Key Priorities 23-24

We have centralised our focus on two main priorities in this quarter. This is to ensure that we are effectively promoting the research we have completed by presenting to key decisions makers and stakeholders who have the power to make changes needed for local communities, based on our recommendations.

- Tackling health inequalities with a specific focus on the accessibility of health information for Latin American communities.
- Improving access to health and social care services for adults with learning disabilities and autistic adults.

As a team we will be focusing on planning a Southwark Listening Tour (to be hosted in Q3) with a series of feedback pop-up clinics across Southwark and share our revised priorities survey.

We will use the findings from each method of engagement to host an end of Summer/early Autumn event to present our findings of the key areas of priority, how we plan to address them and any potential research projects for 2024-2025.

Health Inequalities Project: Latin American Health Access Project

Access to Health and Social Care Services for Latin American Communities in Southwark [Report](#) was presented to a range of service providers including South London & Maudsley Trust's Southwark Clinical Governance meeting and Southwark Council's Latin American Health Inequalities workshop. As part of the workshop, we shared our findings to inform the recommendations in Southwark Council's upcoming Joint Strategic Needs Assessment on Latin American Health Inequalities.

We received responses to the recommendations in our report from care providers in English, Spanish and Portuguese, which are available to view on our website. We have scheduled and/or requested 6-monthly reviews with each of the providers and will complete an analysis of all responses in the next quarter, as well as sending an update to those who participated in the research about our progress thus far.

We will be co-designing a response and feedback mechanism with local health services and Latin American community members to ensure the implementation of our recommendations come into fruition in Q4 with the help of Community Southwark's staff and Latin American Network. More information about the network can be found [\[here\]](#)

Access to health and social care for adults with learning disabilities and autistic adults in Southwark

Project aims:

- Understand service users' and carers' experiences of accessing healthcare services.
- Identify the barriers to accessing healthcare services for this group.
- Identify how to improve access for this group.
- Build relationships with target groups and co-produce solutions.

We are particularly keen to hear from service users and carers from ethnic minority backgrounds, as previous studies have identified significant health inequalities between adults with learning disabilities and autistic adults from different ethnic groups.

Key Updates:

- We received 51 responses to our survey.
- We ran three Cafe Conversations events to generate data to inform this project in partnership with Autism Voice, Bede House Association and Cherry Gardens Day Centre. These events brought service users, carers and service providers together to discuss the barriers to healthcare access for this group and co-produce solutions. 53 people attended.

Feedback from the event:

“Interactive event, chance to discuss matters with other people who have experienced the same difficulties.”

“Conversations in my group among participants that offered support for each other. Two of them exchanged contact details and arranged to meet outside a GP surgery to go together and ask for help with an ASFD assessment for their child.”

“We finally felt heard.”

- We attended Southwark’s LDA Collaboration Event with professionals to promote the upcoming report and inform our recommendations.
- The report is due to be published in June 2024. We will be trialling a new approach of sharing the report with care providers prior to publication, which should streamline the process of receiving responses to recommendations.

Activities of influence

Consultations, workshops, surveys and interviews

Parliamentary and Health Service Ombudsman (PHSO) Dilemma Cafes - attended session to gain insight and feedback into their services and served as a great engagement opportunity and promotion of HWS which led to multiple newsletter sign ups and Mariam connecting with members of the public as well as representatives of organisations.

Southwark ASC Vision Interview - provided insights from feedback, signposting and research conducted to feed into Southwark’s co-produced shared vision for changes to adult social care services

Southwark Latin American Health Inequalities Workshop - Presented insights from our Latin American health inequalities report and participated in workshops to develop and review recommendations for Southwark Council’s Joint Strategic Needs Assessment on Latin American Health Inequalities.

National Institute for Health and Care Excellence (NICE): people and community involvement and engagement strategy development session and completed survey using insights from feedback, signposting and research conducted to feed into changes required for bettering professional standards to engage with patients and local communities within the health and social care sector

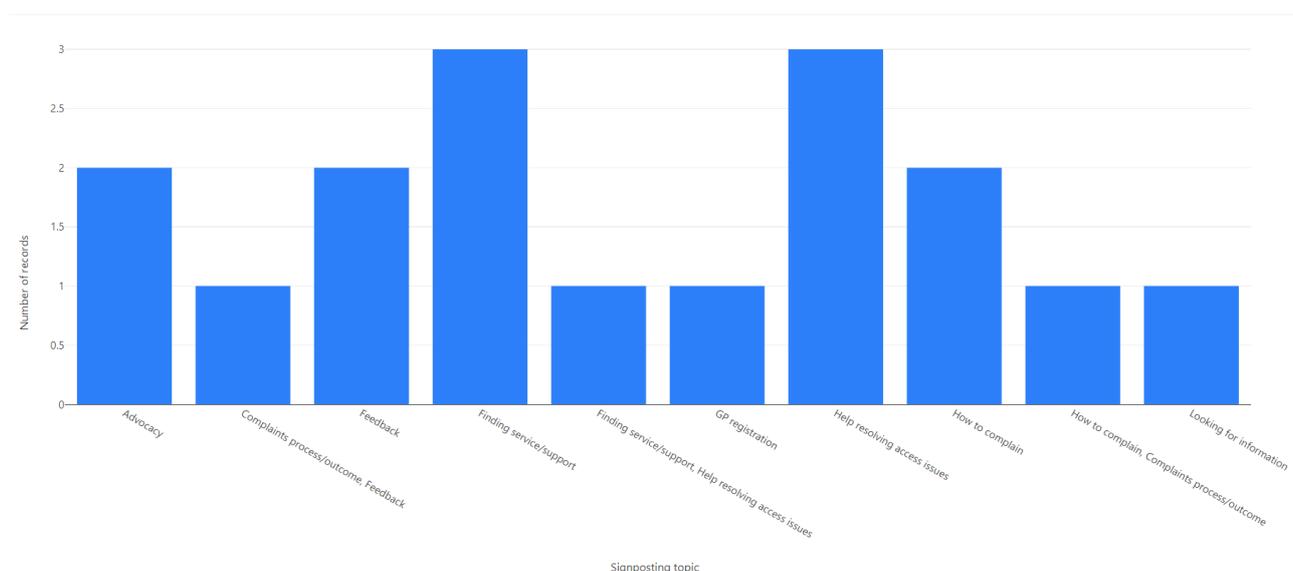
Voluntary, Community and Faith Sector (VCFS) Engagement in Health Equity - attended the workshop to gain insight to London Heath Equity Group (HEG) membership for Healthwatch England. Follow up meeting set up with HEG project manager and HWE London Regional manager Andre Benham.

3. Informing People

Signposting Data

- We helped **16 people** with signposting, advice, and information: 8 by email (50%), 6 by phone (37.5%) 1 by our online form (6.25%) and 1 by letter (6.25%). This indicates a slight decrease from the last quarter, where we supported 17 people.
- The most common area of signposting was **“Finding services/support”** (4) followed by **“Help resolving access issues”** (3). This indicates a slight continuation of trends in signposting from the last two quarters as **“Help resolving access issues”** was a popular topic. It also indicates a slight change in trend as **“finding services/support”** is new.
- We also provided signposting related to GP Registration (1), Advocacy (1), feedback (2), How to Complain (3) Complaints Process/Outcome (2)
- We signposted people to 17 different services: POhWER, GSTT PALS, KCH PALS, Citizens Advice Southwark, GSTT Complaints Team, Southwark Council, Cambridge House Law Centre, Citizen’s advice Southwark, Parliamentary and Health Service Ombudsman, Southwark Social Care, CQC, Southwark Council Pest Control, GSTT Palliative Care, Southwark Carers, Local MP. Last quarter we signposted to 20 different services; this indicates that our signposting services have become more specific.

Graph showing the reasons people contacted us for signposting



HWS Website, Social Media & E- Bulletin HWS Website

In addition to our community engagement activities by attending virtual and in-person events, we use our social media channels, website and e-bulletin to provide information to the public about health-related issues, promote health events and training, opportunities within the local area, up and coming research content, updates about Healthwatch and much more.

Social Media Statistics

Platform	23-24 Q3	23-24 Q4
X (formally Twitter)		
Followers	2164	2172
Impressions - (how many total times people have seen tweets)	2718	4743
Instagram		
Followers	200	215
Facebook		
Likes	536	535
Followers	554	554

HWS E-Bulletin

Interaction	Quarter 3 (23-24) Average	Quarter 4 (23-24) Average
New Subscribers	861	900
Existing Subscriber Open Rates (campaigns opened by subscribers on Mailchimp)	31.3%	36%

3 ebulletins were sent during Q4, including information about our Learning Disabilities and Autism project, an update on our Latin American report, rising measles cases, and welcoming our Community Engagement Officer. We also included community news items, Healthwatch England news and public and patient involvement opportunities.

Our e-bulletins can be accessed here: (Jan-Mar 2024)

[March Enews](#)

[February Enews](#)

[January Enews](#)

4. Decision Making and Scrutiny

Partnership Meetings for Impact & Influence

Voluntary and Community Sector (VCS) Meetings

- Meeting with Cherry Gardens Day Centre to support the LDA project.
- Meeting with Bede House Association to support the LDA project.

- Meeting with Autism Voice to support the LDA project.
- Supported REACH Alliance Network event (pt 1 and 2) - Hearing from BAME Community leaders on their work tackling health inequalities in their community and influencing South East London ICS and Partnership Southwark (health partners) on what needs to be done to address these challenges.
- Southwark Travellers Action Group (STAG) - to gain insight to partnership on the Garvey Harris Project
- Black Thrive Lambeth - to discuss collaborative working within Black communities and mental health spaces for health inequalities project
- Community Southwark Mental Health Network to understand the needs of mental health service providers and public across the borough.
- Community Southwark Children, Young People and Families network to gain insight into services in the borough.

Statutory Body & Partnership Meetings (Influence)

- Partnership Southwark Comms Meeting - to share comments on the Borough Health and Care plan from a citizen perspective, changes to AT Medics, patient experience of EPIC and other IT roll-out at King's, Frailty project piloting in Faraday Ward, confusion with Pharmacy 1st and how HWS can support with signposting
- Southwark Health and Wellbeing board - gathered information of current research in the borough was obtained from Southwark Council partners.
- KCH Liaison Meeting - to share signposting and feedback themes and trends
- KCH Patience Experience committee - to share signposting and feedback themes and trends
- GSTT Liaison Meeting - to share signposting and feedback themes and trends
- GSTT Patient and Public Engagement Strategy development group meeting - to feed into the trusts revised 2030 strategy
- SEL ICB Learning Disabilities and Autism Meeting
- SEL ICB LDA Collaboration Event
- Southwark Clinical Governance Meeting - to present Latin American Access report.
- Adult Social Care - to share signposting and feedback themes and trends
- Southwark Latin American Health Inequalities Workshop
- POhWER liaison meeting - to share signposting and feedback themes and trends
- 1-1 Meeting with Ashika Patel - Learning Disability and Autism Specialist Prescribing Advisor.
- PCREF Lunch and Learn: Exploring ethnicity and access differences across Southwark learning disabilities services
- South East London Healthwatch Chief Officers meeting - to explore themes and trends arising across SEL HW services.
- Healthwatch London Network Meeting - to explore themes and trends arising across London HW services, specifically with holding to account and influencing skills.

- London Health Data Service Independent Information Access Group (IIAG) - updates on work about oversight of requests to access de-personalised health and care data. Exploring access to London-wide data, from a patient/benefits perspective.
- SEL Data Usage Committee (DUC) - Discussed proposals to use AI to analyse GP records to identify patients in need. Flagged that different definitions of Frailty are being used in Southwark
- Partnership Southwark Strategic Board (PSSB)
- SEL ICS Information Governance Meeting (one item)
- PSSB Place Executive Lead stakeholder interviews.
- Southwark Primary Care Group Meeting - to share signposting and feedback themes and trends, build and maintain relationships
- Southwark Primary Care Collaborative Meeting - to share signposting and feedback themes and trends, build and maintain relationships
- South East London Healthwatch and CCG Engagement - to share signposting and feedback themes and trends
- Partnership Southwark Patient Experience of Transfers of Care project - to gain understanding of HWS involvement in the partnership project
- Southwark Local Medical Committee (LMC) meeting with the Chair and Director- to build relationships and explain the work of Healthwatch Southwark to GP representatives
- Joint Local Healthwatch and SL&M meeting - to explore themes and trends arising across HW services involved with the trust.
- North Southwark PCN Patient Engagement Event - to present Latin American Access report and build relationships within the network
- SEL Healthwatch Reference Group (SEL HRG) - Discussing CAMHS patient experience and co-production, HW collaboration, ICS Digital inclusion work, including patient experiences of the EPIC rollout and Pharmacy 1st
- HWE Chair and members quarterly meeting - keeps HWS in the loop with current affairs- nationally

Health Ambassadors Meeting

- ICS South East London Champions Coordinator Meeting
- Community Champions Development Programme Meeting
- Systems mapping with University of East London research team
- Southwark Volunteer Network

5. Relationship with Healthwatch England & CQC

HWS have added a mechanism to collect system alerts data during signposting and engagement which will be reviewed and shared with SEL Healthwatch director, ICB Quality Alerts team and other relevant parties.

- Attended the Voluntary, Community and Faith Sector Engagement in Health Equity Workshop to gain insight to London Heath Equity Group membership and have set up a meeting with Andre (London Region manager) to explore HWE having a membership on the board
- HWS have supported HWS with some website updates to ensure correct information is available to the local community wishing to apply for an Advisory Board role
- HWS have arranged to meet with HW Outcomes and Impact Office to discuss how we can better capture and report on the work we are doing within our local community. This is due to commence in 2024/25 Q1
- HWS Advisory Board Chair attends the HWE Chair and members quarterly meeting to keep the staffing team in the loop with national current affairs
- HWS team attend staff network meetings, events and training hosted/arranged by HWE that are relevant to our specific roles and responsibilities.

6. HWS Management and Administration Update

Staffing/organisational changes

- HWS have been promoting the recruitment of new Advisory Board members, interviews are being held in Q1 of 2024
- HWS have been reviewing their internal holding to account process to ensure service providers are feeding in our recommendations to improve their service delivery, policy/practice/procedure changes.
- We have been working more closely with our host organisation, Community Southwark, to utilise their connections with local VSC groups to connect with citizens within Southwark at engagement events.
- We are undergoing an extensive review of our databases to ensure we can effectively provide sufficient signposting information and are capturing feedback information in a coherent manner

Comments, complaints and compliments

- *Thank you for your kind words. It was a pleasure meeting you as well. Your work at Healthwatch Southwark sounds incredibly valuable, and I'm eager to learn more about your projects* - **Councillor Naima Ali (Deputy Mayor of Southwark)**
- I met one of our community ambassadors there so that is always good, she spoke highly of Izzy - **Sheona St Hilaire (HWS Advisory Board Chair)**
- *Loved all of the organised activities - very well planned out and fed into our purpose and team strengths! We felt cared for and valued as a result of the space, food, and wellbeing activities* - **Anonymised feedback about team away day**
- *I just wanted to add my thanks for all the support we've received from you and other Ambassadors for the health outreach events. It would be very difficult to*

support so many events without the support of Ambassadors, and everywhere we go we get such positive feedback about how skilled and helpful you all are -
Ginette Hogan (Public Health Policy Officer)

This report was prepared by the Healthwatch Southwark Team in April 2024.