

# The value of listening

Healthwatch Wandsworth  
**Annual Report 2023–2024**



**healthwatch**  
Wandsworth

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**"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."**

Louise Ansari, Chief Executive at Healthwatch England



# Message from Stephen Hickey, our Chair

## Welcome to Healthwatch Wandsworth's Annual Report for 2023/24.

Read on to hear more about how we have listened to local communities and how we've worked with other organisations to make sure that you are heard by people in your NHS and social care services to influence decisions they make.

Each year we lay out our plans for the year in a business plan and this report is our opportunity to tell you how we did. You'll find case studies of some of the highlights and a summary of progress on the full range of our activities on page 23.

We spoke to decision makers in the NHS about the need for better dental services and easier access to GP services.

We worked with hospitals and community services to improve mental health support during and after pregnancy for people from a variety of ethnic backgrounds and those experiencing language barriers (page 10). We also spoke to people experiencing homelessness about their mental health needs and support available.

We conducted an in-depth review of the new community diagnostic centre in Roehampton. We also continued to support pioneering local initiatives, such as the community mental health hubs in Tooting and increased support for carers around hospital discharge.

We work with and through partners, including our wonderful volunteers, local voluntary and community groups, local service providers and other Healthwatch in South West London (see page 7) and beyond to influence decisions about health and care. This includes a project we have started in collaboration with other Healthwatch and voluntary sector groups to hear experiences of receiving accessible information in GP surgeries. Internally too, we changed our approach to draw on the wider knowledge, community networks and resources of Wandsworth Care Alliance (WCA) – our 'host' organisation, such as additional resource to reach Asian community groups for a project to understand barriers to cervical screening.

Finally, I'd like to thank our volunteers, staff and partners for their commitment to promoting the voice of patients and residents in Wandsworth



**"In another extremely challenging year for health and social care services – and their staff – Healthwatch continued to raise the voice of patients and service users with the hospitals, primary care and social services serving the people of Wandsworth."**

Stephen Hickey, Chair Person, Healthwatch Wandsworth

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# About us

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

We make sure NHS, social care and public health and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

### Our vision

A world where we all get the health and care we need.



### Our mission

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



### Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.



# Year in review

## Reaching out:

**Over 1600 people**

were involved in sharing experiences of health and social care services with us, helping to raise awareness of issues and improve care.

In addition 79 people came to us looking for clear advice and information about topics such as mental health and the cost-of-living crisis.



## Making a difference to care:

We published

**9 reports**

about the improvements people would like to see in health and social care services.

Our most popular report was

**Perinatal mental health experiences of our diverse borough.**



## Health and social care that works for you:

We're lucky to have

**27**

outstanding volunteers who gave **1229 hours** to make care better for our community.

We're funded via our local authority.  
In 2023 - 24 we received

**£167,152**

which is **10% less** than the previous year.

For the core Healthwatch work, Wandsworth Care Alliance was funded for the full time equivalent of

**2.6 staff**



# How we've made a difference this year

We use the experiences people share with us to make the case for improvements in health and social care. Change then made by the people who run health and care services can be difficult for us to measure and can take time.

To understand our impact we surveyed people from decision making health and social care organisations and received 10 responses (4 from a health or social care commissioning organisation, 5 from health or social care providers and 1 was from a statutory information provider).

We learned we had influenced the following changes:



8 people said that HWW has increased their insight/knowledge of the community in Wandsworth.



8 said that HWW had strengthened the voice of local people, including those that might not be heard.



7 said HWW had increased their insight/empowered the community with information to reduce health inequalities (One said the question was not applicable).

## Committing to improvements

After speaking to HWW:

8 had committed to improvements or were in the process of doing so.  
2 were intending to.  
(One said it wasn't applicable).

## Making improvements

After speaking to HWW:

1 had made improvements.  
7 were in the process of or intended to make improvements.  
(One said it wasn't applicable).



**"Healthwatch can be very helpful to feed back on issues so health and social care partners across the system can take these themes into account when planning. A good example of this would be case studies and feedback that was exceptionally helpful for new models of community services and feeding back on how organisations work together for the care transfer hub at St Georges Hospital."**

Brian Roberts, Head of Health and Care Integration, Adult Social Care and Public Health



# Sharing Wandsworth voices wider

**We collaborate with other Healthwatch to ensure the experiences of people in South West London influence decisions made about services at South West London Integrated Care System (ICS) level.**

This year we've worked with Healthwatch across South West London in the following ways.



We helped ensure continued availability of virtual wards to South West London residents. We spoke with people in Croydon, Merton, and Wandsworth to understand their views on virtual wards. Our report was referenced in a South West London-wide business case that successfully extended the virtual wards programme, which helps people stay out of hospitals and receive treatment at home where appropriate.

We worked with partners to advocate for more accessible dentistry services. We have been working alongside dentists, NHS management, and public health colleagues as part of a new initiative that aims to bring dental services to the people who struggle the most with access, and to help support preventative care.



We hired a South West London Engagement Coordinator. We welcomed Iyinoluwa Oshinowo, who formerly worked in academic mental health research, to our team to help strengthen our capacity to undertake collaborative community engagement across South West London boroughs, including work on virtual wards and the Accessible Information Standard.

We strengthened the South West London Integrated Care System's digital inclusion strategy. The Integrated Care System is rolling out new digital platforms and Apps across South West London to help streamline access to care and to support people in self-managing their conditions. We sought to ensure that people who are digitally excluded, due to factors like poor access to digital devices or the internet, lack of comfort with using digital platforms, disability, and/or limited English proficiency, have equitable ways of accessing services and support.



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# Improving how GPs meet communication and health needs: the Accessible Information Standard

**South West London Healthwatch organisations won a grant from the ICS to engage with people living with certain disabilities and their carers to improve how GP practices meet their communication and health information needs.**

In this ongoing work, we aim to improve how much different GPs adhere to the Accessible Information Standard, legal guidance that describes how practices should meet the communication and health information needs of people with certain disabilities that affect communication.

- We have built relationships with voluntary sector organisations that support people living with disabilities that affect communication, including D/deafness\*, blindness, neurodiverse conditions, learning disability, and neurological conditions.
- We collaborated with GP practices to understand the enablers and barriers to implementing the Standard.
- Next year we will be speaking to local people about their experiences of how well their communication and health information needs are being met.

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## Empowering the ICS to take a patient-centred approach to meet health needs

**We encourage local services to meet the needs of local people by contributing insight about their experiences to 12 South West London Integrated ICS committees and working groups focussed on issues ranging from maternity to end of life care.**

In 2023, South West London Healthwatch organisations collaborated closely with the ICS Patient and Public Engagement team to ensure that our residents influence decisions about their health and care. With the support of this team, Healthwatch helped embed learnings from over 1000 residents into the ICS' five-year strategy documents, which contain a list of initiatives that directly address residents' concerns.

- We now represent the patient voice on new ICS committees and working groups dedicated to providing oversight of the delivery of the ICS strategy. These committees provide us with a platform to shape the implementation of projects using insights we have heard from patients, carers, and the public. We also champion best practices in engagement and encourage our ICS colleagues to use these in developing new health and care initiatives.
- These committees draw together representatives from the NHS, Healthwatch, the voluntary sector, and councils and they make decisions about health and care services. They are an opportunity to make sure these services are meeting the needs of all local people.
- The committees include those dedicated to maternity and children and young people's health, mental health, older people's health, and disease prevention and inequalities.
- We initiated and co-facilitated a working group comprised of other Healthwatch organisations nationally to discuss how to maximise our impact and influence on these ICS committees.

\* See this [article](#) explaining more about D/deaf communities.





# Listening to your experiences and hearing from all communities

**Services can't make improvements without hearing your views. That's why over the last year we have prioritised listening to feedback from all areas of the community. This allows us to understand the full picture, and feed this back to services to help them improve.**

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

- Making sure that experiences of parents from a range of ethnicities are heard to improve perinatal mental health support.
- Championing the stories of people who told us about the impact of the cost of living; and their experiences with mental health needs and homelessness.
- Making sure that the voices from your local community have been heard by local NHS leaders and Integrated Care Systems to inform virtual ward support that helps people have hospital care at home.

# Improving experiences of mental health during and after pregnancy

## **We heard from 13 people from a range of ethnic backgrounds about how becoming a new parent impacted their mental health wellbeing and whether they got support.**

We continued to highlight how new parents can be better supported with their mental health and wellbeing during the perinatal period (during pregnancy and up to 12 months after childbirth). This included recommendations such as:

- The need for more supportive conversations and signposting to support.
- Easier and more regular access to interpreters, accessible information and adjustments.
- More involvement of partners, support networks and the community in the care system and raising awareness of mental health for new parents.

We met a group of staff working in various services to discuss what people told us and have continued to press for change. We also discussed the topic and our findings with two community groups. Their insight enabled us to write recommendations to improve things in our [final report](#) and 14 people responding to our event survey said they would do something differently after hearing our results.

We also wrote a press release to raise awareness of the issues more widely. Our web pages about services tell us that over 150 people were reached with information about what can help them with mental health wellbeing as a new parent.

Some changes will take time, but some new initiatives are being implemented that address concerns shared with us, and we continue to press for improvements and raise awareness of support available.

## **What difference does this make?**

- The specialist health visitor for mental health told us that after reading our report she is looking to make the groups she leads more inclusive and is translating posters to advertise it in to multiple languages.
- Madeline Lenchner, Maternity Core Connector, SWL ICS told us that since the research took place, they have introduced the Maternity Core Connector roles, prioritising partnership working and maternity engagement work. By working with the ICB, the core connectors are well placed to raise concerns about services, highlight gaps in provision and make recommendations for improvements. Where possible the core connectors can start projects through co-production and partnership working. The Healthwatch report focused on groups we hear from less often and provided us with further evidence to help us make the case to further develop and continue this important work.
- 30 people, including people working in maternity services and new parents, pledged to do something to improve things after hearing from us at a maternity event organised by SWL ICB.

# Highlighting what is working well and what can improve in Community Diagnostic Centres.

Thanks to people sharing their feedback, Community Diagnostic Centres that provide a range of tests and scans will be able to more effectively reduce waiting times. This will mean that if treatment is needed people can get help more quickly.

As part of a national piece of Healthwatch work, we spoke to patients who told us about what was good about Community Diagnostic Centres and some areas for improvement.



**As a result of what people shared, St George's Hospital have committed to improvements.**

**"The report helpfully makes a number of recommendations. These include suggestions about a private patient waiting area in the Radiology Department, signage to the site and for parking and directions within the hospital itself. The Trust is reviewing each of these areas and seeking to make improvements as a priority".**

Kate Slemeck, Managing Director, St Georges University Hospital NHS Trust

## Identifying and communicating more with carers to keep improving hospital discharges



**Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change. St George's Hospital have now taken steps to improve how they identify and support carers after we reported carers' experiences of hospital discharge.**

These include:

- Making sure information about carers is captured on the hospital systems.
- Making sure carers are signposted to support from carers' centres to enable more support for carers in a hospital and community setting.
- Training sessions, newsletters, events, presentations and more to raise awareness of carer issues and how to work with carers.
- Trialling things like ward inductions, carer information packs, a webpage for carers and empowering staff who are also carers themselves.

We have continued to support changes to improve the experience and support for carers when they look after someone who is admitted to and discharged from hospital. As reported last year our work has influenced work London wide. This year we have focused on changes locally. For example, we ran a joint event with the hospital to hear more about experiences and to understand what carers felt about hospital support at home. We've already fed back to a steering group making improvements to discharges including discussing how information can be more accessible and how access needs such as language translations can be accommodated.

You can read more about the experiences carers shared with us last year on our [website](#).

# Ways we have made a difference in the community

In all our work, we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Creating empathy by bringing experiences to life

It's important for people running services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems and ways their services can help.



### Experiences of homelessness

Thanks to people who shared their experiences of homelessness and how mental health affects and is affected by homelessness; because of you, we can highlight people's needs to facilitate joined up and strategic support.

What difference has it made so far:

- People working in services to support people experiencing homelessness have said that our report highlights issues and what more needs to be done, which they hope will enable more work in future.
- SPEAR, a charity supporting people who experience homelessness, told us they appreciated the experience of empowering their clients voices by collaborating with us. Staff told us that collaborating with us encouraged them to advocate for clients to access mental health support to prevent crisis.
- A new Assessment Hub for people who have experienced street homelessness will seek to implement our 3 recommendations by co-locating services under one roof and providing a platform for new and innovative ways of collaborative working.

### Experiences of the cost of living

One of the major challenges for people in Wandsworth – as elsewhere – this year was the cost of living crisis. We ran a survey which highlighted the serious implications of the crisis for people's health and wellbeing, which informed Wandsworth Council's Cost of Living strategy that commits to support local people.

**There's a summary of 9 more of our projects and outcomes we've achieved this year in the Statutory Statements section at the end of this report.**





## Advice and information

**If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or finding mental health support in the community– you can count on us.**

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

- Providing up-to-date information people can trust
- Helping people access mental health care, dentistry, and social care services
- Supporting people as they navigate complaints processes
- Providing signposting to support services for example support for learning disabilities

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## Connecting people to local support

**It's essential that people are plugged in to their community and know how to access resources that can keep them well.**

Timothy\* had recently faced medical challenges that isolated him from the community. Timothy called Healthwatch Wandsworth when he began the process of searching for mental health support. He knew he wanted to access help to stay active, connected, and healthy but did not know where to begin.

Healthwatch Wandsworth shared multiple resources that are available in the community, and Timothy stayed in conversation with us as he decided which ones may work for him. Timothy was so delighted with our support that he connected us with a friend named Annabeth\* who was searching for suitable volunteer roles. She also wanted to connect with the community but did not know where to start.

\*Name changed

**Timothy and Annabeth have found local support that meets their needs and interests thanks to ongoing conversations with Healthwatch Wandsworth.**

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## Elevating the voices of families in Wandsworth

**Families face serious challenges as they navigate the healthcare and education system– Healthwatch Wandsworth is working to co-create solutions.**

Healthwatch Wandsworth connected with three family hubs across the borough to provide information and signposting to local families. Over the course of the year, we built sustained and positive partnerships with the families.

While listening to their concerns, a re-occurring theme was not having enough access to support for their children with Autism. While we signposted the families to local support, we also looked deeper into the problem. Evidence from the [National Autistic Society](#) suggests it is difficult for service users to access services for Autism both locally and nationally with waiting times for assessments lasting much longer than the recommended 13 weeks.

**Access to support for Autism is now one of Healthwatch Wandsworth's research priorities for the new year.**

We will work with local organisations to understand the process of diagnosis in Wandsworth and which organisations provide support. We will speak to families and young people to understand the changes they would like to see for a better experience navigating the health care and education system with Autism and ADHD.





# Volunteering

**We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.**

**This year our volunteers:**

- Represented Healthwatch Wandsworth and the voice of the local community at stakeholder meetings for health and social care services
- Supported their communities to share their views and recorded them to inform our work
- Carried out enter and view visits to local services to help them improve
- Supported our day-to-day operations

# A big thank you to all our wonderful volunteers!



**Our volunteers contributed 1229 hours of service to the community in 2023.**

**Alisdair McLellan**

**Avril Horsford**

**Brenda Lee**

**Caroline Norrie**

**Cherill Scott**

**Clare Collins**

**Colleen Bowen**

**Eleanor Scarrat**

**Fatima Chenia**

**Jamie Gillespie**

**Haren Thillainathan**

**Kiera Taylor**

**Lou Normand**

**Lina Abdela**

**Martin Haddon**

**Michelle Potiaumpai**

**Nada Savitch**

**Nina Smith**

**Oksana Kottsun**

**Ragini Jhalla**

**Rhian issacs**

**Sara Turner**

**Sarah Forester**

**Sharmaine Cheung**

**Stephen Hickey**

**Sue Stern**

**Zenobia Cowan-Davies**



**"I've worked for charities for many years. I worked for the Alzheimer's society, and then I helped run a community interest company, which is like a small charity. We did lots of projects with people with dementia, and we got a real reputation for service user involvement.**

**After that, I was caring for mum for a long time which is when I came across Healthwatch. Service user involvement is one of my passions- that's why Healthwatch appeals to me. Healthwatch gave me something that I could do while caring for mum that stretched my mind.**

**The research role really suited me. I could do so much remotely while caring for my mum, and it made me feel valued. The things I've done as a volunteer have been so varied from compiling glossaries to writing articles to running statistics. I've used my skills and developed new ones. It's also kept me up-to-date with what's happening in Wandsworth, especially with health and social care.**

**People think you only volunteer when you're young or retired. I think it's important that all people of all ages think about volunteering. With volunteering, you know you're helping people, you feel really valued, and you can grow and develop skills on your own terms. You get paid in the satisfaction of doing something good. It's brought me so much knowledge and I feel part of the Healthwatch community. You have all made me feel part of that. "**



Nada has volunteered with Healthwatch Wandsworth since 2017. She has a Masters degree in information science and a passion for charity work. Read on to learn about her experience volunteering in the local community.

## Do you feel inspired?



**We are always on the lookout for new volunteers, so please get in touch today.**



<https://healthwatchwandsworth.co.uk/>



07434633745



[information@healthwatchwandsworth.co.uk](mailto:information@healthwatchwandsworth.co.uk)



# Finance and future priorities

To help us carry out our work we receive funding via our local authority under the Health and Social Care Act 2012.

## Our income and expenditure

Please note: these figures have been taken from management data and have not yet been formally examined or audited and therefore may be subject to future adjustment.

Income		Expenditure	
Annual grant from Government	£167,152	Expenditure on pay	£133,450
Additional income	£19,675	Non-pay expenditure	£34,063
		Office and management fees	£18,000
<b>Total income</b>	<b>£186,857</b>	<b>Total expenditure</b>	<b>£185,608</b>



**Additional income is broken down as follows:**

- £9,800 was brought forward from last year for ongoing projects.
- £875 from Healthwatch England for work on a Community Diagnostics Enter and View project.
- £2,333 from SWLSTG Mental Health Trust for Adult Community Transformation surveys.
- £2,667 from the Health Innovation Network for a project on Virtual Wards
- £4,000 from SWL ICB for additional costs for representation on ICS committees and to amplify the voice and influence of local people and communities.
- £2,667 from SWLSTG Mental Health Trust for Adult Community Transformation surveys has been carried forward for ongoing work.

**Funding for HW in SWL for collaborative work.**

Healthwatch across South West London also received funding to support new areas of collaborative work at SWL level. The funds are held and related expenditures are paid by Healthwatch Sutton. All of the items listed below are part of a SWL wide ‘pot’ that are not redistributed to the six SWL Healthwatch.

We have received £22,000 from SWL ICB funding for future community services projects which will eventually be shared amongst the six SWL Healthwatch.

Purpose of ICS funding	Amount
SWL ICB funding for two funded SWL positions	£106,000
Health Innovation Network funding for SWL for project on virtual wards	£2,667
SWL ICB funding for Integrated Care Priorities Fund Award	£18,075
SWL ICB funding for insights synthesis project	£800

**Next steps**

**Over the next year, we will keep reaching out to our communities, especially people who are less often heard, so that those in power hear their views and experiences.**

We will also work together with partners on the following key themes:

**Our top four topics of focus for the next year are:**

1. Access to health care services: non-urgent, out of hospital care known as primary care.
2. Autism and mental health for Children and Young People
3. Experiences of Community Mental Health Service (CMHT) changes
4. Experiences of the Acute Stroke Unit at St Georges Hospital

Find out more about these priorities and what we will be doing in [our Business Plan](#).



# Statutory statements

**Healthwatch Wandsworth, Wandsworth Care Alliance, 3rd Floor  
Tooting Works, 89 Bickersteth Road, Tooting, SW17 9SH**

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



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# The way we work

## Involvement of volunteers and community members in our governance and decision-making

Our Healthwatch Board consists of seven members who work on a voluntary basis 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 2023/24, the Board met five times and made decisions on matters such as our self-assessment using the Healthwatch England Quality Framework and setting our priorities for the year.

We ensure wider public insight drives our decisions on our work priorities. This includes feedback during our research and at community events, topics people have called us about for information and signposting and feedback from individuals and voluntary sector representatives in our priorities survey (see our [Decision Making Policy](#)).

## 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 2023/24 we have been available by phone, email, web form and through social media. People could also speak to us at community group meetings and forums. We've considered and used interpreters and different formats of our communications depending on the audience for the project. For example, our Accessible Information Standard project has been using advice from local organisations to make our communications appropriate.

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 and in our newsletter.

## Responses to recommendations

All providers responded to requests for information or recommendations. This includes responses to implement and build on our work on carers experience of hospital discharge and perinatal mental health, implementing changes that take time. There were no specific issues or recommendations escalated by us to Healthwatch England Committee, so there were no resulting reviews or investigations. We informally raised a few topics at the Healthwatch Network meetings including sharing how a large consultation on changes to the location of cancer services was conducted.

## Healthwatch Representatives take people's experiences to decision-makers

Our staff and volunteers represent Healthwatch regularly at events and meetings to ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us and that they focus on listening to the needs of local people.

In our local authority area, for example, our representatives take information to a wide range of meetings with local decision makers, including the local authority, acute and mental health trusts, primary care providers and strategic boards. For example, our Chair, Stephen Hickey is represented on the Wandsworth Health and Wellbeing Board and the Adult Social Care Overview and Scrutiny Committee. During 2023/4 our representatives carried out this role by representing us on over 45 meetings and boards with decision makers, including South West London and St George's Mental Health

Trust Board and St George’s Hospital Board of Governors. Wandsworth ICB Health and Care Partnership Board, Wandsworth ICB Health and Care Committee are places we can speak to various organisations collaborating at a Wandsworth level to make improvements.

We also take insight and experiences to decision-makers in South West London Integrated Care Board. Alyssa Chase-Vilchez, Executive Officer supports our contribution and inclusion of the voice of Wandsworth people and represents us and other South West London Healthwatch. This includes on the Integrated Care Partnership Board, the Integrated Care Board, System Quality Council, People and Communities Engagement and Assurance Group, the Health Inequalities Board, the Patient Experience and Engagement Group, the Children, Young People and Maternity System Board, the Dentistry Steering Group, the Older People Delivery Group and the Mental Health Partnership Delivery Group. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Enter and view

This year, we made 2 Enter and View visits. We made four recommendations or actions as a result of this activity.

Location	Reason for visit	What difference did it make?
<u>Community Diagnostic Centre – Queen Mary’s Hospital, Roehampton</u>	Little is known about the patient experience of Community Diagnostics Centres which are centres providing tests and scans to help diagnose health issues. So we took part in Healthwatch England’s national study to understand accessibility, expectations, choice and quality.	We wrote a report with four recommendations – the service committed to follow up on these.
<u>Springfield Mental Health Hospital &amp; Springfield Village</u>	The redevelopment of the Mental Health Hospital site aims to facilitate the treatment of and recovery from mental ill-health and help overcome the stigma of mental ill-health. It also aims to tackle barriers between people suffering from mental ill-health and the wider community. We wanted to hear from people about their perceptions of the new buildings and facilities.	We ensured the Mental Health Trust received the full range of people’s experiences and wrote a report about the themes. The Trust welcomed the feedback to help them ensure the facilities work for people.

## 2023 – 2024 Further activities

Below are details of some of our work which has not already been mentioned earlier in the report.

Project/activity	What difference did it make?
<u>1. Event about Access to primary care</u>	<p>We asked what information people wanted to improve access to services. Concerns raised included access to GPs and dentists and the use of technology.</p> <p>Attendees told us they gained something from our assembly event, including new information about health and social care and services, they had the chance to share their experience or learned how to get involved more.</p>
2. Measuring the impact of Community Mental Health Services (CAMHS)	<p>We sent out a survey to people who use CAMHS to hear their experiences before changes are made to improve the services as part of a transformation programme. We will survey people at two further six-month intervals to see if and how experiences improve after the changes.</p>
<u>3. Connecting Health Communities to improve uptake of Cervical Cancer Screening</u>	<p>Through participating in a steering group we have shaped an action research project about the low uptake of cervical screening in Wandsworth, particularly amongst Asian Women. Our focus has been on providing insight on how to reach, understand and work with the community. We contacted over 20 groups to encourage them to take part in an initial event that gathered some initial insight. We'll be continuing to connect communities to support the insight gathered and push for changes that may be needed to improve screening uptake.</p> <p>The project will work with the community to codesign the next steps.</p>
<u>4. Developing a Joint Health and Wellbeing Strategy for Wandsworth</u>	<p>We contributed to discussions about how to engage with the local community about the strategy and how to make this engagement accessible. We also suggested how to respond to the feedback to ensure local voice shaped the strategy.</p> <p>We are continuing to consider how to support the strategy aims and to encourage involvement of local people in shaping the actions that will be taken.</p>
5. Working with community-based health champions	<p>Wandsworth Care Alliance have been running a project to develop a network of health champions aiming to reduce health inequalities. 42 volunteers have been trained and two in depth projects have started that focus on heart and lung health in the elderly and Black, Asian and Global Majority groups. The Champions have been listening, signposting and developing interactive sessions (e.g. sport, healthy talks, information sessions) for members of the community who otherwise may not have access to certain types of information.</p> <p>Healthwatch outreach work has linked with a number of champions to reach more people in the community, for example they have been feeding back to us about what our priorities could be for the next year based on what people in the community have told them matters most.</p>


## 2023 – 2024 Further activities

Project/activity	What difference did it make?
6. Ensuring patient and community influence in ICS	<p>We have been involved in over 45 different sets of meetings to try to ensure the voice of local people can shape services. This includes a number of meetings and information interactions with staff in the ICS at SWL level and in our borough. This year some particular achievements have been:</p> <ul style="list-style-type: none"> <li>- We contributed public insight and data for the Joint Forward Plan that drives the work of the ICS. We are working to ensure that patient engagement is included in the workstreams.</li> <li>- Contributing to the Engagement of the Joint Health and Wellbeing strategy as mentioned above.</li> <li>- We provided feedback with other SWL HW on a leaflet about changes to how complaints can be made about the NHS.</li> <li>- Our broader resource in Wandsworth Care Alliance has set up a programme of projects aiming to consider welfare advice for a number of community groups who are impacted by health inequalities to generate insight for the ICB at Wandsworth level.</li> <li>- We chaired two meetings of an Engagement Subgroup of the Wandsworth ICB Health and Care Board. This meeting has now been stood down and we will be working to ensure there are other ways to provide oversight of involvement of local people.</li> </ul>
7. Digital directory of information about mental health support	<ul style="list-style-type: none"> <li>- Our broader organisation has been working with Wandsworth Council to develop an online directory of services that support mental health in Merton and Wandsworth. A funding application has been developed and submitted. This directory will help local people find the support they need.</li> </ul>
8. Safeguarding Adults Board strategy	<p>We contributed to the development of the Safeguarding Adults Board strategy and the focus on communicating and working with the public and voluntary sector now features in the workplan.</p>
9. Exploring mental health and employment for Children and Young People	<p>We completed some background research and gained some contacts, but had difficulties shaping a project that we could implement this year. We will continue to look out for opportunities for future projects on this important topic.</p>



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