



# Together

we're making health  
and social care better

Annual Report 2022–23

**healthwatch**  
Lambeth

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**"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."**

**Louise Ansari, Healthwatch National Director**

# Message from our Chair

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In 2023, Healthwatch Lambeth celebrates its 10<sup>th</sup> year of championing the voices of Lambeth people in health and social care. We aim to set the gold standard for public and patient engagement in health and social care and to support others to aspire to similarly high standards. Over the decade, we have enabled some of the least listened-to patients, carers and service users to have their say and to influence how services are commissioned and provided.

Our commitment to let people speak for themselves, and our unique position as an independent Lambeth charity with statutory powers to go into services and listen to people's experiences, has led to improvements and gained us recognition beyond Lambeth; for instance, our re-accreditation with the Investment in Volunteers programme. This 2022-23 report summarises both this year's achievements and a selection of successes of the last 10 years. We hope to continue working with and for Lambeth people long into the future.

I and all the trustees are extremely grateful for the hard work and commitment of our highly skilled staff team and our dedicated volunteers who have done so much for Lambeth people.

Even if the will is there, progress to excellent health and social care services is undermined by the years of austerity policies, effects of the Covid-19 pandemic and the cost-of-living crisis. However, an important step towards better wellbeing and reduced inequalities is that people see their voices, views and experiences matter to those responsible for serving the health and care needs of Lambeth. We therefore especially invite our statutory partners to renew their commitment to trust local people and see the results for themselves.

Our 2023-2025 strategy is the result of us trusting people to say what is important to them; people said they want us to work with them and others to reduce health inequalities, to ensure services are more personal and humane and to help improve people's experiences (access, quality, outcomes) of health and care services.

To achieve these goals, we have run workshops so that recent arrivals in the UK know about and can confidently use primary care services. We frequently run stalls and events, including with other voluntary and community organisations, so people can speak to us about their experiences of health and social care. We conduct Enter & View investigations and survey and interview people in different settings and services. We are in contact with people by phone, face to face and via our website. We have heard from refugees and asylum seekers, children and young people in hospital, Black African and Caribbean mothers about their maternity care, people with enduring mental illness and their carers, older people with multiple long-term conditions, people from communities whose first language is not English and people with Learning Disabilities (in partnership with the Lambeth Learning Disability Assembly).

Our reports go to decision makers across the system, and we work with partners in Lambeth Together and other organisations over time to ensure our recommendations are acted on and people see lasting improvements. We also continue to work with Healthwatch colleagues in south east London so that local voices are heard at the Integrated Care Board and look forward to making more impact in the coming year.

Thank you for reading and your continued support. We welcome enquiries and comments. Please don't hesitate to contact us.



**Dr. Sarah Corlett**  
**Healthwatch Lambeth Chair**

# Message from our CEO

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This year marks our 10-year anniversary serving Lambeth residents as your local Healthwatch and what a decade it has been. We've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future. We've done this by working in partnership with Lambeth residents to ensure their voices are front and centre.

This year has been our busiest yet. Alongside internal changes, including a new 3-year strategy and an organisational restructure, we've refocused our projects and engagements so that we are now more effectively able to reach groups who are least asked to ensure we are focused on individuals experiencing the highest levels of health inequalities. We've worked on a variety of research projects, ranging from maternal experiences to primary care networks engagement to hospital discharge. It's an exciting time for us, with our new strategy and with renewed purpose, as we seek to amplify the voices of Lambeth residents.

But services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year, we will continue our role in collecting feedback from everyone in our local community, giving them a voice to help shape improvements to services.

We will also continue our work identifying and tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless of whether that is because of where you live, income or race.

Finally, I wanted to say a huge thank you to everyone who has helped us in any way in the past year. Whether that's through volunteering with us, giving your view as a resident, or partnering with us, it all makes a difference in ensuring we improve services for all Lambeth Residents. Special thanks to all our staff and trustees both past and present, who have contributed so much to making us the vibrant local organisation that we are today.



**Mairéad Healy, CEO of Healthwatch Lambeth**

# About us

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

We make sure NHS leaders 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

For the people of Lambeth to have their health and wellbeing needs heard, understood and met.



### Our values are:

The six core values of Healthwatch Lambeth are **accountability, inclusivity, respect, collaboration, credibility, transparency, equality and excellence**. We strive to act according to these values in everything that we do.



### Our mission

- To make people's voices count in decisions about health and social care in Lambeth.
- To ensure less-heard voices influence decisions about health and care services.
- To hold to the highest possible standards of practice in community participation and encourage others to do the same.
- To make sure people have the information they need to look after their own and others' wellbeing and get the right services at the right time.

# How we've made a difference this year

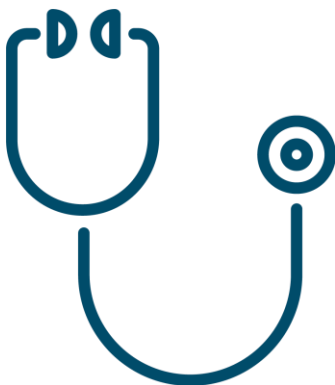
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- After we highlighted the difficulties of applying for Continuing Healthcare/Funded Nursing, commissioners addressed some of our recommendations in their improvement plans, making it easier for the public to understand and navigate the system.
- Teaming up with the Refugee Council, we ran an online NHS information workshop which enabled Ukrainian refugees to be more confident to access GP and Pharmacy services.
- Highlighted unmet need in social care by publishing information and guidance, making it easier for the public to understand how to access social care services. Our work also amplified the voices of unpaid carers.
- Working with local organisations, we helped residents understand and look after their wellbeing with interactive events on issues such as tackling loneliness and coping with the cost-of-living crisis.
- Enabled people with mental health needs to have a greater voice in service improvements through our enter and view programme.
- Consulted residents and stakeholders to say what is important to them, resulting in our new three-year strategy focused on reducing inequalities; improving the quality of and access to services and making care more person-centred.

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- Increased our reach in the community, speaking to lesser-heard groups including carers; people with mental health needs; those living in difficult financial circumstances, refugees and asylum seekers.
  - Provided information and signposting support to people through our helpline, enabling them to access services, make complaints and resolve difficulties in accessing NHS, social care and other services.

### Through our volunteering programme we have:

- Improved the confidence and wellbeing of our volunteers, helping them feel part of the community and giving them purpose and new skills.
- Increased our understanding of the volunteering experience, enabling us to make improvements to our programme including more face-to-face events that help volunteers meet each other and feel valued.

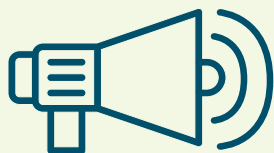




# Year in review

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## Reaching out **543 people**



shared their experiences of health and social care services with us through projects, outreach activities, information helpline services and information events designed to raise awareness of issues and improve care.

## **163 people**

shared feedback and came to us for clear advice on complaints procedures as well as information on mental health, dentistry, GP and advocacy services.

## Making a difference to care

We published

## **2 reports**

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



Our most popular report was **Access to Annual Health Checks** which highlighted barriers to Covid-19 vaccines and health checks for people with learning difficulties, autism and serious mental illness.

## Health and care that works for you



We have **15** outstanding volunteers and **7** board members who gave up **25** days to help make health and care better for local people.

In 2022-23, we employed **2** full time and **7** part time staff.

# 10 years of improving care

This year is a special milestone for Healthwatch as we celebrate our 10-year anniversary as the independent champion of local voices in health and social care in Lambeth. Over the last decade, many people have shared their experiences, good and bad, which have helped to improve health and social care in the borough. A big thank you to all Healthwatch volunteers and staff who have inspired change.

## How have we made care better, together?

### Improving mental health support for young people

We told the Living Well Network Alliance about the challenges faced by young people when moving from child to adult mental health services. As a result, they recruited staff to help coordinate support for young people transitioning between services.

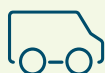
### Hospital discharge

NHS Lambeth Clinical Commissioning Group (LCCG) produced the film 'Going Home', which was based on the experiences we gathered from a patient and her daughter, who had been transferred home from St Thomas' Hospital Older People's Unit. The film was used as a practitioner training resource to show the factors affecting transfer of care and recovery, and the family carer's experiences were used to shape the design of a new Guy's and St Thomas' NHS Foundation Trust 'Caring for Carers' course.



### Putting People at the Heart of Care

Our work on advance care planning has given people in Lambeth opportunities to talk about and record their wishes about their care and treatment, especially at end of life, creating more person-centred services.



### Reducing delays for children and young people in care

Our work with social care teams addressed the challenges of assessing the health needs of looked-after children in Lambeth, resulting in an almost 50% increase in the number of children receiving their initial health care assessment on time.



# 10 years of improving care

## How have we made care better, together?

### Reducing Loneliness



We highlighted the extent of loneliness experienced by residents in extra-care housing schemes in Lambeth. As a result, commissioners provided small grants to enable extra-care housing schemes to put on various social activities for residents.

### Improving uptake of vaccines and annual health

We contributed to efforts to increase the uptake of annual health checks and COVID-19 vaccines amongst people with learning disabilities, autism, and severe mental illness. The borough adopted some of our recommendations for improving access and information, alongside other health campaigns, and are now working more closely with grassroots community and voluntary organisations that reach people from these groups.



### Mental health support for young people in hospital

Our young people's reference group participated in a Kings College Hospital consultation, providing feedback on their experiences of attending hospital. As a result, a consultant psychologist was appointed to develop psychology services for children and young people with general paediatric conditions who need additional emotional support, and training to help doctors support young people who are psychiatrically unwell when they attend hospital.





# Listening to your experiences

The best improvements to services result from listening and responding to people's views and experiences. Over 2022-23, we prioritised gathering feedback from many different communities to gain as full a picture as possible about people's views, and to ensure services hear and respond to what people say.

# Making the case for improvements in NHS Continuing Healthcare (CHC)

**Providers and commissioners are better informed by you sharing your views on NHS Continuing Healthcare/Funded Nursing Care and will use those insights to make timely decisions, provide information and help you navigate the process of applying and assessment.**

NHS Continuing Healthcare (a funding package which arranges social care to be paid for by the NHS) is a lifeline for people (and their unpaid carers) living with long-term complex health needs. But applying is a complex process made more difficult by elusive information, when services don't work well together, and delays that prolong uncertainty. In talking to service users, **we found:**

- Delays often took place after assessment.
- People experienced difficulties with communication surrounding the CHC process and lacked clarity on entitlements and procedures even after the application was underway.

## Our recommendations:

- More information to be available to the public about how NHS CHC works and how to access it.
- Professionals should be fully trained in what assessment involves, reducing delays caused by incorrect or incomplete information being shared.
- Systems to make it easier for applicants to communicate with teams administering NHS CHC, including the provision of a clear, named contact.
- Support for those facing additional barriers to navigate the process and get independent advice and information about how decisions can be challenged.



## What Difference Will this Make?

Our report helped partners identify issues with information sharing and it was agreed professionals would get additional briefings on NHS CHC assessment requirements.



“You worry you will be left without the care that is life supporting. Having any kind of question mark hanging over whether you will be funded or not is horrible.”

**Service User**

# Ukrainian refugees enabled to access and use NHS and Primary Care services

**We ran an online NHS information workshop which enabled Ukrainian refugees to be more confident to access GP and Pharmacy services. This will help break down barriers to accessing health services and reduce health inequalities.**

Partnering with the Refugee Council, our online “NHS workshop for Ukrainians” enabled participants to be confident in accessing and using GP and pharmacy services. We spoke in plain English and had an interpreter to translate for us as we delivered the workshop. We covered finding and registering with a GP, Safe Surgeries, booking a GP appointment, getting the most from your GP consultation, GP Access Hubs, NHS 111, and resolving any problems with GP services. We also covered community pharmacies, talking about the range of services they provide and when to use them.

In a Q&A session after the workshop, we explained and promoted social prescribers and the vital help they provide to those needing ongoing care and support. Social prescribing, a service many people know little about, can help people to find services in the community that can improve health and wellbeing, such as talking therapies or walking groups.

## What Difference Will this Make?

The workshop was recorded so it could be shared more widely with other Ukrainians supported by the Refugee Council. Participants found the workshop very useful and relevant and gave us an excellent 5-out-of-5 rating, saying they understood much more about accessing health services and were now more confident to do access them.

We will be rolling it out to other Lambeth voluntary and community groups. We are delivering it in-person to the Spanish-speaking Latin American communities this month. It is suitable for any communities recently arrived in the UK, non-English speaking communities or diverse communities who just want to learn how best to access and use GP and pharmacy services. This will help break down barriers to accessing health services and reduce health inequalities.



*“Many thanks for last night, it went extremely well and the clients found it incredibly useful. They gave a 5 out of 5 for all feedback questions! In terms of my own feedback, I thought all the information was very relevant and useful, and it was expertly presented and the questions well answered.”*

**Simon Sinclair, Host and Community Liaison Officer (Lambeth), Refugee Council**

# Three ways we have made a difference in Lambeth

## Supporting services to involve people with multiple long-term conditions in developing improved care pathways

Services need to understand the benefits of involving local people to help improve care for everyone

We worked with Lambeth Primary Care Networks (PCNs) and Guy's and St Thomas' Hospital Trust (GSTT) to ensure the voices of people experiencing multiple long-term conditions (MLTCs) were included in the first phase of informing and shaping the delivery of new care pathways. We interviewed people living with MLTCs and shared their narratives with service providers, who will use this to inform the next stage of their development work.



## Improving access to information about social care

We often work behind the scenes with health and care services to raise issues and push for change

We participated in Healthwatch England's social care campaign, supporting national partners to share insight into current issues with social care. We interviewed Lambeth residents struggling to access support and found widespread confusion about rights, who provides services and where to turn for help. After sharing our feedback, adult social care providers have made a commitment to take feedback on board and provide high-quality, accurate information. We will continue to engage with residents through outreach, information, and signposting and share our findings with relevant partners.



## Helping residents look after their wellbeing.

We worked with partners to deliver a series of events aimed at improving wellbeing, focusing on:

- Tackling loneliness – an interactive session on the effects of loneliness and what to do about it.
- Helping people cope with the cost-of-living crisis – a session on practical ways to reduce food bills, and the wellbeing benefits of singing and spending time in green spaces.

Feedback was positive, with many telling us they had a better understanding of services after our sessions.



“Being given practical tips enables people to take control, to some extent, of their personal situation” **Ease stress, save money event participant**



# Hearing from all communities

Over 2022–23, we have spoken with a diverse range of people, especially those who are less often asked about their views. We aim to make sure their voices are heard and that services meet their needs.

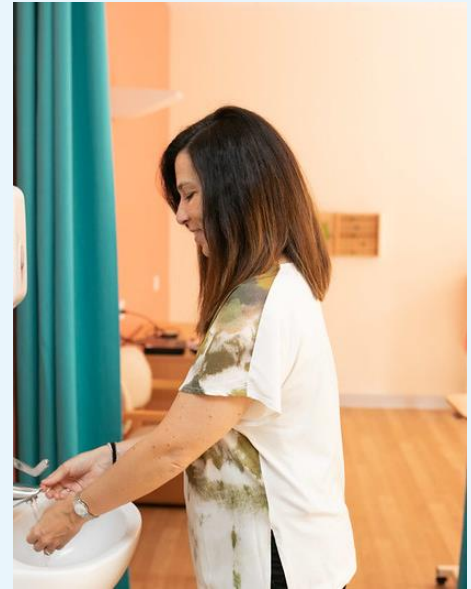
## For instance, we:

- Conducted outreach and engagement with carers, people with mental health needs and people in difficult financial circumstances.
- Had a stall at the Lambeth Country Show to tell people about our work and invite their comments and contributions.
- Attended a variety of community spaces including libraries and foodbanks and events put on by other local voluntary and community organisations to ensure a wide range of people had the opportunity to talk to us.



## Amplifying the voices of unpaid carers

Healthwatch Lambeth recognise that the health and wellbeing of local people cannot be separated from that of their carers. With the support of our partners, Healthwatch Lambeth targeted carers for feedback on a range of health and care issues. Service users who were less able to communicate participated in our projects with the support of their carers, and interviews were conducted with flexibility to accommodate caring responsibilities. In gathering the views of those directly receiving services, we made space for the unique perspective and insight of carers and raised local awareness and understanding of the issues that affect them.



“I want to enjoy a cup of coffee and have a chat with someone. But I can't because my head's going, you have to get back now, there's nobody else there... All the time there's one half of me trying to do something and the other half that's trying to get back to him. **Carer**”



Credit: The Tree House

## Involving people with mental health needs in service improvements

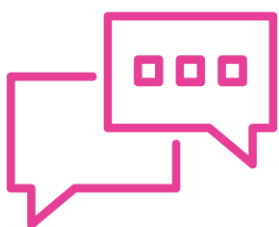
In February 2023, two Healthwatch Lambeth Enter and View representatives visited 'The Tree House', a supported living service for people with mental health needs in Lambeth. Based on our recommendations, staff at The Tree House introduced a suggestion box so that service users can feedback directly, and the service now holds weekly meetings with a named social worker to discuss issues, including move-on delays. The Tree House has also improved their communication about the support they offer with a new leaflet and give more information about other local amenities. Even though service user feedback about the Tree House was mostly positive, recommendations (and subsequent implementation) mean that residents and staff now experience better communication and have a greater voice in matters related to their care.

## Working Together

During 2022-23, we consulted community and voluntary organisations working with different Lambeth communities, alongside residents, statutory partners, staff and volunteers, to identify which issues were most important in health and social care. This helped us to identify where Healthwatch Lambeth could have the greatest impact and, by working together with more than 150 people in Lambeth, we finalised our 2023-25 strategy which prioritises our commitment to reduce health inequalities, to make care more personalised and to improve quality and access to care.



Credit: Lambeth Council





# Advice and information

If you feel lost and don't know where to turn, Healthwatch Lambeth is here for you. In times of worry or stress, we offer confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint, or choosing a good care home for a loved one, you can count on us.

This year we supported people by:

- Helping them resolve difficulties experienced when trying to access GP and dentistry services.
- Providing up-to-date information about complaints services and processes, particularly in relation to mental health, hospital, and GP services.
- Linking people to local advocacy services, the Citizens Advice Bureau and community mental health services.

## Helping Ruth to access specialist services

**With our support, Ruth was able to access specialist dentistry services. We often receive calls and emails about access to NHS dentistry but are sometimes contacted by people looking for more individualised and specialised support.**

Ruth was housebound because of her physical and mental health and needed a dental service that could see her at home. While supportive, her GP was unable to find a specialist service that didn't require an initial assessment at a clinic. After discussing her needs, we contacted the community special care dentistry service operating across Southeast London, to confirm that she would be eligible and wouldn't be required to leave her home. We then shared the information with her GP, who went on to make the referral.

## Helping Joan to get about after breaking her hip

**By using our signposting service, Joan was able to access a wheelchair when she broke her hip.**

She had contacted us in urgent need after finding that there would be a delay to support from the Red Cross. We offered Joan the names of three organisations, for which she was extremely grateful, as she was able to get a wheelchair delivered that same day.

## Helping Omari access neighbourhood nursing

**Omari was able to access neighbourhood nursing with our help. We often receive calls from people unable to attend appointments at a surgery due to ill health or mobility issues.**

Omari contacted us because he had various health issues that affected his ability to attend his GP surgery for much needed blood and urine tests. He had made several requests to his surgery for the tests to be carried out in his own home but was told that he would only qualify for neighbourhood nursing if he could be seen at the surgery in the first instance. With his consent, we shared his concerns with his surgery, who then contacted him and arranged for district nurses to see Omari at home.

***Names in the above case studies have been changed to respect anonymity.***



# Volunteering

Healthwatch Lambeth volunteers are vital to our vision of ensuring that Lambeth residents have their health and wellbeing needs, heard, understood, and met. We are supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we can better understand what is working and what needs improving.

## This year our volunteers:

- Helped people have their say by carrying out interviews and talking to people at outreach events.
- Carried out data analysis of interviews.
- Created digital content for our website and social media, designed flyers for events and projects, and provided content ideas for our volunteer newsletter.
- Supported us with conducting background literature reviews
- Helped develop a new volunteer strategy.
- Supported us with preparation for our Investors in Volunteers renewal.
- Helped us with office administration tasks.



## Listening to our volunteers

During 2022-23, we asked our volunteers about their experiences of volunteering with us, including how they feel about their involvement, what is working well, and where we could be better. A massive thank you to everyone who completed the volunteer survey and shared their feedback.

The feedback was fantastic: our volunteers are highly motivated to support local communities and want to use or develop skills. Most said they feel well supported in their volunteering role, that communication is good, they feel recognised, valued, and find the experience interesting and rewarding.

Volunteers say they benefit from volunteering as it helps make a difference and they feel more involved with the community. Individually, many also felt more confident, they learned new skills and, in some cases, gained employment.





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“It has given me confidence and I have gained employment as a result.”

**Comments made by volunteers indicate that they recognise the wellbeing benefits of volunteering.**

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“It’s opened a new world post-retirement.”

“It has given me a focus and purpose at a time when my mental health meant that paid work was more difficult.”

**Now that Healthwatch Lambeth can be out and about more in the community, we can increase opportunities for volunteers and are doing more to ensure they feel valued and recognised by holding events to celebrate their work.**

## Meet some of Our Volunteers

### Sento – Outreach Volunteer

"I got involved after working with Healthwatch staff at Kings College Hospital's Golden Jubilee Wing. My role was to ask patients about their care, assist them in completing forms and seek consent so that staff could contact them regarding the outcome of their concerns. I was happy to use my healthcare experience to help patients. Volunteering with Lambeth Healthwatch helps me learn new skills, provides me with a natural sense of accomplishment, and boosts my self-confidence."



### Olivia – Research Volunteer

"I wanted to offer my time for the benefit of my local community and was interested in how people experienced local health services. I was particularly keen to support an organisation that reaches out to those whose voices are less often heard. I have mostly been working on desk-based research projects, helped review strategy documents and offered support on the Investors in Volunteers accreditation process. Volunteering gave me a purpose and helped me become more confident in my abilities."

### Fran – Board Member Trustee

"I became a trustee to combine my personal experience of services, my interest in community activity, and my skills from working in the public sector. I wanted to help people in the area I live, and it was a chance to understand other perspectives and develop new skills as a trustee. I have been very impressed with how the organisation has dealt with challenges like Covid-19, which couldn't have been done without a great team of people who are all pulling in the same direction to help the residents of Lambeth."



### Do you feel inspired?

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



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



020 7274 8522



[Info@healthwatchlambeth.org.uk](mailto:Info@healthwatchlambeth.org.uk)



# Finance and future priorities

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

## Our income and expenditure

Income		Expenditure	
Funding received from local authority	£242,115	Expenditure on pay	£258,072
Lambeth Learning Disability Assembly	£46,884	Operational costs	£63,288
Additional income	£96,294	Support and administration	£41,593
<b>Total income</b>	<b>£385,293</b>	<b>Total expenditure</b>	<b>£362,952</b>

Additional income is broken down by:

- **£5,150 funding** received from Healthwatch England for work on projects
- **£91,144 funding** received for specific projects from other sources

## Our top priorities for 2023-24

1. Increase outreach and engagement in areas of the community we currently don't hear from.
2. Conducting research to understand health inequalities relating to specific communities in Lambeth including in relation to experiences of maternity, services, mental health and GPs.
3. Conduct enter and view visits.
4. Engage in advocacy at a local level to influence change.
5. To continue hosting Lambeth Learning Disability Assembly

## Next steps

1. Complete current research projects on maternity, primary care networks and develop new cross cutting research projects.
2. Continue our outreach and engagement activities with least asked communities.
3. Participate in Lambeth Together to influence change.



# Statutory statements

Healthwatch Lambeth, Tripod, Lambeth Town Hall, Brixton Hill, SW2 1RW

Charity Commission registration 1153444

Companies House registration 08430436

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

# The way we work

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## Involvement of volunteers and lay people 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 to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. In 2022/23, the board met four times and made decisions on matters such as funding priorities and governance.

We ensure wider public involvement in deciding our work priorities. We review the feedback from Lambeth residents received through our information and signposting service and through our 'Have your say' section of the website where people leave their views about services. We use insights to inform our engagement priorities.

## 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 about their experience of health and care services. During 2022/23, we have been available by phone, by email, provided a webform on our website, provided a feedback centre, attended face-to-face meetings of community groups and forums, provided our own virtual activities, and engaged with the public through social media. We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by talking to people with learning difficulties, asylum seekers, carers, people experiencing poor mental health and those experiencing multiple long-term conditions.

## Responses to recommendations

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

## Taking people's experiences to decision makers

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

Healthwatch Lambeth is represented on the Lambeth Health and Wellbeing Board by Sarah Corlett, chair of our Board of Trustees. The Chief Executive is also a non-voting member of the Health and Wellbeing Board. During 2022/23 our representative has effectively carried out this role by inputting intelligence from our engagement projects in decisions made by the Board.

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## Enter and view

This year, we made one Enter and View visit. We made six recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
The Tree House	Visit conducted on recommendation by South London and Maudsley (SLAM) during a meeting with Lambeth Living Well Collaborative	Wrote a report with recommendations – the service followed up on some of these; they now involve residents to have a say in service improvements and hold weekly meetings to discuss move-on delays.

## Healthwatch representatives

Healthwatch Lambeth is represented on the Lambeth Health and Wellbeing Board by Mairéad Healy, CEO of Healthwatch Lambeth. During 2022/23, our representative has effectively carried out this role by attending meetings and highlighting concerns and projects we have been involved in.

Healthwatch Lambeth is represented on South East London Integrated Care Partnerships and South East London Integrated Care Boards by Mairéad Healy, CEO of Healthwatch Lambeth



**healthwatch**  
Lambeth

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