



Speaking up for better care

Healthwatch Lewisham annual report 2025/26

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Acting Chief Executive
Chris McCann

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“The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

A message from our chair

This annual report summarises the feedback received, and the research undertaken in the last year, a year of change and uncertainty for public engagement and the user voice in the health and care systems

- We have played an active part in local partnerships with the Council, the NHS, the local voluntary sector, other agencies, and with the local community. Much of this has been undertaken by our volunteers, including our local committee members, whose continuing dedication we couldn't be without and for which we are very thankful.
- We have sought feedback face to face and researched important local issues to drive change and improve services for our residents.
- A lot of the feedback on services is positive, and it is important that staff can be told when their work is appreciated. But it is as important to recognise that many people have significant concerns, especially about difficulties in contacting and accessing primary care, so our grass roots work in the neighbourhoods is fundamental.
- With our partners, we are developing new, effective public engagement arrangements for health and care services in Lewisham, seeking the voice of those in our communities who are seldom heard.



Chair
Michael Kerin
Healthwatch
Lewisham Local
Advisory Committee



“Many thanks to our small staff team, including our advocacy team, our volunteers, and Healthwatch Bromley, who share our office at The Albany, Deptford. Because of their efforts and commitment, Healthcare Lewisham has continued to focus on supporting local people to express their needs and concerns and drive change.”

A message from our CEO

Your Voice in Health and Social Care (YVHSC) is responsible for delivering Healthwatch services which are independent watchdogs for health and social care. Healthwatch Lewisham engages with local residents to ensure their voices are heard in health services and helps improve care standards.

- Healthwatch Lewisham has continued to deliver exceptional services despite the reduced resource, championing the voices of our community in health and social care.
- Our work with South London & Maudsley NHS Trust (SLaM) has directly supported quality improvement measures and input into the development of Heather Close, the national pilot site for a 24/7 neighbourhood mental health centre in Lewisham.
- Over the past year, 3,774 people shared their experiences with us, helping to shape better services across the borough. We also carried out 214 engagements and visits to GPs, hospitals, and other care providers, ensuring that we remain closely connected to our community's needs.
- Our volunteers gave a staggering 1,639 hours of their time to champion our users' voices and make a tangible difference



CEO
Tim Spilsbury
Your Voice Health and
Social Care



“My heartfelt thanks to our incredible volunteers and Local Advisory Committee members; your continued commitment and passion are the backbone of our impact, when every year we have to do more with less. Without your support, our work would not be as meaningful or far-reaching as it is today.”

About us

Healthwatch Lewisham is your local health and social care champion.

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



Our vision

A world where we can 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:

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

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

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

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

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

Our year in numbers

In 2025/2026 we supported local people to have their say and get information about their care. We currently employ 3 staff and our work is supported by 21 volunteers.



Reaching out:

3,774 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

127 people came to us for clear advice and information on topics such as mental health support, GP access and other health and social care services.



Championing your voice:

We published **16** reports about the improvements people would like to see in health and social care services.

Our most influential reports have been the Lewisham **Mental Health Engagement Reports** highlighting this community's and their carers' struggles and supporting quality improvement measures and directly inputting into the development of Heather Close Community Mental Health Centre.



Statutory funding:

We're funded by Lewisham Council. In 2025/26 we received **£140,000**, which is the same as last year, so we are doing more with less to continue to successfully meet our residents' needs.

A year of making a difference

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

Spring

Our engagement with South London & Maudsley NHS Foundation Trust (SLaM) began with the aim of sharing quarterly insights that reflect the lived experience of mental health service users and carers in Lewisham.



We participated in Dementia Action Week as well as our regular attendance at the Dementia Café at University Hospital Lewisham talking directly with residents and gaining insight of local experiences of care.



Summer

We gathered residents' experiences of those receiving support from Adult Social Care Services to inform user satisfaction and as a result support improving service quality.



We actively engaged at the Carers' Event at Glassmill Leisure Centre, gaining valuable feedback from those seldom heard voices amongst our carers community and signposting to our Advocates for support.



Autumn

Our Patient Experience work continued active coordination with GP Practice Managers to share insight and reduce duplication, to reflect on recommendations and work together to improve residents' experiences.



We continued to work with our Independent Health Complaints Advocacy Service helping local residents understand their rights and options, connecting them to the relevant local services.



Winter

We gained the LGBTQ+ voice which highlighted a significant difference in positive feedback in GP surgeries (39%) with 58% positive overall. Yet in hospitals, the picture was much more positive (61% to 65% overall).



We have worked in collaboration with Lewisham Adult Social Care to understand our residents' experience of the adult health and social care services they use and are working to develop our Neighbourhood teams



Working together for change

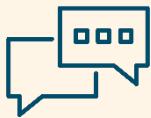
We've worked with neighbouring Healthwatch and used our collective influence to ensure people's experiences of care in South East London are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at South East London ICB.

This year, we've worked with Healthwatch across South East London to achieve the following:



A collaborative network of local Healthwatch:

South East London Healthwatch is a network of six local Healthwatch organisations. This is a platform to share intelligence, insights and learning on matters of common interest, as well as on significant health and care initiatives across the wider region. The latest insight report features contributions from Healthwatch Lewisham's work with trans and non-binary communities, highlighting experiences and barriers in accessing healthcare services as part of a dedicated project.



Representing the voice of the people:

Working together as SEL Healthwatch, we amplified the voices of patients, carers, and families to influence key decisions across the system. Their experiences helped shape the SEL ICS strategy, informed the development of the new ICS Digital Strategy to address digital exclusion, and guided meaningful engagement through the creation of the ICS Engagement Toolkit.



Building strong relationships to achieve more:

Healthwatch Lewisham focuses on building strong relationships across the community to ensure our work adds value and provides more impact across the borough. In addition to working with the Integrated Care Board, Primary Care and South London & Maudsley Trusts, we work with voluntary organisations, our communities and other Healthwatch to share resource where that makes sense, using our funding sensibly to do more with less.

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

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Lewisham this year:



Creating empathy by bringing experiences to life

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

Our work with trans and non-binary members of our community, sharing examples of lived experiences has been incredibly powerful in gaining our stakeholders' ears and double downing on implementing core equality and diversity principles, focusing on changing attitudes.



Getting services to involve the public

By involving local people, services help improve care for everyone.

We worked with South London & Maudsley NHS Foundation Trust (SLaM) with great success:



" We have really appreciated working together with Healthwatch Lewisham this year and recognise their flexibility in introducing patient experience visits to our community mental health centres. The feedback they have gathered, from almost 100 people across our community sites, is extremely useful, and provides important learning that we will be using as we restructure our community mental health teams this year."



Improving care in our neighbourhoods

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

During 2025-26, we worked with the Integrated Care Board (ICB), focusing principally on Neighbourhood 2*, the agreed priority at this stage, with the aim of establishing a robust mechanism for gathering feedback from local services and residents. We now have an agreed approach for understanding how people prefer to provide feedback.

- **Rushey Green, Lee Green, parts of Blackheath, Ladywell, Lewisham Central and Hither Green (North)**

Listening to your experiences

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

This year, we've listened to feedback from all areas of our community, capturing 3,774 views of local health and social care services. We successfully reached residents in every single ward, ensuring representation from areas ranging from Blackheath to Sydenham, and New Cross Gate to Grove Park.

People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Action on Trans and Non-binary health experiences

Our work with Lewisham and Greenwich NHS Trust (LGT) allowed us to raise serious concerns raised by residents on their trans and non-binary health experiences, once again championing the often unheard voice in our community.

We carried out a focus group and 19 individual interviews to hear the often raw qualitative experience of a representative sample of our trans and non-binary community.

Key things we heard:



almost all respondents could recount negative experiences and different types of poor attitudes, including inconsistencies in levels of understanding.



concern over some staff's willingness to learn about gender diverse identities and care



"GPs are responsible for educating themselves in areas where they lack knowledge. They don't do that with trans healthcare, they simply don't do it".

Trans people experience unique inequalities and are even more likely than members of the broader LGBTQ+ population to have a mental health issue.

What difference did this make?

Our report contributed to Lewisham and Greenwich NHS Trust revisiting their exceptional core values and policies and recognising where these are at times not reflected in the experience of our trans and non-binary population. There was overwhelming support for more training and education, accessing the LGBT network, the launch of a champions programme to educate from within, the provision of a trans and non-binary passport and a recognition these initiatives needed more focus.

Championing community concerns to ensure access to dental care

Nationally and locally, accessing dental care is a growing concern. Last year, we collect 368 reviews specifically in this area.

Residents who had registered with a dentist in the last 12 months said the process was generally positive, with only 4% giving negative feedback.

What did we do

We looked at further qualitative feedback from other residents to explore the concern and discovered a significant issue around the affordability of dental care.

Key things we heard:



72%

of users reported a good or very good experience registering with a dentist.

90%

expressed concerns about the affordability of dental care.



47%

were unhappy with the lack of clarity around service costs

Our further analysis showed work showed a broader confusion around prices; many comments were specifically around the clarity of service costs which suggests there is more work to do around clarity of communication and support so that communities can access dental care.

What difference did this make?

Healthwatch feedback and advocate with the providers of dental care and will consider prioritising a specific enter and view visit to explore the issue raised further.

Hearing from all communities

We're here for all residents of Lewisham. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard so that every member of the community has the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Working with Lewisham Council to gain 360 feedback from "all angles", gaining transparent and honest feedback from the diverse and representative group of carers and patients.
- Engaging extensively with our residents and carers accessing mental health services, sharing lived experiences to support and shape the new 24/7 community site at Heather Close.
- Collecting views from the LGBTQ+ community.



Improving understanding of services and care within LGBTQ+ communities

Healthwatch Lewisham analysed feedback from patient experience work with our communities (including those identifying as asexual, bisexual, gay, or pansexual) (8% of respondents) and discovered their satisfaction in GP surgeries was significantly lower (39%) than overall respondents (58%), whereas in the hospitals both scored more positively (61% LGBTQ+, 65% overall).

What difference did this make?

This recognition of the significantly more negative patient experience of our LGBTQ+ community has highlighted where we can work together with our health and social care providers to spot areas of best practice and consider areas for improvement which will ensure we do more to respond to the needs of our lesser heard communities.

Hearing feedback from mental health patients and their carers shapes services

We listened to and advocated for mental health patients and their carers, an often unheard community, and worked together with South London & Maudsley NHS Foundation Trust (SLaM) to help shape their services. We continue to do so on an ongoing basis with a collaborative and productive approach.

What difference did this make?

This supported quality improvement measures and has directly input into the development of Heather Close Community Mental Health Centre, a national pilot site for a 24/7 neighbourhood Mental Health Centre in Lewisham.

Supporting residents with additional needs



“The advocate was very neurodiversity friendly and aware which greatly helped me. She went the extra mile and was persistent and patient.”

Information and signposting

Healthwatch Lewisham and the Lewisham Independent Health Complaints Advocacy Service work together to support residents. Whether you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year we helped 171 people who reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services such as benefits, housing, care homes



Lewisham Independent Health Complaints Advocacy Service

Healthwatch Lewisham and the Advocacy Service work together to support residents.

This year 127 new cases have been opened for residents wishing to make a complaint as they are unhappy about a service. We also help to resolve concerns without needing to raise a complaint which can be lengthy due to the NHS complaints process and this can often be the best route if urgent attention is needed.

This year, we've helped people by:

- Offering guidance and support to resolve problems without raising a complaint
- Contacting a GP surgery practice manager, or a hospital Patient Advice and Liaison Service (PALS) on a resident's behalf
- Providing up-to-date information people can trust
- Helping people access the services they need
- Raising common areas of concern so that our Healthwatch colleagues can do deep dive Enter & View visits to provide recommendations for improvement
- A complaint can prompt outcomes which if implemented benefit many patients and service users
- Signposting people to additional support services



Number of clients we've worked with during the year:

Q1 April-June 2025: 72

Q2 July-September 2025: 78

Q3 October-December 2025: 84

Q4 January-March 2026: 92

Get in touch if you would like help from our Advocacy Team:



www.healthwatchlewisham.co.uk



02038860196



advocacy@healthwatchlewisham.co.uk

Immediate communication of incidents

Policy change as a direct result of the advocate's feedback.

When a patient was attacked in the middle of the night whilst on the Ladywell Unit and taken to University Hospital Lewisham's Emergency Department with a head injury, his parents were not informed until the following morning. The Ladywell Unit has changed its policy to ensure immediate communication of incidents to the patients' next of kin.



“My advocate was fantastic. She listened to my complaint without bias or judgement. She supported me all the way from beginning to end.”

Improving support after the loss of a loved one

A grieving parent was struggling to speak to staff to discuss the care provided to her adult child who died in hospital.

Attempts to arrange a meeting were resisted causing additional angst. It took seven months even with the support of the Advocacy team to organise a meeting.

This experience led to agreeing that meetings should be offered routinely to families who complain about a relative's death, and the experience and its learning has been incorporated into ongoing improvement work around the management of complaints within the Trust.

A GP did not verify a death at home for 10 hours, when best practice states this should be done within 4 hours.

The family faced additional stress at an already traumatic time as a death at home must be verified by a clinician before the funeral director may remove the body. The Practice's Death Protocol was updated as a result of the complaint to ensure that in future, the duty GP carries out the verification of death visit swiftly.



“The advocate was sympathetic with our situation, showing empathy, respect and a huge amount of professionalism towards me as a very distraught individual. Excellent service.”

Showcasing volunteer impact

Our fantastic volunteers have given 1,639 hours in 209 visits to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited our neighbourhoods to promote our work and signposting access to specialist help for vulnerable residents.
- Collected experiences and supported their communities, in local health and social care services, hospitals and GP surgeries, community health centres and mental health units.
- Carried out 5 enter and view visits to observe services first hand and engage directly with staff and service users, directly helping them to improve and supporting escalation for solutions to any issues highlighted.



At the heart of what we do



Lila

"Volunteering with Healthwatch Lewisham has been a valuable experience for me, especially in professional development.

It has given me practical insight into how community perspectives can inform health and social care services, strengthening my interest in public health and policy, particularly in addressing inequalities and improving access to care.

It has also helped me develop key skills in communication, critical thinking, and interpreting community feedback, all of which I hope to carry forward into a career focused on health system improvement."

From finding out what residents think, viewing areas for concern, suggesting recommendations for improvement, helping raise awareness and to supporting our governance, our volunteers have generously given their time to champion community concerns to improve care. Their talent and dedication is endless and we could not do what we do without them.

"Interning with Healthwatch Lewisham has provided me with the opportunity to directly engage with the community and hear their first-hand experiences with health and social care. By listening to people's personal testimonies, I have grown my understanding of the gaps in health and social care, and what issues are most prominent across the population. I am glad to have been part of the improvement of these services in a socially and culturally informed manner."



Victor

Be part of the change.

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



www.healthwatchlewisham.co.uk



02038860196



info@healthwatchlewisham.co.uk

Finance and future priorities

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

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£140,000	Expenditure on pay	£106,000
Additional income		Non-pay expenditure	£18,000
		Office and management fee	£16,000
Total income	£140,000	Total Expenditure	£140,000

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

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

Our top three priorities for the next year are:

1. Ensuring Enter & View Priorities are agreed and implemented to ensure accountability and measurable change.
2. Continue working closely with Mental Health Engagement to support their major service transformation to focus on support in the community.
3. Influence domiciliary care and wellbeing services through lived experience in our Maximising Wellbeing and Feedback 360 Project.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
GP Practice – Woodlands Health Centre	Focus on access, appointments and practice environment.	Recommended improvements in triage scripts, clearer online appointment instructions, review of practice’s signposting materials.
Woodham House Stanstead (Care Home)	Observe care, speak with residents, families and staff.	Recommended improvements in mobility safety, communication accessibility, staff training and wellbeing, and environmental maintenance.
CHEC New Cross (Community Eye Care)	Response to concerns raised with our Independent Health Complaints & Advocacy Service.	Recommended reviewing appointment booking pathways, communication and accessibility of patient information, continuing planned improvements to external signage and directions to the clinic, and strengthening awareness of feedback and complaints processes.
Jennifer’s Lodge (Learning Disabilities & Mental Health Residential Service)	Care, safeguarding and environment.	Recommended improvements in resident choice and activities, environmental safety, communication support, feedback mechanisms, and staff training.
Ashleigh House (Mental Health Care Home)	Gain resident and staff insight.	Recommended improvements in cleaning standards, environmental maintenance, accessibility, safety monitoring, and noticeboard information.

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Maximising Wellbeing and Feedback 360 Project	3 out of 4 reports complete, progressing onto next stages (co-production of recommendations) pending receipt of 360 report.
South London & Maudsley (SLaM) Mental Health Engagement Project	Strong collaborative working over period of substantial change and continuity of insight through providing rich feedback from 100 service users.
Neighbourhood 2 Pilot	Scope and Stakeholders Identified

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Statutory statements

Healthwatch England, 2 Redman Place, Stratford, E20 1JQ.

Your Voice in Health and Social Care (YVHSC) holds the contract for Healthwatch Lewisham. Their Board of Directors hold overall governance responsibility for the service.

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

The way we work

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

Our local Healthwatch Advisory Committee consists of 8 members who work voluntarily to provide direction, oversight, and scrutiny of our activities, as well as representing Healthwatch Lewisham on important NHS and Council committees.

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

Throughout 2025/26, the Committee met 4 times and made recommendations on matters such as the priorities for our Enter & View visits and the projects that would make most difference to our communities. We ensure wider public involvement in deciding our work priorities, from these recommendations.

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 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and social media platforms and distribute it to local partners.

Statutory statements

Responses to recommendations

There were no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

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

For example, in our local authority area, we take information to the Health and Wellbeing Board, the local Health and Care Partnership Board, the Primary Care Board and the Healthier Communities Select Committee.

We also take insight and experiences to decision-makers in South East London Integrated Care System and are represented at 16 boards, committees and groups with our regional Healthwatch partners.

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

Healthwatch representatives

Healthwatch Lewisham is represented on the Lewisham Health and Wellbeing Board by **Michael Kerin, Chair of Healthwatch Lewisham Local Advisory Committee.**

During 2025/26, our representative has carried out this role by drawing attention to our research and findings, where relevant, and to the need for engagement by service users and carers, and the wider public, in decision-making.

Healthwatch Lewisham is represented on a range of other local committees and partnership boards, including the Integrated Quality & Assurance Group, Lewisham Council's Healthier Communities Select Committee, the Lewisham Safeguarding Adults Board, the Lewisham & Greenwich Trust Patient Experience Group and the Health and Wellbeing Strategy Working Group.

Statutory statements

Enter and view


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