



healthwatch
Wandsworth



WCA

Involve, connect, transform

Healthwatch Wandsworth

- The Healthwatch Wandsworth contract is managed by **Wandsworth Care Alliance (WCA)**
- **WCA** works for the wellbeing of the Wandsworth Community and is involved in the NHS and Local Authority discussions around neighbourhood working
- **Independent champion** for people using health and social care in **Wandsworth**.
- We **listen** to peoples' experiences of services
- We **work** with **health and social care services** to **improve** health and social care.
- Events, newsletters, website keep people informed and participating.



Introduction

Sarah Cook

WCA Deputy Director and Healthwatch Wandsworth Lead Officer



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What we know so far – Neighbourhood health

A new vision is emerging for how health and care services will work together in Wandsworth.

The focus is on cross-sector collaborations around areas called Neighbourhoods, bringing services closer to the people who use them.

The main aims are to keep people well and out of hospital and organise services around people and communities.

Integrated Neighbourhood Teams – an NHS model being rolled out nationally, bringing together NHS, council and other organisations.

What we know so far – Neighbourhood health

It is about different ways of working – organisations using existing resources differently

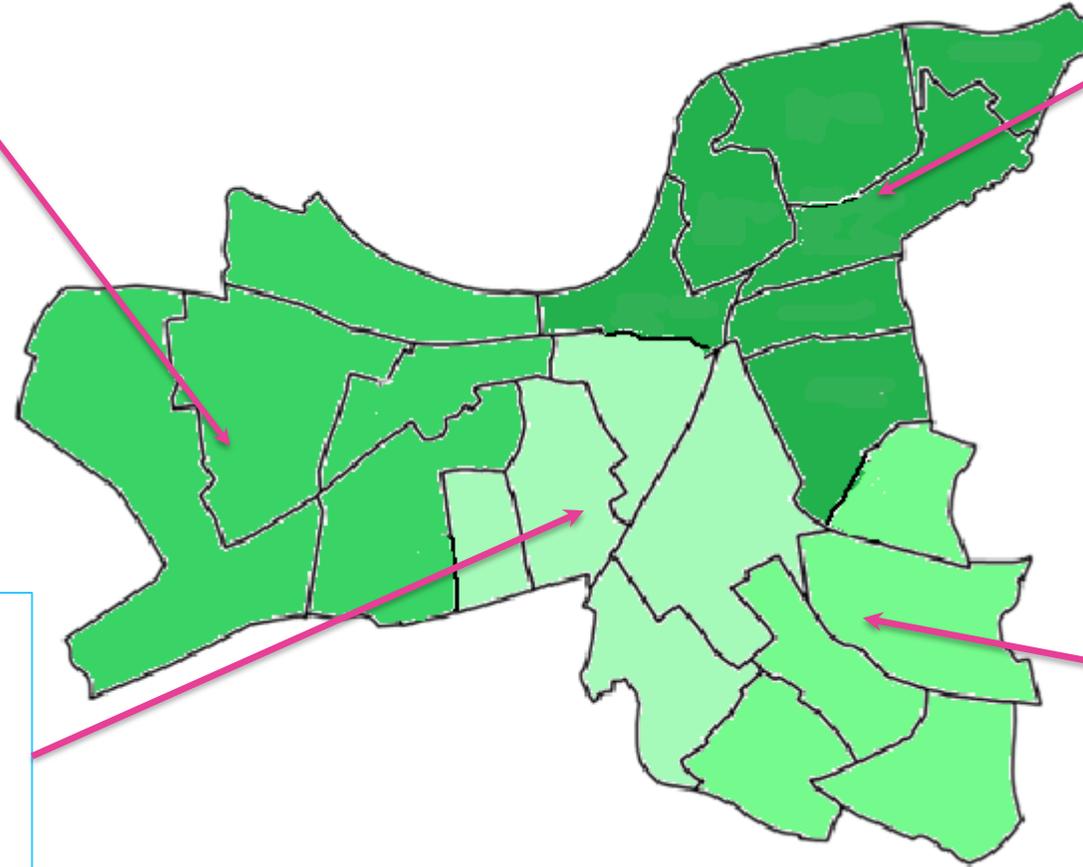
Focusing initially on people most at risk of hospital admission and preventing ill health.

Details are still emerging and will continue to develop over the coming years. The government has just published national guidance for Neighbourhoods and integrated teams which provides further clarity for people to start working on this.

Neighbourhoods Map

**Putney and
Roehampton**

Battersea



**Earlsfield,
Southfields, and
Central
Wandsworth**

**Balham, Tooting,
and Furzedown**

Developments so far

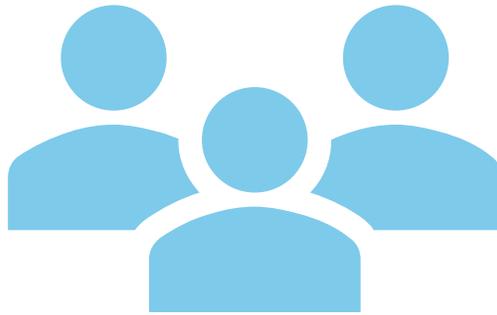
It is still very early days. Organisations are thinking about how they work and what the Neighbourhood emphasis might mean for them.

The NHS ICB has been drafting priorities from their perspective, and now there is national guidance will be looking to align.

Neighbourhood teams are still very new and have been waiting for national guidance. So far they've focused on getting to know some organisations and teams working within their area.

National guidance - What will be the focus

- people with frailty
- those receiving end of life care
- care home residents
- housebound patients
 - Others identified by local areas
- children and young people (Improve quality and access)
- Long term conditions (Better diagnosis and treatment)
- CVD
- diabetes
- chronic obstructive pulmonary disease (COPD)*
- dementia
- mental health condition



National guidance - What will be the focus

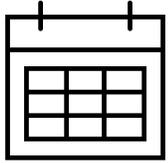


Improve timely access to GPs

We are continuing to monitor improvements since our work on Access to GPs – [on our website](#).

Healthwatches across SW London have recently [reported](#) on access to GPs for people who use British Sign Language.

National guidance - What will be the focus



Improve experiences of planned care and cancer care, and referrals (referral to treatment (RTT) standard)



The NHS ICB are asking for people's views on skin concerns, stomach and digestive concerns and women's health concerns.

Survey open until **20th April**.

National guidance - What will be the focus



Improve urgent and emergency care; co-ordination of care, urgent care in the community, use of A & E and ambulance journey.

Better co-ordination for those leaving hospital (hospital discharge).

Working in partnership we hope to host a meeting to reflect on changes since our last work on hospital discharges in **November.**

We are considering a project on emergency departments.

We will be publishing what people have said about 'proactive care' - an existing arrangement for co-ordination for the priority patients.

National guidance - What will be the focus

- ☆☆☆ Improve patient and staff satisfaction with NHS services.

We will be reporting on experiences of Patient Advice and Liaison Service soon.

We will be working with local health and care organisations to promote co-production charter and use of patient feedback systems.

National guidance - What will be the focus

Local topics: Health and Wellbeing Board to consider existing collaborative working across organisations to see how neighbourhood health build on wider reforms for improvements in services working together, prevention, early help and how work can improve adult social care.

ICB priorities, council priorities and voluntary sector priorities will also be incorporated.

Next we will hear about what local organisations have been hearing from the community about priorities for health in their areas.

Thank you

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Neighbourhood Engagement Fund

- WCA is working with NHS South West London Integrated Care Board to offer grants to local Wandsworth organisations
- Through the Neighbourhood Engagement Fund, Wandsworth Voluntary and Community Sector (VCS) organisations can apply for grants to run activities to hold conversations and gather community insight about people's experiences of accessing support in the local area.
- As part of this organisations will identify what support and assets exist locally, as well as any gaps or unmet needs in each neighbourhood.



Age UK Wandsworth

(Community Engagement Programme)

Tabea Leiss - tabea.leiss@ageukwandsworth.org.uk



Who we support

- We support Wandsworth residents aged 60+, many of whom are living with a disability and/or long-term health condition.

What we are doing with the Neighbourhood Engagement Fund / What we have heard from our events

- The fund will support one month of running costs for our ongoing Community Exercise Programme, which aims to improve the physical and mental wellbeing of older Wandsworth residents, including those with increased mobility and access needs.
- During the social time following each session, participants will be invited to share their experiences of accessing support in the local area. We will also gather structured insights into how older residents access support and the barriers they may face during our Older People Advisory Group Launch on the 26th March.



Who we support

- We work closely with ethnically diverse elders in our community, many of whom face significant health inequalities and are at high risk of needing ongoing health and care support.
- A large proportion of the older residents we support are from Black, Asian and other minoritised ethnic backgrounds.

What we are doing with the Neighbourhood Engagement Fund

- We will carry out targeted outreach to local faith groups and GP surgeries.
- This approach will help us reach people who may be isolated, house-bound, or less likely to engage with mainstream services. By working through trusted community and health-based spaces, we can share information, offer support, and connect residents to services in a way that is culturally sensitive and accessible.



Who we support

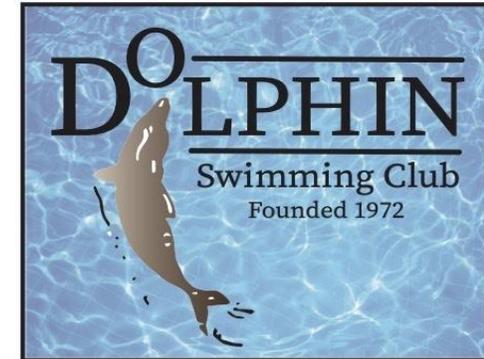
- We support residents of the London Borough of Wandsworth who experience multiple and overlapping disadvantages linked to health conditions, age, migration status, and shared lived experiences.

What we are doing with the Neighbourhood Engagement Fund

- We will run a one-day community workshop that is designed to bring together Wandsworth residents from diverse cultural backgrounds to strengthen understanding, connection, and community participation.
- A key focus of the workshop is community awareness and peer connection. Participants will be encouraged to share information about local services, community groups, and cultural activities, helping reduce isolation and improve access to support.

Dolphin Swimming Club

Rosemarie Hazel



Who we support

- We provide swimming activities to people with special needs and disabilities and their families and carers in Wandsworth and surrounding boroughs. Our age range starts from 5 years old and goes right up to 30 years old.

What we are doing with the Neighbourhood Engagement Fund

- Sip and Chat will be a warm and welcoming community event delivered by Dolphin Swimming Club.
- The event will provide light refreshments in a safe, inclusive and informal setting to encourage comfortability and to allow for open discussions to take place.
- We will collect feedback through questionnaires (digital and hard copies), ensure the opportunity for anonymous feedback and take minutes of topics discussed.

Earlsfield Foodbank

Natalie Cooper -

earlsfieldfoodbank@gmail.com



Who we support

- We provide a helping hand to those facing food poverty in Earlsfield, restoring dignity with confidentiality and offering support without judgement.
- Many of our foodbank guests are in emergency shelter, temporary housing, shared housing and in housing association. Ill health often causes them to lose their home and into temporary accommodation as they lose jobs.

What we are doing with the Neighbourhood Engagement Fund / What we have heard from our events

- We will go around during our open foodbank hours and ask them to fill out surveys. Some of them like to sit down and talk more so may involve more in-depth conversations around accessing support in the local area.



Whom we support (and how)

- **We run weekly group wellbeing activities** at the Manresa Clubroom on the **Alton Estate in Roehampton**, including gentle exercise, meals, arts and crafts, and socializing; **outreach events** supporting health and wellbeing, community **art projects**, individual **signposting** and **advocacy**, **social media** work. **All are welcome.**
- **Participants** include parents with infants and young children, elderly residents including individuals with dementia, and people affected by chronic physical or mental health conditions. Many face **cost-of-living challenges** and other factors contributing to **health inequalities.**

What we are doing with the Neighbourhood Engagement Fund / What we have heard from our events

- Run focus **groups, written surveys and individual conversations** at ongoing Estate Art activities about health & social care provision.
- **Initial findings** include a wide range of views on existing services, a need to address **mental health, addiction and housing** (damp and mould), and an ongoing need for Estate Art's offerings.



Who we support

- We support residents living in some of the most underrepresented and deprived areas of Battersea, particularly Battersea Park Ward and Falcon Brook Ward
- We predominantly work with underrepresented racialised communities, including migrants and refugees.

What we are doing with the Neighbourhood Engagement Fund / What we have heard from our events

- Each year, Living Truth CIC celebrates International Women's Day as a key moment to bring women and girls in our community together in a safe, empowering and culturally inclusive space.
- This year, we are planning a dedicated Health and Wellbeing Day. The day will take the form of a community women's conference. It will include a series of facilitated breakout sessions, enabling participants to engage in smaller, supportive group environments.

Other Ways To Care

Chris Pavlakis - yeah.mako@yahoo.co.uk

Who we support

- We are a constituted, voluntary group gathering diverse mixed ability people residing in Battersea with the aim to support and empower each other and create a positive personal narrative.
- We have 75 active members living with multiple conditions at the moment, mostly coming from immigrant and Roma/Gypsy/ Travellers' background, identifying as neuro-diverse and disabled and keen to engage in peer support activities.

What we are doing with the Neighbourhood Engagement Fund / What we have heard from our events

- A series of two get-together sessions to host and facilitate sessions (open conversations) aiming at collecting views about barriers to accessing care and our member's priorities



Who we support

- We provide support to LGBTQ+ families from diverse cultural, social, and economic backgrounds.
- The families we work with include those who are raising children without the presence of extended family or established support networks in this country, as well as families with varying income levels, divorced parents, and parents in domestic partnerships.
- All of these families are raising young children between the ages of one month and eight years.

What we are doing with the Neighbourhood Engagement Fund

- We will run a Community Listening & Engagement Session and an Inclusive Stay & Play Session
- The former will include a guided discussion on experiences with local services

Sanctuary for Sisterhood

Aurnela Madede



Who we support

- We support women and girls in Roehampton and the wider Wandsworth area who experience multiple overlapping disadvantages that place them at increased risk of poor health outcomes and higher reliance on local health and care services.
- The majority are women aged 18–60+, most commonly between 25 and 50, many of whom are mothers and primary carers. A high proportion are lone parents, from racially minoritised communities, migrant backgrounds or living with insecure immigration status.

What we are doing with the Neighbourhood Engagement Fund / What we have heard from our events

- We will host a workshop at Roehampton Family Hub for approximately 50 local women.
- This will include a guided discussion on experiences with local services

Who we support

- STORM is an acronym for Support, Trust, Opportunity, Rebuilding and Motivation – and empowers domestic violence survivors to reconstruct their lives.
- Because abuse is not a singular issue, STORM also focuses on family support, poverty, unemployment and youth clubs.
- Our aim is to help abused women and young girls gain the confidence and support they need to rebuild their lives.

What we are doing with the Neighbourhood Engagement Fund

- We will run a small weekly Lunch Club for up to six local residents who are at risk of poor health outcomes. Each session will include a healthy meal and a guided group conversation based on a weekly health topic
- We will also invite local facilities and community activity providers to share information about free or low cost activities available in the area, helping residents understand what support already exists locally and how they can get involved.

Interactive Group Session

Feedback on Neighbourhoods

What is making it difficult for people with disabilities and long-term conditions to manage their health and care?

And what would make it easier?