



Speaking up for better care

Healthwatch Greenwich 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

As I write this, Healthwatch Greenwich finds itself at a significant moment in its history.

Over the past year, we have continued our work as the independent champion for people who use health and social care services in Greenwich. At the same time, the Government announced its intention to abolish the Healthwatch network and transfer our statutory functions elsewhere within the system. This has prompted important conversations about the future of patient and public voice, accountability, and community influence.

For me, the events of this year have reinforced a simple truth: independent resident voice matters.

Health and care organisations collect large amounts of data. They monitor activity, performance, waiting times and outcomes. What organisations cannot always see is how services feel to the people using them. They cannot always hear the experiences of those who struggle to access care, those who feel excluded from decision-making, or those whose voices are least likely to be heard through traditional engagement methods.

This is where Healthwatch Greenwich has played an important role.

Throughout the year, our organisation has continued to bring together evidence, lived experience and community insight to help decision-makers better understand the realities of people's lives. Whether exploring inequalities in access to services, supporting marginalised communities to discuss safeguarding, amplifying the voices of young people, or providing independent scrutiny of patient experience, the common thread has been a commitment to ensuring that services are shaped by the people they exist to serve.

As trustees, we have been particularly proud of Healthwatch Greenwich's ability to engage communities that are too often described as "hard to reach". Time and again, we have demonstrated that people are willing to engage when approached through trusted relationships, accessible methods and genuine partnership. The lessons from our work extend far beyond individual projects. They challenge all of us working within health and care to think differently about participation, inclusion, and power.

A message from our chair

We have also been encouraged by the respect and credibility Healthwatch Greenwich continues to hold across the local system. Our influence is not derived from statutory powers alone. It is built on independence, evidence, trust and constructive relationships. It comes from being willing to celebrate good practice where it exists, while also raising difficult issues when residents tell us that things are not working as they should.

I would like to thank our volunteers, staff and fellow trustees for their dedication throughout what has been an uncertain year. Their commitment to improving health and care services for local people has been remarkable. I would also like to thank the many residents who shared their experiences with us. Every conversation, survey response, interview and piece of feedback contributes to a stronger understanding of what matters most to our communities.

People have a right to be heard. Communities should have a meaningful voice in decisions that affect them. Services work best when they are shaped by the experiences of those who use them.

This annual report demonstrates the difference that can be achieved when those principles are put into practice.



Anu Massey

Chair of Trustees
Healthwatch Greenwich



“As we look to the future, structures and organisations may change, but the principles that underpin Healthwatch Greenwich remain as important as ever.”

About us

Healthwatch Greenwich is your local health and social care champion.

We ensure that NHS 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

Where every resident can easily and equitably access the health and care services they need and receive exceptional service.



Our mission

To listen to all those who need health and care services in Greenwich and see to it that their needs are heard and prioritised in the design and delivery of health and care services.



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 more than 80,000 people to have their say and get information about their care and our work was supported by 67 volunteers.



Reaching out:

2725 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

80,057 people came to us for clear advice and information on topics such as adult social care and post hospitalisation support.



Championing your voice:

We published 16 reports about the improvements people would like to see in areas like better information on what services are available and how to access them, HPV/Cervical cancer and stronger support for carers.

Our most-read report was Raising Awareness of Abuse, which explored the barriers people from marginalised communities face in recognising abuse, seeking support and accessing services.



Statutory funding:

We're contracted by the Royal Borough of Greenwich. In 2025/26 we received £145,000, which was the same as last year.

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 Greenwich. Here are a few highlights.

Spring

Our work demonstrated the value of peer-led approaches in improving HPV vaccine uptake. Young people's experiences revealed gaps in awareness and access to health services outside the school environment. Our work influenced local discussions on how information, engagement and vaccination opportunities can be made more accessible.



Summer

Residents told us that fear, stigma and a lack of trust often prevent people from talking about abuse or seeking help. By sharing these insights with local partners, we demonstrated how trusted community organisations can play a vital role in increasing awareness, reducing barriers and encouraging earlier access to support.



Autumn

Our impact continued beyond publication. During 2025/26, the Royal Borough of Greenwich acted on the experiences shared in our 2024 carers report by committing to co-produced resources, stronger engagement with unpaid carers and the establishment of a Carers Partnership Board.



Winter

We strengthened the capacity of local community organisations to deliver trusted health and wellbeing support. By equipping community groups to connect residents with information, activities and local services, residents gained increased access to preventative support to improve their physical and mental wellbeing.



Working together for change

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

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



A collaborative network of local Healthwatch:

Healthwatch Greenwich works as part of a collaborative network of local Healthwatch organisations across South East London, enabling resident experiences and community insight to be considered not only at borough level but across the wider health and care system.

Each quarter, thematic findings and emerging issues identified through reports published by Healthwatch organisations across South East London were collated and analysed to identify common trends, inequalities, barriers to access, and opportunities for improvement. These insights were shared with the South East London Integrated Care Board (ICB) to support system oversight, quality improvement, and a greater understanding of the experiences of residents across the region.

Through this collaborative approach, we provided constructive and balanced intelligence to support service improvement and accountability. Insights were regularly reported to key system forums, including the ICB Quality Directorate, Engagement Assurance Committee, Primary and Secondary Care Interface Group, and Equalities Subcommittee. This helped ensure that resident experiences informed strategic discussions around service quality, patient safety, access, integration, and health inequalities.

System-level representation was delivered jointly by the Chief Executives of Healthwatch Greenwich and Healthwatch Lambeth, providing an independent resident voice within South East London governance structures. This collaborative leadership approach strengthened the ability of local Healthwatch organisations to influence decision-making at scale, while ensuring that the diverse experiences of residents across South East London remained visible within system planning and improvement activities..

Turning community voices into action

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 Greenwich this year:



Creating trust through meaningful conversations

People are more likely to share their experiences when they feel listened to, respected and understood.

We worked alongside carers and families of children with special educational needs to understand not simply what services they used, but how they experienced the system as a whole. Their stories revealed the impact of navigating multiple organisations, gaps in communication and the burden of coordinating care. By bringing these experiences together, we helped local partners see beyond individual services and better understand where more joined-up, person-centred approaches are needed



Getting services to involve the public

By involving local people, services can better understand the challenges residents face and make changes that improve access.

We supported young people to become peer researchers, enabling them to explore barriers to HPV vaccination with their peers. Their findings gave local health partners a deeper understanding of why some young people miss vaccination opportunities and demonstrated the value of involving young people in designing more effective health promotion



Improving care over time

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

In 2024, carers told us about feeling overlooked, difficulties accessing information and support, and the additional challenges experienced by Black and global majority carers. We continued working with the Royal Borough of Greenwich throughout 2025/26. This resulted in commitments to co-produce information and resources with carers, strengthen engagement and establish a new Carers Partnership Board, ensuring carers have a stronger voice in shaping future services.

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.

Every experience tells part of the story. By bringing together the experiences of residents from across Greenwich, we identified common themes, highlighted barriers to accessing care and provided independent evidence to help improve local health and care services.



Listening to your experiences

Listening to families to improve SEND support

We worked closely with families to understand their experiences of accessing SEND services and support for children with additional needs.

After hearing concerns about delays, fragmented pathways and communication, we brought parents and professionals together to ensure families' experiences informed local decision-making.

Key things we heard:



Families experienced long waits for autism assessments and uncertainty about referral pathways.

Parents often felt unsupported after diagnosis and struggled to navigate multiple services.

Language, cultural and digital barriers made it harder for some families to access information and receive timely help.

What did we do

Through ongoing engagement with parents and collaboration with schools and children's services, we gathered insight into families' experiences and highlighted barriers affecting access to assessments and support. We shared this evidence with partners to identify practical improvements.

What difference did this make?

Our work helped shape a more joined-up approach to SEND support and contributed to the introduction of a direct referral pathway for autism assessments through school SENCOs, removing the need for a GP referral.

Families' experiences also informed wider discussions about improving communication, reducing inequalities and making local services easier to access.

Listening to your experiences

Understanding carers' experiences of dementia support

We spoke to carers across Greenwich to understand their experiences of supporting loved ones living with dementia and navigating local services.

After hearing concerns from carers about finding information, accessing support and coordinating care, we worked to ensure their experiences were heard by local decision-makers.

Key things we heard:



Carers often struggled to find clear information following a dementia diagnosis and felt overwhelmed by the number of services involved in dementia care.

Carers wanted better communication between health and care providers.

Families highlighted the emotional impact of caring responsibilities and the importance of receiving support at the right time.

What did we do

We gathered feedback from carers through conversations and engagement activities, capturing their experiences of dementia services and identifying the challenges they faced. We shared these insights with local health and care partners to help shape future improvements.

What difference did this make?

By bringing carers' experiences directly to local health and care partners, we helped expose gaps in post-diagnosis support, communication and coordination that might otherwise have gone unaddressed. Their insight is now informing conversations about strengthening dementia pathways, improving information for families and recognising carers as essential partners in care.

Just as importantly, carers told us that being listened to gave them confidence that their experiences could help drive meaningful improvements for others facing similar challenges.

Championing community concerns

This year, we've heard from a wide range of communities across Greenwich, including groups who may not always have a strong voice in health and care discussions.

When residents raise concerns with us, we don't just listen—we make sure they are heard by those who can make a difference. This year, we highlighted recurring issues affecting local people, helping services better understand where changes are needed to improve access, communication and people's experiences of care

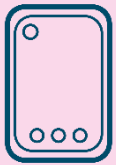


Championing community concerns

Supporting healthier choices in the Chinese community

We worked with a local Chinese women's group to better understand their awareness of the health risks associated with smoking and alcohol consumption.

Key things we heard:



More than half of the women were unsure where to find local support to help them make healthier choices.

Most women wanted health information presented in a culturally relevant and accessible way.



"The session made it easier to talk about health issues that we don't often discuss. I learned where I can go for support and feel more confident making healthier choices."

The session provided practical information about the health risks of smoking and alcohol use, encouraged discussion, and signposted women to local support services.

What difference did this make?

Women told us they felt better informed about the impact of smoking and alcohol on their health and were more aware of the support available to them. The session created a trusted space for discussion and helped strengthen links between local communities and health services.

Championing community concerns

Understanding young people's views on the HPV vaccine

We worked with young people in one of the most disadvantaged parts of the borough to understand what influences their views of the HPV vaccine and how health information can be communicated more effectively.

Key things we heard:



Young people said they wanted health information to be clearer, more relatable and delivered through channels they already use such as social media.

Young people showed that peer-led conversations can uncover barriers, challenge misinformation and build confidence in ways that traditional health campaigns often cannot.



"It felt different speaking to people my own age. They understood our concerns and explained things in a way that made sense."

We shared the findings about knowledge, attitudes and experiences relating to the HPV vaccine with health and care partners across Greenwich and South East London.

What difference did this make?

Our work demonstrated that improving HPV vaccine uptake requires more than raising awareness. By understanding how young people access information, who they trust and what influences their decisions, we provided evidence to help shape more effective and equitable approaches.

Championing community concerns

Understanding barriers to accessing care

We gave decision-makers a clearer understanding of the real barriers people face when accessing health and care. By bringing together residents' experiences, we showed how poor communication, fragmented services and unequal access affect people's lives, helping shape more informed decisions about service improvement.

Key things we heard:



Residents from some communities reported additional barriers, including language difficulties, digital exclusion and limited awareness of available support.

People told us they often had to be persistent, chasing appointments, referrals and information to access the care they needed.



"Sometimes it felt like I was being passed from one service to another without knowing who could actually help."

What difference did this make?

Our work moved beyond individual stories to reveal wider patterns in how people experience health and care. By sharing this evidence with local partners, we helped focus attention on the barriers that matter most to residents and where changes could have the greatest impact.

Hearing from all communities

We're here for all residents of Greenwich. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

This year, we have reached different communities by:

Working alongside trusted community organisations to hear from Black, African and Caribbean men, and Vietnamese, Nepali and Muslim women.

By creating opportunities for people to share their experiences in trusted settings, we uncovered barriers that might otherwise have remained hidden and ensured local decision-makers were better informed by the experiences of diverse communities.



Hearing from all communities

Helping Vietnamese women find trusted health information

We worked with community organisations to deliver health and wellbeing sessions in familiar community settings, using community languages where needed and creating opportunities for women to discuss health issues openly in an environment where they felt comfortable, understood and respected.

What difference did this make?

Our work demonstrated the value of investing in trusted community organisations as partners in improving health and wellbeing. By building local capacity and delivering support through established community networks, it showed how neighbourhood-based approaches can improve access to health information, strengthen prevention and reduce inequalities.

Breaking down barriers to preventative healthcare

Some women described how cultural expectations, embarrassment and a lack of confidence discussing sensitive health issues could make it harder to seek support early.

What difference did this make?

Discussions highlighted the importance of creating safe opportunities for women to talk about their health before problems become more serious. Women left with a better understanding of local support and greater confidence to seek advice when needed.

Hearing from all communities

Opening conversations about men's health

Many of the Bengali men we spoke to described health as something to deal with privately, often waiting until problems became difficult to ignore before seeking advice or support.

What difference did this make?

Our work reinforced the importance of taking prevention into communities rather than expecting communities to come to services. Our work identified more effective ways to encourage earlier conversations and improve engagement with preventative support.

Building confidence to speak up about health

Nepali women described how language, confidence and unfamiliarity with the health system could make it difficult to ask questions, raise concerns or fully understand the choices available to them during appointments.

What difference did this make?

The session created a safe opportunity for women to discuss their experiences of health and care services, ask questions and explore the support available to them. It also provided local partners with insight into the barriers some women face in participating fully in decisions about their health.

Information and signposting

When 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've had more than 80,000 interactions through our website, social media, community engagement, and direct services. Whether people contacted us for information, shared their experiences or used our online resources, every interaction helped us understand what matters to residents, what's working well, and where health and care services can improve.

This year, we've helped people by:

- *Providing trusted information about health and care services.*
- *Helping people find the right service or organisation.*
- *Explaining how to access local support.*
- *Connecting people with community and specialist services.*
- *Helping people understand their options when they faced barriers to care.*
- *Listening to people's experiences and using them to improve local services.*



Information and signposting

Helping Bill regain his independence

When Bill's mobility walker broke, he was unable to leave his home after struggling to find the right contact for a replacement following a change in equipment providers

Confusing information and outdated contact details left Bill without support for three days, affecting his ability to attend appointments, collect prescriptions and carry out everyday tasks.

We connected Bill with the new equipment provider so he could receive a replacement walker and raised his experience with the Royal Borough of Greenwich. As a result, the Council committed to reviewing its communication processes and strengthening how it informs residents during service changes.

“

“I haven't been able to leave the house for three days”

Making GP appointments more accessible

When Kate's GP practice introduced a digital-first booking system, her autism and communication needs made it increasingly difficult to access care.

The online process became overwhelming, leaving Kate unable to book an appointment and feeling excluded from services that had previously worked for her.

We helped Kate share her experience with her GP practice and connected her with advocacy support. In response, the practice looked at how it recorded communication preferences, identifying those who need extra support and providing clearer alternatives for people unable to use digital tools.

“

“This new appointment system has made me feel more disabled and more isolated, not like a patient who's part of the practice.”

Information and signposting

Helping Guljeet's voice to be heard

Guljeet shared how repeated cancellations and delays in treatment for her long-term condition left her feeling unheard and uncertain about her care.

Despite seeking help over many months, cancelled procedures and poor communication meant she was left without a clear pathway forward, affecting both her physical health and emotional wellbeing.

We supported Guljeet in raising her concerns with the relevant NHS providers and used her experience to inform discussions with local trusts and commissioners. Her story reinforced the need for services to listen more closely to patients with complex conditions and improve communication throughout their care journey.



“From the very beginning, I felt like I wasn't being listened to”

Helping Talia reconnect with GP services

After moving several times, Talia discovered she was no longer registered with a GP and was wrongly told she needed proof of ID to register again.

Without the required documents, she felt unable to access care or obtain a fit note for work, leaving her uncertain about her rights and where to turn for help.

We explained that proof of ID is not required for GP registration, guided Talia through registering as a temporary patient and helped her understand the process. We also raised the issue with local partners, prompting the South East London Integrated Care Board to remind the practice of national guidance on ID requirements.



“I felt stuck. I'd been moving around a lot and didn't have the documents they were asking for.”

Showcasing volunteer impact

Our fantastic 35 volunteers contributed more than 840 hours supporting local people and improving health and care services 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:

- *Extended our reach into communities across Greenwich.*
- *Built trusted relationships with local groups and residents.*
- *Gathered insight about people's experiences.*
- *Challenged providers to improve services through Enter and View.*
- *Turned conversations into evidence that influenced local decision-making.*



At the heart of what we do

Whether speaking to residents, visiting services or supporting community events, our volunteers help turn people's experiences into evidence for change.



Boba

Boba joined Healthwatch Greenwich after a 22-year career spanning medicine, patient and public engagement, and patient experience across NHS organisations, cancer alliances and the voluntary sector.

“Throughout my career, I’ve seen the value of listening to patients. Volunteering with Healthwatch Greenwich gives me the opportunity to turn those conversations into meaningful change for my own community.”

After a 30-year career in Risk Management in global pharmaceutical companies, Pamela wanted to use her skills and experience to support her local community.

“Every project reminds me that behind every service is a person. Seeing compassionate care in action—and identifying where improvements are needed—has been incredibly rewarding.”




Pamela

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.healthwatchgreenwich.co.uk

 020 8301 8340

 info@healthwatchgreenwich.co.uk

At the heart of what we do

Volunteers are central to everything we do, helping us gather independent evidence, challenge services and champion the voices of local people.



Nana

Nana joined Healthwatch Greenwich while studying for an MSc in Global Public Health at the University of Greenwich.



“My studies have taught me the importance of research, but volunteering has shown me the power of listening directly to people’s lived experiences. Every conversation has the potential to highlight a barrier that statistics alone might miss.”

Ben joined Healthwatch Greenwich after completing his Master’s in Global Health Management. He was eager to gain first-hand experience of the NHS and understand how community feedback shapes better health and care services.



“Healthwatch Greenwich has shown me how every conversation can become evidence for change and reinforced why community voices are essential to improving healthcare.”



Ben

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.healthwatchgreenwich.co.uk



020 8301 8340



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Enter and view

This year, we carried out over a dozen Enter and View to our local acute hospital to hear directly from patients, families and staff.

Enter and View gives us the opportunity to see services through the eyes of patients.

By visiting local health and care services, observing care and speaking directly with patients, residents, families and staff, we gather independent evidence about what is working well and where improvements are needed. We share our findings with providers to help improve the quality, safety and experience of care.



Enter and View

Key learning from our Visits

What patients and families told us

Theme	What patients told us
Communication	Patients wanted clearer explanations about their treatment, delays and discharge plans.
Patient involvement	People wanted to feel more involved in decisions about their care and recovery.
Discharge planning	Earlier planning and better communication with families would improve confidence when leaving hospital.
Staffing and capacity	Patients recognised staff worked hard but said staffing pressures sometimes affected responsiveness and continuity of care.
Privacy and dignity	Patients receiving care in corridors or busy clinical areas described reduced privacy, dignity and opportunities for confidential conversations.
Compassionate care	Despite significant pressures, many patients praised staff for their kindness, professionalism and compassion.
Supporting older people	Older patients and those with frailty or cognitive impairment often needed more coordinated communication, reassurance and practical support.

What difference did this make?

Our Enter and View programme contributed to the Trust's wider programme of continuous quality improvement. By sharing independent evidence and practical recommendations we supported ongoing efforts to improve patients' experiences of care.

Finance

We receive funding from the Royal Borough of Greenwich under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income	£	Expenditure	£
Royal Borough of Greenwich contract	£145,000	Expenditure on pay	£168,000
Project income	£31,000	Non-pay expenditure	£26,000
		Office and management cost	£40,000
Total income	£176,000	Total Expenditure	£234,000

Reserves	Amount
Reserves bought forward	£139,000

Future priorities

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

Our priorities:

Move upstream

Too much attention is focused on what happens once people enter the health and care system. Our priority is to understand what happens before that point. We will increasingly focus on the social, cultural and practical factors that influence whether people stay well, seek help early and can access the support they need. By working alongside communities, we want to help shift the focus from managing illness to creating health.

Join up the gaps

People rarely experience one service in isolation. Their experiences are shaped by the connections—or lack of them—between organisations. We will increasingly focus on understanding where fragmented pathways create poor experiences, unequal outcomes and avoidable demand. Our ambition is to help partners improve the spaces between services, where many of the greatest opportunities for improvement exist.

Turn community knowledge into system intelligence

Communities understand problems long before they appear in performance reports. Our priority is to combine lived experience, social research, evaluation and independent observation to identify emerging issues, explain why they happen and support better decision-making. We want community insight to become a strategic asset for improving health and care, not simply evidence collected after decisions have already been made.

Statutory statements

Healthwatch England, 9 – 11 Gunnery Terrace, London. SE18 6SW.

Healthwatch Greenwich uses the Healthwatch Trademark when undertaking our statutory activities as covered by the license agreement.

The way we work

Our Board of Trustees comprises eight volunteers who provide independent leadership, strategic direction and oversight of Healthwatch Greenwich. Drawing on a wide range of professional and lived experience, Trustees ensure that our work remains independent, accountable and focused on the issues that matter most to local people.

During 2025/26, Trustees met on five occasions to oversee organisational performance, scrutinise our impact, monitor financial sustainability and strengthen our governance. They also guided our response to the proposed abolition of Healthwatch, helping shape the organisation's future direction while ensuring we continued to deliver high-quality services for local residents.

Our priorities are informed not only by the Board, but by the experiences of residents, volunteers, community organisations and local partners, ensuring that the communities we serve remain at the heart of our decision-making.

We know that not everyone can, or wants to, engage with health and care organisations in the same way.

Throughout the year, we used a range of approaches to hear from people, including community outreach, focus groups, surveys, Enter and View visits, community events, our website, social media, telephone, email and information requests. By working through trusted community organisations and meeting people where they are, we were able to hear from a wider range of residents and better understand their experiences.

We are committed to making our work open and accessible. This annual report is published on our website and shared with residents, community organisations and health and care partners so that anyone can see what we have heard, what difference it has made and how it is shaping improvements to local services.

Statutory statements

Responses to recommendations

Healthwatch Greenwich's ability to hold services to account depends on organisations engaging openly and constructively with independent scrutiny.

While the majority of commissioners, providers, and system partners responded positively to our requests for information and responses to our recommendations, there were occasions during the year where responses were not received.

We pursued these matters through local dialogue and follow-up, recognising that improvement is usually achieved most effectively through constructive dialogue rather than formal escalation. No issues were referred to the Healthwatch England Committee during 2025/26 and there were therefore no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that the experiences people share with us reach those responsible for planning, commissioning, delivering and scrutinising health and care services.

Throughout the year, we presented evidence and insight to a wide range of local decision-making forums, including the Healthier Greenwich Partnership, Greenwich Joint Commissioning Board, Health and Wellbeing Board, Safeguarding Adults Board, Adult Social Care leadership, Public Health teams, Health Inclusion Steering Group, Primary Care and neighbourhood forums, service improvement groups and programme boards. We also worked directly with NHS providers, commissioners and community organisations to ensure our findings informed service development, quality improvement and strategic planning.

Our influence extends beyond Greenwich. We contribute to South East London Integrated Care System programmes and networks, sharing learning and evidence to support improvements across the wider health and care system. We also share insight with Healthwatch England, helping to identify emerging national issues and influence policy and practice beyond the borough.

Statutory statements

Healthwatch representatives


Healthwatch Greenwich is represented on the Royal Borough of Greenwich Health and Wellbeing Board by our Chief Executive Officer, Joy Beishon, ensuring that independent community insight informs strategic decision-making at the highest level.

Throughout 2025/26, we ensured that strategic discussions were informed not only by performance data, but by independent evidence from people's lived experiences. Drawing on our community engagement, social research, Enter and View visits and information service, we challenged assumptions, identified emerging issues and highlighted how organisational boundaries, barriers to access and health inequalities affect people's experiences of health and care.

Our contribution was to help the Board see health and care through the experiences of residents rather than the structures of organisations, ensuring strategic discussions were informed by the realities of people's lives as well as organisational performance. We also contributed to discussions on neighbourhood health, prevention, and integrated care, encouraging a stronger focus on whole-system improvement and reducing health inequalities.

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