



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Redbridge

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“The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They’re changing the health and care landscape and making sure that people’s views are central to making care better and tackling health inequalities.”

Louise Ansari, Chief Executive, Healthwatch England

A message from our chair

As the new Chair of Healthwatch Redbridge, it is both an honour and privilege to introduce our Annual Report for 2024–2025. This year has been one of profound transition, renewed energy and, above all, unwavering dedication to the people and communities we serve.

But these are now uncertain times.

The publication of the NHS 10-year Health Plan and the Dash Review has cast a shadow over the future of Healthwatch. The suggestion that our service could be lost is not just disappointing. It is painful and of grave concern. It leaves our staff unclear about their future, and it creates real worry for the many local residents who rely on us to amplify their voices when it comes to health and care. It also puts in jeopardy the quality partnerships we have built with health and social care in Redbridge.

But, as this uncertainty hangs in the air, our work continues and is perhaps more important than ever. People need an independent voice in health and social care, and that must be someone who listens without any conflicting agenda. It must be an organisation that speaks up when things go wrong and that believes that every person matters – especially those whose voices are most often overlooked.

In 2024–25, we welcomed four new trustees to our Board, strengthening our shared vision and drive for meaningful impact. We also sharpened our focus on equity, as we worked to ensure that access to healthcare, and the outcomes it delivers, are fair for everyone. We have not only listened. We have carried people's stories forward into the rooms where services are shaped and decisions are made.



"People need an independent voice in health and social care, and that must be someone who listens without any conflicting agenda. It must be an organisation that speaks up when things go wrong and that believes that every person matters – especially those whose voices are most often overlooked."

– Gita Malhotra, Chair, Healthwatch Redbridge

A message from our chair

This year, we took real steps forward in promoting the Accessible Information Standard. Our advocacy is making a difference, with local providers changing how they communicate and recognising that people with disabilities, sensory impairments or language barriers deserve clear, dignified, person-centred care.

We continued to meet people where they are, not just geographically, but emotionally and culturally. Our vital Women's Health Programme, which launched with a well-received cervical screening project, explored how fear, trauma and misinformation shape health behaviours. We heard directly from women in Redbridge about their concerns and experiences as we built unique education and outreach programmes around what they told us. Lucy's story, featured on page 20, reminds us why this work matters.

Throughout all this, we have walked a careful line – being independent enough to challenge and hold systems to account, and collaborative and trusted enough to build solutions with our NHS and social care partners that last. Our independence is our backbone as we give strength to the voices of our local people.

None of this would be possible without the people of Redbridge, who have trusted us with their stories, struggles, and hopes. Because of them, we've been able to highlight service gaps, promote better care and push for change. Their voices are the heart of this report and are the very reason we exist.

As we look ahead, we do so with resolve, but also with realism. We don't know what the future holds for Healthwatch, but what we do know is that our work is not done. People's experiences still need to be heard independently, so we continue to listen and amplify these voices, as we stand alongside our community with compassion and determination.

Finally, to our small but mighty and committed team, our incredible volunteers, and the dedicated Board: thank you. Your belief in what we do makes all of this possible. And to the people of Redbridge, heartfelt thanks for sharing your stories, your concerns, your feedback and your ideas. We are proud to stand with you, whatever comes next for us as an organisation.

- Gita Malhotra, Chair, Healthwatch Redbridge

A handwritten signature in black ink that reads "Gita Malhotra". The signature is written in a cursive, flowing style. Below the signature is a long, horizontal, slightly wavy line that serves as a decorative underline.

About us

Healthwatch Redbridge 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

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that 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

We supported more than 1525 people to have their say and get information about their care. We currently employ 6 staff and, our work is supported by 19 volunteers.

Reaching out:

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

1118 people came to us for clear advice and information on topics such as **children's health, maternity** and **social care**.

Championing your voice:

We published **6** reports about the improvements people would like to see in areas like **care of the elderly, community services** and **GP access in care homes**.

Statutory funding:

We're funded by **London Borough of Redbridge**. In 2024/25, we received **£116,40**, which is the same as last year.



Our digital reach

Over the past year, we've continued to create new opportunities for people to connect with Healthwatch Redbridge across digital platforms.

Empowering informed decision making

Between 1 April 2024 and 31 March 2025, **15,072** people visited our [website](#) **26,759** times. People connect with us digitally to learn about our insights, understand changes to services and share their views and experiences.

Providing clear, accessible information to local people empowers them to make informed decisions about their care.

Building channels of conversation

Using social media helps us to involve more people in conversations about health and social care. This year, on [Facebook](#) we reached **18,545** unique accounts while we also expanded our digital presence, joining [Instagram](#), [BlueSky](#) and [LinkedIn](#). We provided information about healthcare rights, and shared local stories, using social media as a tool to help us to amplify the voice of Redbridge.

Keeping local people in the loop:

We published **12** e-newsletters that were opened **2,029** times. Our newsletter allows us to connect with local people directly to ensure they are kept informed of service changes and get the opportunity to have their say on the issues that matter to them, like perimenopause and menopause support, the provision of BSL interpreters at appointments and the quality of care of the elderly across the borough.



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 Redbridge. Here are a few highlights.

Spring

Attending regular events for rough sleepers, the trust we have built allows us to better understand the needs of this isolated community, including concerns around GP access, oral care and mental health support.

Our activity, [working directly with families who have experienced adverse outcomes in maternity and neonatal care](#), has put concerns around the poor quality and patchy provision of interpreting services on the NHS agenda at a national level.

Summer

Engaging local women about their experiences, our research helped shape the [national strategy to address barriers in cervical screening](#).

Our [recommendations](#) helped improve the comfortability and accessibility of local hospital care for the elderly leading to a better experience for vulnerable patients.

Autumn

Educating local people with communication support needs about the support they are entitled to; [we empowered residents to speak up to hold services to account](#).

We tackled misconceptions about the signs and symptoms of breast cancer, and breast cancer screening by delivering information sessions to 186 women in diverse community settings across Redbridge.

Winter

Our Mental Health First Aid Training provided staff in community and clinical roles across Redbridge with the skills to support residents experiencing mental health challenges.

By partnering with the local library and Sensory Specialists charity, we delivered BSL-interpreted information sessions that empowered the local Deaf community to navigate and use the NHS app. This initiative directly strengthened health literacy and promoted equitable access, ensuring that vital digital health resources were made more accessible.

Working together for change

We have worked with neighbouring Healthwatch to ensure people's experiences of care in North East London are heard at the Integrated Care System (ICS) level, and that they influence decisions made about service improvement and redesign at North East London ICS.

This year, our collaborative work with all Healthwatch across the North East London footprint has gone from strength to strength to achieve the following:

Turning community insights into system change

The eight Healthwatch continue to develop the Community Insights Programme at scale with NEL Integrated Care Board. We've processed the experiences of 162,365 people, identifying 536,048 issues. On GP and hospital services alone, we've produced 623 reports and 305 dashboards. The system tracks care trends, highlights what works, and pinpoints areas for improvement—creating a shared evidence base to make services more responsive.

What good care looks like to local people

Tracking impact over time, we have heard from thousands of residents about what good care means to them. They told us it should be accessible, competent, person-centred, and trustworthy. These principles are now embedded in the Integrated Care Board's strategy through our partnership work. Together with the ICB, we will measure partners' success and track progress against these standards through our Community Insights system.

Shaping maternity equality

Our 2023 maternity report helped shape the NEL Maternity Equity and Equality Strategy, leading to commitments on trauma-informed care, cultural competency, multilingual advocacy, and improved communication. In 2024-25, its impact continues through work on interpreting services and a proposed 24/7 helpline. All three hospital Trusts in NEL are improving access for women who speak languages other than English - introducing new clinical processes and bilingual advocates to deliver more inclusive, responsive maternity care.

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 Redbridge 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.

In July, 2024 we conducted an [Enter and View at Beech Frailty Unit](#), King George's Hospital. We spoke to patients, carers and family members about the care they received and made recommendations to improve staff communication with patients and encourage patients to wear their own clothes. Our recommendations led to changes to practice, including a [PJ paralysis](#) audit action plan. Changes to staff behaviour were encouraged through regular huddles and the development of hand over procedures to ensure consistent staff interaction with patients.

Getting services to involve the public

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

Over the year we have engaged with women across Redbridge—at community events, clinics, children's centres, and places of worship—to understand their experiences with cervical and breast screening, as well as perimenopause and menopause care. Their feedback on cervical screening, shared nationally through Healthwatch England, directly influenced [NHS England's action plan](#) to reduce cervical cancer. Key Healthwatch recommendations – such as increasing awareness of HPV, promoting self-sampling, and embedding trauma-informed, personalised care – have been adopted.

Improving care over time

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

Working in partnership with Barts Health NHS Trust we supported their investigation and response to concerns raised at a ward in Whipps Cross Hospital. We identified recommendations, including strengthening the escalation process, addressing risks associated with a “permanent night” working culture, the need for trauma-informed care training for all staff, and providing meaningful feedback loops to patients following service changes. Barts Health NHS Trust has taken action to implement change to address cultural and operational challenges and ensure the delivery of compassionate, person-centred care.

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. 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.

"Healthwatch Redbridge bring invaluable support, better collaboration and more impact when it comes to improving our patients care at BHRUT. They listen to our patient experiences and support us by understanding our patients needs to improve our services. I am delighted to have been able to work with Healthwatch Redbridge to develop our patient experience strategy and their support with the implementation of our Accessible Information Standard (AIS) plans has been invaluable." – *Deborah Edwards, Head of Patient Experience & Engagement, Barking, Havering and Redbridge University Hospitals NHS Trust (BHRUT)*



Listening to your experiences

Supporting families who have experienced adverse outcomes

The Maternity and Neonatal Senior Advocate raises the voices of families who have experienced distress and loss to ensure they are heard, and to champion system-wide change.

The Maternity and Neonatal Independent Senior Advocate (MNISA) is a new senior role to support women and families in England. We are proud to be the only Healthwatch across the country to host and manage the MNISA role. Developed by NHS England working alongside people within the [Ockenden review](#) who have experienced adverse outcomes, MNISAs ensure the voices of women and families are listened to, heard and acted upon by their maternity and neonatal care providers when they have experienced an adverse outcome during their maternity and/or neonatal care.

“Thank you for the work you do, I think it is incredibly valuable” – MNSI Investigator, London East (*Maternity and Newborn Safety Investigations: part of a national strategy to improve maternity safety across the NHS in England*)

What difference did this make?

Supported families through difficult processes: The MNISA supports families to voice their concerns at all levels of the Maternity and Neonatal system and ICB, ensuring their voices are heard and that they do not navigate complicated processes alone.

Medical teaching involving families: Insights from the pilot role have helped inform medical teaching, ensuring training in communication is shaped by families' experiences. Families will contribute to this directly.

Co-produced advocacy themes for multi-disciplinary teaching following adverse outcome: Working with families to identify themes in their care, the MNISA role has contributed to the co-production of teaching for teams of professionals that centres families' experiences.

Changed coroner's approach to handling sensitive information: After a family expressed their suffering to the MNISA when the coroner's office shared details with the press that identified them among their community, the MNISA spoke up on their behalf. Further press releases have contained restricted details, relieving grieving families from unnecessary distress.

Elevating economic hardship: When a family's experience left them unable to work, the MNISA lobbied local politicians to intervene on their behalf to fight for access to public funds.

Ensuring adequate information support: Families raised interpreting as a theme in their care. Working to address their concerns, the MNSIA pushed for printed literature to be available in more languages and for interpretation to be recognised as a risk factor.

A more caring approach to bereavement: The MNISA was asked to support clinicians, providing guidance to navigate conversations with bereaved families with more care and sensitivity.

Listening to your experiences

Empowering local people to hold services to account

Redbridge residents say services must respect and meet their communication support needs.

We partnered with the local authority and community organisations in Redbridge to deliver workshops to inform and advise over 70 residents with communication support needs, such as a sensory impairment or a Learning Disability, of their rights. We heard about people's experience of not getting their communication support needs met and worked with them to challenge services to provide appropriate adjustments.

"Attending the 'Know Your Rights' workshop was both insightful and valuable in our ongoing efforts to support patients with communication needs. [Participant feedback] highlighted the importance of consistently asking patients about their communication requirements, ensuring those needs are accurately recorded, interpreters are reliably booked, and Deaf awareness training is promoted across all staff levels to reduce inconsistencies and enhance the overall patient experience." – **Callum Oubridge, Patient Experience & Involvement Facilitator, BHRUT**

What difference did this make?

We ensured representatives from local Trusts directly heard the impact on patients' health, wellbeing and dignity at having their needs dismissed by services. Working with the local authority we established long-term reporting mechanisms, ensuring services are answerable to patients when they are not doing what they are supposed to. Taking action to meet gaps we identified, we designed and distributed materials to help patients communicate their needs and demonstrate their awareness of services' responsibilities under the Accessible Information Standard. By giving patients tools to advocate for themselves we are ensuring services are directly accountable to patients.

"The workshops not only enhanced individual awareness but also offered valuable insights for service development, helping to inform wider strategies for inclusive service delivery across Redbridge. The positive feedback on facilitation, inclusivity, and the opportunity to be heard, reflects the workshop's success as a meaningful outcome of the partnership model." – **Marion Dodgson, Managing Director, Sensory Specialists Ltd**

"Thanks to Healthwatch Redbridge, more patients in our borough know what they are entitled to ask for when receiving health care, and are better equipped to communicate their needs efficiently." – **Nicky Summers, Public Health Delivery Team, London Borough of Redbridge**

Listening to your experiences

Embedding community led mental health support across Redbridge

Offering training for local people to ensure early intervention for mental health challenges builds a network of support.

Working to embed mental health skills within local services, Healthwatch Redbridge has delivered Mental Health First Aid (MHFA) training to 50 representatives from community and voluntary organisations, council services, and NHS staff and volunteers working across North East London.

Mental Health First Aid is an internationally recognised training course, designed by [MHFA England](#), and teaches people how to identify, understand, and help someone who may be experiencing a mental health issue on a first-aid basis.

"I found this course to be very informative and valuable...it has improved my ability to offer appropriate support, whether to friends, family members, colleagues, or clients." - *MHFA training participant*

"Gained so much more from this course, I feel more confident to assist my clients." - *MHFA training participant*

What difference did this make?

Giving local people the skills and confidence to support each other – this training empowers people who are already working in high-contact roles across our community to be confident in identifying and responding to mental health challenges faced by patients, clients, colleagues, family and friends.

"This course is really useful in our field and help to support our clients as a support worker." - *MHFA training participant*

"The demand and take-up of our Mental Health First Aider training highlights there is clearly an appetite to develop and strengthen skills in this field to support prevention and early intervention that can contribute to helping people before they get to an acute crisis." - *Gita Malhotra, Chair, Healthwatch Redbridge*

Hearing from all communities

We are here for all local people of Redbridge. That's why, over the past year, we have worked hard to reach out to those communities whose voices may often go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs. One way we achieve this is by working with organisations across the borough who have deep-seated connections with diverse communities in Redbridge who face health inequalities.

This year, we have reached different communities by:

- Supporting local community organisations to deliver outstanding projects we have developed community partnerships that address local people's needs directly.
- Holding our Community Fair at Redbridge Town Hall we brought people together to access services, building trust and relationships across the borough.



Hearing from all communities

Building a network of community organisations

The Healthwatch Redbridge Community Network is made up of organisations, groups and services across the borough, who provide advice and support, host events and connect communities across Redbridge.

In 2024, we expanded the Healthwatch Redbridge Community Network to include more local organisations, reaching more residents and offering stronger, more integrated support across Redbridge.

Throughout the year we supported local initiatives tackling health inequalities through our Community Cash Fund, providing both funding and hands-on guidance to help organisations across the borough deliver community-led support and research.

Celebrating the power of local voices

The Healthwatch Redbridge Community Fair brought over 200 residents together with local services and groups.

We hosted the Healthwatch Redbridge Community Fair in the heart of Ilford at Redbridge Town Hall. The event, which showcased the power of community organisations working in partnership, brought together 25 local organisations to offer information, signposting, and direct support to the community. Residents accessed free health checks, CPR training, and had the opportunity to speak directly with service providers about their needs.

What difference did this make?

Contributing to a better service experience, the fair broke down access barriers, creating face-to-face opportunities for local people to ask questions and express concerns. Bringing accessible, culturally appropriate information together in one place, the Fair consolidated public information and strengthened residents' confidence in navigating health and care services.

"The Networking community [Healthwatch Redbridge] have created is a fantastic platform for organisations, groups and individuals to connect and collaborate." – Cherrill Hutchinson, Director and Founder of Black Woman's Kindness Initiative

Hearing from all communities

Exploring cultural heritage and mental wellbeing

Recognising that different cultures shape us and our ability to cope with life's ups and downs, Mind Axis invited community members to discuss key challenges they face in accessing mental health support.

Through our Community Cash Fund, we supported [Mind Axis](#) to run [The Teashop](#) – a four-part series creating a safe space to explore how identity and culture shape mental wellbeing. Participants discussed the importance of cultural heritage, long delays in assessments, and a lack of mental health training or cultural understanding for GPs. Highlighting the importance of feeling engaged with and listened to, participants valued community organisations that represent different cultures and ethnicities.

What difference did this make?

The Teashop sessions provided a platform for community members to express what respectful, responsive mental health support looks like for them. By facilitating participation from underrepresented voices, the project helped amplify the concerns of diverse communities. These insights led to the development of The Third Place—a co-designed, culturally tailored, 4-week intervention for young people from ethnic communities.



Hearing from all communities

Understanding the challenges faced by LGBTQ+ individuals in Redbridge

We supported Redbridge Rainbow, to explore the local perspectives of LGBTQ+ individuals in accessing health and social care.

Through our Community Cash Fund, Healthwatch Redbridge funded [Redbridge Rainbow](#) to carry out research into the experiences of LGBTQ+ residents. [The findings](#) revealed ongoing challenges with disclosing identity, inconsistent visibility of inclusion policies, and gaps in staff training and awareness. Participants described assumptions and discomfort that shaped their experience of care and raised concerns about whether services are equipped to meet the evolving needs of LGBTQ+ communities.

"Since completing the research project into LGBTQ+ people's experiences of health and care services, Redbridge Rainbow have presented their findings at the Redbridge Health and Wellbeing Board. Redbridge Rainbow has received a grant from NHS North East London ICB to address health inequalities faced by LGBTQ+ people. This work includes offering workshops, masterclasses and other advice and support to health and care professionals, as well as regular creative health activities for LGBTQ+ people." – *Simon Shaw, Chief Executive, Redbridge Rainbow*



Information and signposting

Whether it's finding an NHS dentist, making a complaint, or supporting parents to understand the SEN pathway – you can count on us. This year 130 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Signposting local residents to appropriate complaints processes
- Helping parents access SEN support
- Providing information about emergency dentistry
- Helping individuals navigate online health and social care information



Supporting patients to have their rights recognise

Eleesha felt she wasn't being listened to when her GP practice doubted her Right to Choose provider.

Eleesha was pursuing an autism diagnosis for her daughter, and facing a year long waiting list, invoked her right to choose a provider for an assessment.

When her GP practice was skeptical of her right to choose and unwilling to accept the provider Eleesha turned to us. Putting pressure on the ICB to inform the practice of her rights, our intervention helped resolve the issue, and Eleesha's daughter received a referral and her assessment.

"It was a blessing to find Healthwatch as they took responsibility for helping me get the information I needed from the ICB. Without their willingness to keep going until the information was provided, I would still be banging my head against a wall feeling like the GP surgery did not want to help my daughter get something that I knew she was entitled to." – Eleesha

Opening up conversations

After engaging with Healthwatch Redbridge, Lucy felt confident to speak to a nurse about her concerns.

As part of our Women's Health Project, we deliver culturally sensitive information sessions to women from diverse communities to tackle stigma, address misinformation, and understand their experiences of accessing essential services.

Through this outreach we met Lucy, who with Healthwatch's encouragement felt more confident to speak to a nurse about her fears and advocate for accommodations that would make her more comfortable.

"[Healthwatch] spoke about cervical screening and the importance of maintaining it even with a mobility disability.

[Healthwatch] advised to mention to the nurse any fears I might have and to try my best to go ahead with the procedure.

At a nurse appointment I mentioned about having a smear test and how I haven't had one since my MS disability. She spoke kindly and reassured me she would do everything possible to make it easy as she could.

I am now going to make the appointment." – Lucy

Showcasing volunteer impact

Thanks to the fantastic dedication and commitment of our volunteers to improving care, we can better understand what is working and what needs improving in our community.

Much of our volunteer involvement this past year has been on our Women's Health Project. The volunteers working on this project have supported our work by:

- Using their skills to work with us to develop information sessions on cervical and breast screening and cancer helping women from diverse backgrounds to make informed decisions about their care.
- Helping to interview participants about their experiences of the screening process
- Utilising their skills to analyse data we collected and identify themes among the experiences of local communities.



Showcasing volunteer impact

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"As the child of immigrant parents, I often found myself translating at appointments, and navigating a healthcare system that wasn't built for families like mine.

Whilst volunteering, I supported the delivery of in-person information sessions and community events, helped recruit and interview women... I had the chance to meet women from all walks of life: strong, outspoken, resilient.

For me, this role has always been about being a voice for women like my mum, those who are expected to accept barriers in silence. Volunteering here reminded me that real change starts by listening." - *Nuha*



"Volunteering with Healthwatch Redbridge I have gained a better understanding of the variety of people's needs in the Borough, which are being held together by voluntary workers."

Margaret has been a Healthwatch volunteer for 7 years and has supported Healthwatch Redbridge to connect with local people, offering support and carrying out Enter and Views.

"My appreciation for the hard work put in by the many and various organisations across Redbridge has grown. The Healthwatch Redbridge Community Fair was a brilliant example of excellent co-operation from many different groups of people." - *Margaret*



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can help champion the voice of local people.



www.healthwatchredbridge.co.uk



info@healthwatchredbridge.co.uk



020 8553 1236

Finance

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	
Annual grant from Government	£116,400	Staffing costs	£186,361
Surplus HWR income from 2023-24	£3,673	Operational costs	£44,095
Additional income	£160,800	Office and management fee	£43,592
Total income	£280,873	Total Expenditure	£274,048

Additional income is broken down into:

- £110,000 from NHS NEL to support the NHS England Maternity and Neonatal Independent Senior Advocacy pilot project.
- £40,000 from Redbridge Place Based Partnership Board (RPBPB) for Health Inequalities projects which include the Redbridge Community Cash Fund and Mental Health First Aid training.
- A further £6,000 received from RPBPB to support the development and provision of 'Know Your Rights' training for people with communication support needs.
- £5,000 received from NHS NEL to support lead officer attendance at meetings.
- £2,200 received from Healthwatch England for work on the GP Choices project and additional support with Enter & View support design.
- £600 received from Saint Francis Hospice to support AIS Champion training.

Integrated Care System (ICS) funding:

Healthwatch Redbridge, along with Healthwatch across NEL also receives funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Supporting attendance for Lead Officer at ICS regional meetings.	£5,000

Future priorities

Looking ahead – our focus and priorities for the coming year

We are proud of the reach, influence and impact of our work over this last year, and we honour the trust that local people have placed in us.

As we look ahead, Healthwatch Redbridge will sustain our work on accountability, and continue to proactively reach all communities and people in Redbridge, ensuring that the perspectives and experiences of everyone are communicated to decision-makers and commissioners.

We will continue to foster, hone and strengthen our partnerships with local health, social care and VCFSE leaders, and the ICB, and will contribute to neighbourhood development in Redbridge in common purpose.

The golden thread to our work at Healthwatch Redbridge is towards health equity and health creation. Ensuring residents are empowered, have voice and have agency is critical to our mission.

Our delivery priorities for 2025–26 include:

1. The Healthwatch Redbridge Women's Health Project: This project focuses on cervical screening, breast screening and menopause. We will publish three research reports and hold a launch and influencing event, for all stakeholders from across the health, care and VCFSE sector. These could include tackling health inequalities further.
2. Expand our work on health equity of access and health literacy: through accessible information, championing the at-scale development and delivery of clear, accessible information across health and social care provision. No one can be left behind and everyone has a right to make informed choices about their care.
3. Expanding engagement within social care settings: We will launch a new project focused on increasing the breadth and depth of Healthwatch Redbridge's engagement in social care, reaching a wider range of individuals and gathering insights to influence and inform service improvement.

Whilst this is a significant time of change in all aspects of health and social care, there is also opportunity; and so, our approach and modus operandi remains strengths-based and our commitment to the residents, people and communities of Redbridge remains resolute.

Statutory statements

Healthwatch Redbridge, 103 Cranbrook Road, Ilford IG1 4PU.

Healthwatch Redbridge 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 Healthwatch Board consists of up to ten members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met monthly and made decisions on matters such as the development of our new strategic business plan and the creation of our new risk register.

This year, three of our long-standing board members retired due to reaching their maximum tenure. We have welcomed four new trustees and have a new chair. We currently have seven board members.

We continue to encourage further public involvement in deciding our work priorities through our engagement and outreach activities.

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 2024/25, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending 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 share it with our statutory sector partners and our Community Network members to share in their newsletters and on their websites.

Statutory statements

Responses to recommendations

When requested, all providers contacted have responded appropriately to requests for information or recommendations. There were no issues or recommendations that required escalation to the Healthwatch England Committee, resulting in no further reviews or investigations.

Taking people's experiences to decision-makers

We ensure that key decision-makers are informed about the insights and experiences shared with us.

Within our local authority area, we present information to entities such as the Redbridge Health Overview and Scrutiny Sub-Committee, the Redbridge Place Based Partnership Board, and the Redbridge Health and Wellbeing Board. Furthermore, we collaborate with NHS Trusts, patient engagement panels, community groups, and voluntary organisations.

Additionally, we provide insights and experiences to decision-makers within our Integrated Care System (ICS), NHS North East London. We work in close partnership with our local Healthwatch colleagues across the eight boroughs encompassed by the ICS through a Community Insights System group. Our data is also shared with Healthwatch England to address health and care issues on a national scale.

Healthwatch representatives

Healthwatch Redbridge is represented on the Redbridge Health and Wellbeing Board by our Chief Executive Officer, Cathy Turland. During 2024/25 our representative has effectively carried out this role by continuing to raise health inequality issues and provided insights from our Women's Health Project cervical screening report regarding the barriers to some services for disabled women and women from global majority communities.

Our CEO also represents Healthwatch Redbridge on the North East London Integrated Care Partnership board, Redbridge Integrated Care Board, the local Quality Surveillance Group, and the Redbridge Safeguarding Adults Board.

Our Chair, Gita Malhotra represents us on the Redbridge Health Overview and Scrutiny Sub-Committee.

Statutory statements

Enter and View

This year, we completed one [Enter and View visit to Beech Ward at King George's Hospital](#).

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Integrated Patient & Carer Experience Partnership monthly meetings	The meetings have a reach of 160 representatives across Redbridge. The Redbridge Integrated Care Directorate and Associate Director of Nursing & Quality provide updates for local services allowing us to inform our residents of new services and current issues that may affect them. This platform provides a wider audience when seeking input and feedback for current projects. Many participants have themselves taken part in our surveys, including those for the Women's Health projects, and attended the MHFA course. Due to our ongoing participation, our updates, requests for feedback and project reports are disseminated within the NHS and to other local organisations they are representatives of.
Asylum Seeker Forum	We have introduced a lead GP at Loxford Practice and health inequality lead for Loxford PCN who is very keen to work with the local community to support access to primary care services in Redbridge. She is now a part of this forum due to our working relationship with her. We have also shared our insight of issues affecting the refugee and asylum seeker cohort and provided information about community kitchen hubs run by London Borough of Red-bridge to the forum.
Learning Disability Partnership Board	The Redbridge Learning Disability Partnership Board (LDPB) is a platform for Service users, Carers, Redbridge Officers, Councilors and statutory and voluntary groups to come together to consult on and plan the future of Learning Disability Services in Redbridge. We are currently supporting the development of the new LD and Autism Strategies through co-production and co-design.
Disability Festival Steering Committee	We work collaboratively with community organisations across the borough to deliver North East London's only fully accessible festival and celebration of Disabled talent: the Disability Festival in the Park. The festival is a great opportunity for us to build relationships with organisations, meet and connect with local people and hear directly about Disabled people's experiences with health and social care services.

Healthwatch Redbridge

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