

June 2026

Annual Report 2025-2026



Healthwatch Southampton are pleased to share our Annual Report 2025-2026. It is now available on our website - healthwatchsouthampton.co.uk. You can also read [Our Workplan 2025-2026](#).

The annual report highlights all of our work over the last year including travelling to health appointments, exploration into community mental health teams, visiting care homes, and listening to the voice of adult carers and young carers. Our workplan outlines our planned work over the upcoming year.

Women's Health Project



Over the next few months, Healthwatch will begin an exploration into women's health issues. Following the recent publication of [The Renewed Women's Health Strategy for England](#) in April 2026, Healthwatch Southampton would like to hear from people who identify as women and non-binary people and transgender men. We want to hear from you if:

- You have lived experience of using women's health services (e.g. for periods, gynaecology, maternity, childbirth, breast screening etc).
- You have a women's health issue (whether or not you have sought help)

Please take 5 minutes to complete this [online survey](#) about your experiences in accessing support with your women's health issues. We will spend time visiting seldom heard groups to ensure their voices are included in this work.

Tel: 02380216018

Text phone: 07761635612

Email: info@healthwatchsouthampton.co.uk

Web: www.healthwatchsouthampton.co.uk



Community Outreach & Engagement

Healthwatch Southampton continue to be involved in outreach events across the city to engage with residents and professionals to raise awareness of our services, and hear peoples' experiences about health and social care services and the challenges they may face.



Carers Shower Launch - Southampton General Hospital

In April, we attended a launch event of a shower for the use of carers at the Patient and Family Support Hub, at Southampton General Hospital.

This new facility offers carers and relatives a dedicated space to pause, refresh and take a short break during what can often be incredibly challenging times. Well done Patient Experience Team!

Let's Communicate

In May, Healthwatch Southampton were delighted to visit Let's Communicate Group for people with a hearing impairment. We listened to people about their experiences and difficulties with accessing health and social care services. You can find out more information about the group [here](#).

Integrated Neighbourhood Working (INW)

Healthwatch Southampton are partners in the Neighbourhood hub sessions aiming to tackle frailty. We still attend the local hub sessions every month. This enables us to gather valuable feedback about older peoples' experiences of health and social care services.

We are interested in the development of neighbourhood working models across the city and would like to be involved in the development of proposed neighbourhood health boards, which aim to improve local voices in the delivery of health, social care and community services. Find out more [here](#).



Tel: 02380216018

Text phone: 07761635612

Email: info@healthwatchsouthampton.co.uk

Web: www.healthwatchsouthampton.co.uk

April–June 2026



Launch event for Southampton City Council's new Carers Charter



During Carers week in June Healthwatch staff were delighted to attend a celebration event of afternoon tea for carers and professionals at the civic centre.

The event aimed to celebrate carers valuable contribution to the city and to launch the newly developed carers charter. Healthwatch Southampton supported the development of the Carers' Charter which was co-produced by Carers, Unpaid Carers Support Southampton, Southampton City Council, and other local stakeholders.

We were able to speak to carers and professionals about a variety of issues that impact unpaid carers in the city.

Projects

Travelling to Healthcare Appointments Booklet

In April, we launched our patient and carers guide to travelling to hospital appointments in Southampton with the local community and stakeholders. Inside the booklet, there are lots of helpful tips about ways to travel, parking and support. The information is available online at healthwatchsouthampton.co.uk or contact the team for a paper copy.



Tel: 02380216018

Text phone: 07761635612

Email: info@healthwatchsouthampton.co.uk

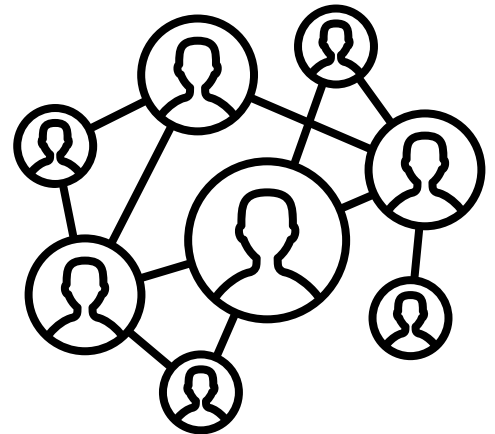
Web: www.healthwatchsouthampton.co.uk

April – June 2026



Partnerships and Networking

The local Healthwatch Southampton team try to stay connected with what is going on with health and social care issues in the city. We proactively attend local networks, meetings and talk to local stakeholders to keep up to date with changes in the local health and social care services. From April - June 2026, this included: Southampton Carers Partnership Board, Southampton City Council (SCC) Adult Social Care, SCC Provider Quality Assurance Group, HIOW Integrated Care Board, University Hospital Southampton. Also, we facilitated a Patient Participation Group network and a Young Adult Carers Stakeholders meeting.



Enquiries and Feedback

During April - June 2026, Healthwatch Southampton have been busy attending events and community groups and have raised the awareness of our service to approximately 250 people. We received enquiries and gathered feedback from over 80 people about their experiences of health and social care.



We received feedback about a mixture of services this quarter including GP services, hospital inpatient and outpatient, adult social care, community mental health services and issues with transport. Several commented on the positive service they had received but many shared their frustrations about lack of support, poor after care/follow up and poor communication between services and with the patient.

GP Access and the issues patients face has been one of our priorities this year. Collectively with the 3 other local Healthwatch (Hampshire, Portsmouth and Isle of Wight), we gathered feedback about people's experiences of accessing GP services. We received over 100 responses which will contribute to the regional overview picture.

Tel: 02380216018

Text phone: 07761635612

Email: info@healthwatchsouthampton.co.uk

Web: www.healthwatchsouthampton.co.uk

April- June 2026



Case Studies

Healthwatch Southampton (HWS) met Ben at the local exercise session and discussed his upcoming appointment at hospital, in particular his issues with how to get to his appointment. Discussed different transport options including Patient Transport, which Ben had used in the past but no longer had their contact details. HWS shared contact details for Patient Transport and recommended contacting them directly to discuss eligibility for their service and support getting to his appointment.

In a follow up phone call, HWS and Ben discussed his health conditions, loneliness and isolation and stated he would like to access a local coffee morning, lunchtime groups or free activities where he lives. Ben declined a referral to the Community Navigation team but agreed for HWS to post a list of free social groups in his community for him to access and meet new people. Ben did agree and gave permission for HWS to refer him to a local telephone befriending service hosted by volunteers to combat his loneliness.



HWS spoke to Bill and Margaret at a community group. Bill had a stroke a year ago and was been discharged from hospital with no support. Bill's condition has now deteriorated and he now needs full time care and support with eating, personal care and getting out the house. At the moment, Margaret is meeting all of his care needs on her own and is struggling to cope.

Healthwatch Southampton (HWS) shared information about how to ask for Adult Social Care to support Bill and a Carers assessment to support Margaret. HWS also shared information about other support services that may be available in the community including the voluntary services directory and the local Stroke Association group.

Tel: 02380216018

Text phone: 07761635612

Email: info@healthwatchsouthampton.co.uk

Web: www.healthwatchsouthampton.co.uk

April-June 2026



Have your say on Integrated Urgent Care services

NHS Hampshire and Isle of Wight (The Hampshire and Isle of Wight Integrated Care Board (ICB)) are inviting patients and members of the public to share their experiences of Integrated Urgent Care. Integrated Urgent Care brings together services such as NHS 111, clinical assessment services, out of hours GP support and urgent treatment centres to ensure people get the right care, in the right place, at the right time.

We want to understand:

- How easy it is to access urgent care
- What worked well
- What could be improved
- Whether you felt your needs were met

Your feedback will help shape and improve services for our local communities.

Survey link and QR code: <https://survey.ntropydata.co.uk/surveys/JG2026IUC2>

NHS Hampshire and Isle of Wight is running a survey to understand the experiences of wheelchair users who are currently using services.

What will the survey do?

- Gather insights on wheelchair users' experiences.
- The findings from this survey will help inform the commissioning of services as we begin the procurement process for wheelchair services in Hampshire and the Isle of Wight later this year.
- Provide an opportunity to be involved further to help shape the service in the short and longer term.



To take part in the survey, click on the link: [Take the survey here](#)



The Patient's Association is running a survey with the National Academy for Social Prescribing (NASP), a national charity that champions social prescribing. The survey will contribute to NASP's new strategy.

They want to hear from patients that have ever had support from a Social Prescribing Link Worker, which is someone who spends time with a patient to understand their needs and co-develops a plan with them to connect to non-medical support, improving their health and wellbeing, and to their community. They may also be called Community Connector, Social Prescriber or Community Navigator.

They want to learn about patient experiences, and with this information, NASP can ensure its strategy supports the provision of the best and most appropriate social prescribing services for all. Link to survey [here](#)

Waiting Well Study Call for Participants

Have you recently waited or are you currently waiting to access adult social care support?



We want to hear from you!



About the Study

Nearly half a million people in England are currently on social care wait lists. We are a team of researchers at the University of York conducting a study to explore the experiences of those waiting.

Why Your Participation Matters

Your voice is important! Your experiences can help us shape the future of adult social care support. By sharing your story, you can help increase awareness and improve this process.

What is Involved?

Participation involves an interview where we will discuss your experiences and perspectives. As a token of our appreciation, participants will receive a **£40** voucher.

How to Join

If you are interested in participating or would like more information please contact Eppie who is a member of our team:

Email: eppie.leishman@york.ac.uk

or register your interest at [this link here](#).

ADMINISTRATIVE
FAIRNESS LAB



UNIVERSITY
of York