

Listening to Newham

Turning local experiences
into better health and care



Your voice
drives change



Your experiences
shape services



Your insights
improve care



Better health
for all in Newham

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Chief Executive
Dianne Barham

“

“Every conversation, survey response and piece of feedback helps us build a clearer picture of what matters to local people. This year, that insight has helped shape improvements in primary care, neighbourhood health, recovery services and efforts to reduce health inequalities.”

A message from our Chair

It is my great pleasure to introduce this Annual Report, which demonstrates that Newham Healthwatch has continued to represent the voice and views of patients and residents from a wide variety of our communities, especially those whose voices are seldom heard.

I am particularly proud of our cardiovascular disease (CVD) engagement project, which has been one of our most significant achievements this year. The project sought to explore community understanding of cardiovascular disease and its associated risk factors, assess awareness of local prevention, screening and support services, understand experiences of accessing GP services and referral pathways, and identify barriers that prevent people from seeking help or engaging with preventative care.

Through extensive community engagement, we reached more than 350 residents through focus groups, health events and direct conversations. We also brought together over 15 organisations to deliver health checks and support activities, creating valuable opportunities for residents to access information, screening and advice within their local communities. The project enabled us to gather important community-led recommendations on how services and communication could be improved to better meet local needs.

This year we have also continued to influence improvements across primary care, neighbourhood health, recovery and independence, and the reduction of health inequalities. None of this would be possible without the insight, generosity and commitment of local people.

I would like to thank everyone who has shared their views, our volunteers and staff, and our partners for working with us to make a difference.



Cllr Reverend Canon
Ann Easter
Chair

“

Readers will be aware that, at this time, we are still not clear what the future holds once Healthwatch has been disbanded.

We are assured that the voices and views of residents will continue to be heard and taken into account, but we do not yet know exactly how this will work.

What we do know is that local people understand what works, what doesn't and where services need to improve. Their experiences must continue to shape decisions about health and care in Newham.

You can be sure that, as far as it is in our power, Healthwatch Newham will continue to do our very best for the residents of Newham.

”



About us



Healthwatch Newham is your independent health and social care champion.

We listen to local people, understand what matters most and use evidence to help improve health and care services across Newham.

How we make a difference



Listen

Hear local people's experiences of health and care services.



Understand

Analyse insight to identify trends, inequalities and opportunities.



Influence

Share evidence with providers, commissioners and decision-makers.



Improve

Support improvements that make services more accessible and effective.



Making local people's experiences count

Healthwatch Newham gathers feedback through community engagement, outreach, Enter and View visits, information and signposting, surveys and partnership working.

We use our Community Insight System to identify trends, inequalities and opportunities for improvement and share evidence with NHS organisations, the Council and local partners.



Our priorities in 2025/26



Improving primary care

GP access, patient experience and access to information.



Tackling health inequalities

Working with communities facing the greatest barriers to care.



Supporting prevention and healthier lives

Cardiovascular health, screening, smoking and vaping, vaccination and health literacy.



Shaping neighbourhood health and integrated care

Supporting care closer to home and improving joined-up services.

2025/26 at a glance



1,497

people shared their experiences



6,144

issues identified and analysed



351

people received information and signposting



45

reports, dashboards and insight publications produced



A note about this report

Healthwatch Newham was delivered by CB Plus from April to September 2025. Local Voice became the provider of Healthwatch Newham on 1 October 2025.

This Annual Report covers the full 2025/26 reporting year and includes activity, insight and impact generated both before and after the transfer of the contract. We would like to acknowledge the contribution of CB Plus and its staff to the work delivered during the first six months of the year.

From October 2025 onwards, Healthwatch Newham has been delivered by Local Voice.

Our year in numbers



In 2025/26, local people shared their experiences with Healthwatch Newham, helping shape improvements to health and care services across the borough.

We also supported people to access information, advice and signposting when they needed it.



1,497

people shared their experiences

of health and care services



6,144

issues identified and analysed

through our Community Insight System



351

people received information and signposting support



45

reports, dashboards and insight publications produced



4

staff delivering Healthwatch Newham services



15

community events and outreach activities delivered across Newham

What local people told us



74.3%

positive experiences



25.5%

negative experiences



+48.8%

overall experience score (net)

Good care framework (GCF)

The Good Care Framework analyses feedback across four domains of good care: Trustworthy, Person-centred, Competent and Accessible. Scores show whether people's experiences were more positive or more negative in each area.



Trustworthy

+61.3%

People told us they felt safe and had confidence in the care they received.



Person-centred

+57.8%

Care was respectful of their needs and values as individuals.



Competent

+54.6%

People felt staff had the skills, knowledge and experience to care well.



Accessible

-17.8%

People most often reported difficulties accessing care, including getting appointments, contacting services and long waiting times.



People generally **trusted** the care they received, but **access** to services remained a significant challenge, particularly appointments, telephone systems and waiting times.

Good care. Difficult access.



We asked local people about their experiences of health and care services using the Good Care Framework (GCF).

The Good Care Framework helps us understand people's experiences across four key domains of care. The scores below show **overall sentiment** for each domain.



Accessible

Easy to find, contact and use.

-17.8%

Clear information

Easy to contact

Timely appointments



Person-centred

People treated with dignity and respect.

+57.8%

Listening to people's views

Involving people in decisions

Respecting individual needs



Competent

Safe, effective and joined-up care.

+54.6%

High quality care

Well coordinated services

Skilled staff



Trustworthy

Reliable, transparent and responsive services.

+61.3%

Openness and honesty

Services do what they say

Listening and acting on feedback



23,063

experiences analysed using the Good Care Framework

– What matters most to local people



Housing and home



Cost of living and income



Education and opportunities



Community and social support



Green spaces and environment



Transport and connectivity



Shaping improvement across North East London

The Good Care Framework is now helping health and care partners across North East London understand what good care looks like from the perspective of local people.



Improving primary care.

Access to GP services remained one of the most common issues raised by local people during 2025/26.

Local people told us that they generally trusted their GP practice and the care they received. However, many continued to experience challenges accessing appointments, contacting practices and navigating services.



What local people told us



1,021

comments about GP services



+49.3%

net sentiment



Local people generally trusted their GP practice and the care they received.

The biggest access challenges



Appointments

Difficulty obtaining appointments at convenient times.



Telephone access

Long waits and difficulties contacting practices.



Administration

Problems with booking systems and administrative processes.



Waiting times

Delays accessing routine and follow-up care.

What people valued



Trustworthy care

People often described staff as professional, caring and reliable.



Skilled professionals

Many local people praised the quality of clinical care they received.



Person-centred support

Positive experiences frequently highlighted staff who listened and treated people with dignity and respect.

How we supported improvement



Gathering evidence

We collected experiences through outreach, surveys, signposting, community engagement and ongoing feedback.



Identifying trends

The Community Insight System helped us identify recurring themes and emerging concerns.



Sharing insight

Findings were shared with GP practices, commissioners and local health partners to support service improvement.



What we learned

Local people generally described GP care as trustworthy, competent and person-centred. However, access remains a significant challenge, particularly around appointments, telephone systems and administrative processes.

Improving access to primary care remains a key priority for Healthwatch Newham and our partners.

Hearing every voice.

Working with communities that are often under-represented in health and care conversations



Healthwatch Newham works with communities whose experiences are not always heard through traditional engagement methods.

By working alongside trusted community organisations, Community Insight Researchers and local community leaders, we help ensure that people facing the greatest barriers to health and care services can influence decisions that affect their lives.

“ People are more likely to share their experiences when engagement is delivered through organisations and individuals they already know and trust.

Communities we worked with



Romanian communities

Supporting conversations about cancer screening, prevention, vaccination and access to services.



Congolese communities

Understanding barriers to healthcare access and identifying opportunities to improve communication and trust.



Deaf communities

Exploring accessibility, communication and the experiences of Deaf people using health and care services.



Diverse Newham communities

Working with local people from a wide range of backgrounds through community events, outreach and partnership working.

How we heard from people



Community Insight Researchers

Local people trained and supported to gather experiences within their own communities.



Trusted community organisations

Working with organisations that already have strong relationships and credibility within their communities.



Community events and outreach

Taking conversations into community settings across Newham—meeting people where they are.



Why this matters

People experience health and care services differently. Listening to a wide range of voices helps ensure that services are designed around the needs of the whole community, not just those who are easiest to reach.



Supporting prevention and healthier lives

Using insight and behaviour change to reduce health inequalities

We work with local communities to understand what influences health behaviours and how people access prevention and health services.

Our insight is shaping local programmes on smoking cessation, screening, vaccination, health literacy and behaviour change across Newham and North East London.



What we learned



Trust matters

People are more likely to act on advice from trusted community members, faith leaders, peers and healthcare professionals.



Translation is not enough

Messages need to be culturally relevant, accessible and delivered in ways that feel familiar and reassuring.



Confidence drives action

People need support to navigate services, book appointments and understand information.



One size does not fit all

Different communities respond to different messages, channels and trusted messengers.



Insight leads to change

Understanding what drives behaviour helps us shape prevention programmes that work for local people.

Communities helping us shape better prevention



Romanian and Eastern European communities

- Smoking cessation
- Vaccination and health literacy
- Cancer screening awareness
- Language and trust in the NHS



Deaf community

- Bowel cancer awareness
- British Sign Language (BSL) information
- Accessible communication
- Interpreter and video resources



South Asian communities

- Cardiovascular health
- Early prevention
- Culturally appropriate messages
- Community engagement



Black African and Black Caribbean communities

- Vaccination confidence
- Health literacy
- Trusted networks
- Reducing health inequalities

Impact in numbers



104*

Romanian respondents (NEL-wide research) helped us understand trust, vaccination, health literacy and how people make decisions about their health.



250+

Members reached through trusted Romanian Facebook and WhatsApp networks (NEL-wide).



138**

Eastern European residents engaged in smoking cessation research across North East London (NEL-wide).



Insight from Deaf community engagement is improving accessible information and cancer screening awareness in Newham.



Cardiovascular disease prevention, insight is informing prevention and healthier lifestyles programmes in Newham.

How insight becomes action



Insight

We listen to communities, collect experiences and understand barriers.



Understanding

We analyse the themes and identify what influences health decisions.



Confidence

We co-design messages and resources that build knowledge and trust.



Action

People feel able to make informed choices and access the support they need.



Healthier lives

Stronger prevention, more early diagnosis and improved wellbeing for our communities.



Behaviour change & health literacy toolkit

We are developing a practical toolkit for partners across Newham and North East London, providing principles, templates and guidance to support culturally relevant health campaigns and improve health literacy.

The toolkit will continue to evolve with communities and be shared across the system.



* North East London research undertaken through Local Voice's Romanian trust and vaccination programme, including participants from Newham and Waltham Forest.

** North East London research on smoking cessation with Eastern European communities.

Heart health

A leading cause of poor health.

Cardiovascular disease (CVD) remains a major health challenge in Newham.

Through our conversations and community insight work, local people told us about the barriers to prevention, healthy living and good heart care.



Key numbers



25%

of all deaths in Newham were caused by CVD (2022/23)



2,550

hospital admissions for CVD per 100,000 people (higher than the London average)



9.6%

of adults in Newham have high blood pressure (higher than the London average of 7.8%)



61%

of adults are overweight or living with obesity (higher than the London average of 54%)

What local people told us



Barriers to prevention

People told us about the cost of healthy food, the impact of stress, and limited access to places to exercise.



Access to care

Getting appointments and test results can be difficult. Long waits and complex systems cause frustration.



Information and support

People want clearer information about risk factors, medications and lifestyle changes, in language and formats that work for them.



Focus on underserved communities

Some communities face additional barriers due to language, culture and lack of trust in services.



It's hard to eat well when healthy food is so expensive, and there aren't many safe places to walk or exercise.

Newham resident

What we're doing



Working with partners to improve access to heart health checks and community-based prevention services.



Amplifying the voices of underserved communities to ensure their needs shape local solutions.



Sharing insight with decision-makers to tackle the wider determinants of heart health.



Supporting clear, consistent communication about risk factors, medications and lifestyle changes.



Our goal

Better heart health for everyone in Newham.
Preventing disease. Improving access. Reducing inequalities.



Using insight to shape integrated care

Healthwatch Newham has continued to bring together evidence about how local people experience care across hospital, community and neighbourhood services.

Our work on hospital discharge highlighted the importance of communication, coordination and recovery after leaving hospital. These findings have contributed to wider discussions about integrated care, neighbourhood working and supporting people to remain independent within their communities.

As health and care services become more joined up, community intelligence provides an important way of understanding whether changes are delivering the outcomes local people value most.



What local people told us



Joined-up services

People wanted services to work together more effectively and share information across organisational boundaries.



Clear communication

People valued receiving timely information and knowing who to contact when they needed support.



Support closer to home

Many people preferred accessible community-based services that were easy to access and connected to their neighbourhood.



Recovery and independence

People wanted support that helped them recover safely, maintain independence and avoid unnecessary hospital admissions.

Building the evidence



Hospital discharge review

Our Enter & View work at Newham Hospital highlighted the importance of communication, coordinated support and recovery after discharge.



Community intelligence

Experiences collected through community engagement, signposting, outreach and partnership working provided wider insight into how people experience health and care services.



Informing integrated care

Together, these sources of evidence have helped inform local discussions about integrated care, neighbourhood working and future recovery and reablement services.

How we used insight



Community experiences



Community Insight System



Healthwatch reports and engagement



Health and Care Partnership discussions



Integrated care and neighbourhood improvement

- Shared evidence with local health and care partners.
- Highlighted barriers affecting access, communication and coordination.
- Supported discussions about neighbourhood working, integrated care and recovery.
- Evidence is helping to shape plans for future services that are closer to home.

Supporting partnership priorities



Integrated care

Providing evidence about how people experience care across organisational boundaries.



Neighbourhood health

Supporting discussions about delivering care closer to where people live and strengthening local community services.



Recovery and independence

Helping shape plans for future work exploring recovery, reablement and support to maintain independence and wellbeing.



Looking ahead

Building on the evidence

In 2026/27 we will build on this work through a proposed **Integrated Recovery & Reablement Review**.

The review will explore how people experience support after illness, injury or hospital admission and will help partners understand how neighbourhood-based services, community support and integrated care can work together to improve recovery, independence and wellbeing.



Tackling health inequalities through community insight

Not everyone experiences health and care services in the same way.

Some communities face additional barriers to accessing care, understanding information and being involved in decisions. Our work ensures these voices are heard and helps partners address the inequities people face.

We focus on the barriers that matter most.



“ People from our communities understand best what works and what doesn't. When we listen, services improve for everyone.”

What local people told us



Language and communication

People told us that translated information alone is often not enough. They need information delivered through trusted people, community networks and formats they can understand.



Disability and accessibility

Deaf people and people with additional needs described barriers accessing information, appointments and communication support.



Digital exclusion

Many people continue to struggle with online systems, digital forms and navigating services that increasingly rely on technology.



Trust and confidence

Trust varies significantly between communities. Previous experiences, culture, language and understanding of services can affect whether people seek help.

Communities we worked with



Romanian and Eastern European communities

- Cancer screening
- Vaccination confidence
- Health literacy
- Smoking cessation



Deaf communities

- Accessible information
- BSL communication
- Cancer awareness
- Service accessibility



South Asian communities

- Cardiovascular health
- Prevention
- Community engagement



Black African and Black Caribbean communities

- Prevention
- Health literacy
- Reducing health inequalities

Good Care Framework findings (2024/25)

The Good Care Framework shows how people rated their recent experience of health and care services in Newham compared to the national average.

Positive percentages are better than the national average. Negative percentages show areas where services are performing worse.

Accessible



-17.8%

People found it harder to access and navigate services.

Competent



+54.6%

People rated the skills and knowledge of staff highly.

Person-centred



+57.8%

People felt services involved them and respected their needs.

Trustworthy



+61.3%

People had confidence in the honesty and reliability of services.



Where inequalities are most visible

The largest gap is in **Accessible care (-17.8%)**. Local people most often reported problems finding information, contacting services, accessing appointments and understanding how services work. These barriers disproportionately affect people facing language, disability, digital and social exclusion.

What we're doing



Listen

We listen through trusted communities, Community Insight Researchers and regular engagement.



Understand

We use community intelligence to identify barriers, inequalities and what matters most.



Influence

We share evidence with providers, commissioners and partnership boards to drive change.



Improve

We support services to become more accessible, inclusive and person-centred for everyone.

Looking ahead



Building on the evidence

In 2026/27 we will build on this work through a proposed review of integrated recovery and reablement services.

This will explore how neighbourhood-based services, community support and integrated care can work together to tackle inequality and improve recovery, independence and wellbeing for local people.



Information, advice and support.

When local people need help understanding services, making a complaint, finding support or navigating health and care, Healthwatch Newham is often their first point of contact.

Our information and signposting service helps people access the right support while also highlighting where services can improve.



We are your health and social care champion.
 We make sure that leaders and other decision makers hear your voice and use your feedback.
 020 3866 2969
 info@healthwatchnewham.co.uk
 www.healthwatchnewham.co.uk
 @healthwatchnewham
 @HW_Newham
 @healthwatch_newham

 **351**

people received information, advice or signposting support during 2025/26



Information and signposting helps people get the support they need and helps us understand where services can improve.

What local people needed help with

 GP services	 Hospital care	 Mental health support	 Social care and community services	 NHS dentistry	 Complaints and advocacy
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What we learned from communities



Understanding cardiovascular health in South Asian communities

- Local people told us they wanted clearer information about cardiovascular disease risks, symptoms and prevention.
- Through community engagement we identified opportunities to improve awareness, support earlier intervention and help people access preventative health services.

“ These events helped us understand the risks better and showed where we can go for support before problems become serious.
 South Asian older adult



Making health information more accessible for Deaf people

- Feedback highlighted barriers to understanding health information, particularly for people who rely on BSL communication or accessible formats.
- We identified practical opportunities to improve communication, increase accessibility and strengthen links between local people and services.

“ Having information in a format I can understand makes it much easier to access the services and support I need.
 Deaf community member

How information leads to improvement



Question



Advice and information



Pattern identified



Shared with partners



Improvement in services



What this tells us



Information is not equally accessible to everyone.



Language, format, confidence and trust affect people's ability to get help.



Information and signposting helps individuals while also identifying wider system issues.

Turning experiences into evidence.



Healthwatch Newham listens to local people throughout the year and turns those experiences into evidence that helps improve services.

Throughout 2025/26, we gathered insight through community engagement, Enter & View visits, outreach, surveys and partnership working. We used this evidence to identify issues, highlight good practice and support service improvement across Newham.

How local voices create change



1. Listen

Local people share their experiences in many ways.



2. Analyse

We gather and analyse insight to identify themes and inequalities.



3. Report

We produce evidence, recommendations and insight reports.



4. Influence

We share our findings with partners and decision-makers.



5. Improve

Services respond and make changes for better outcomes.

This year we produced



Hospital services

- Surgical Elective Ward review
- Respiratory Ward review
- Hospital discharge insight



Prevention

- Heart Health Day
- Cardiovascular disease engagement
- Health promotion events



Smoking and vaping

- Community engagement
- Resident feedback
- Behaviour change insight



Equality and inclusion

- Deaf community engagement
- Accessibility insight
- Seldom-heard groups



Community voice

- Quarterly insight reports
- Community feedback analysis
- Information and signposting



Partnership influence

- Health Scrutiny reports
- Health and Wellbeing Board briefings
- Health and Care Partnership Board presentations

Mini case study

Improving hospital discharge

We visited the Surgical Elective Ward at Newham Hospital to understand people's experiences of discharge and returning home.

Patients described positive experiences of care, communication and support. Our visit also identified opportunities to improve multilingual information, discharge coordination and support for people moving between hospital and community services.



What people told us

- ✓ Staff explained discharge information clearly
- ✓ Patients felt involved in planning their discharge
- ✓ Information in community languages could be improved
- ✓ Better coordination could reduce delays and confusion



What happened next

Recommendations were shared with Newham University Hospital and reported through local scrutiny and partnership structures.



Building on this work

Findings from our hospital discharge review and Health Scrutiny reporting will inform the proposed integrated recovery and reablement programme, helping partners understand what happens after discharge and how neighbourhood support can improve recovery, independence and wellbeing.



5

Enter & View visits completed



2

Hospital wards reviewed



3

Care homes reviewed



40+

Reports, briefings and presentations produced



Looking ahead

Building on the evidence

In 2026/27 we will build on this work through our proposed integrated recovery and neighbourhood support programme. The project will explore what happens after discharge, helping partners understand how health, care and community services can work together to support recovery, independence and wellbeing closer to home.



Our volunteers at the heart of what we do.



Our **volunteers** help us reach communities, gather insight and make sure local people's experiences lead to **better health and care.**



Christopher



Public Health graduate
and Healthwatch
Newham volunteer

“I joined Healthwatch Newham to use my public health knowledge and research skills to help improve local health and social care services.”

Christopher volunteered with Healthwatch Newham while completing his Master's degree in Public Health. Through community engagement and research, he has helped gather evidence that informs improvements to local services.

“Volunteering with Healthwatch Newham has given me valuable real-world experience in research and data collection, while allowing me to contribute to improving services through evidence-based insight.”



Our volunteers contributed over 80 hours supporting engagement, Enter and View activity and community insight.

“I started volunteering to build my confidence and support an organisation that helps the local community.”

Since joining Healthwatch Newham, Rifah has supported community engagement, listened to residents' experiences and helped ensure local voices contribute to improving services.

“Meeting people from across Newham, hearing their stories and helping them find answers has been fulfilling and rewarding. It's been a privilege to be part of improving services for our community.”



Rifah



Healthwatch Newham
volunteer



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.

Turning insight into improvement.

We don't just collect experiences.
We make sure they lead to change.

Our role is to listen, understand and work with partners to improve health and care services for everyone in Newham.



How we create change



Recent examples of change



Improved access to GP services

Feedback about long waits on the phone and difficulty getting appointments was shared with GP practices. Many have since improved telephone systems, online booking and call-back options.



Better information and signposting

We worked with partners to improve the information available about local services, including mental health support and community groups. This is now easier to find and more relevant to local needs.



Fairer access to services

Our insight on barriers faced by underserved communities is helping partners design services that are more inclusive and culturally appropriate.

You said, they did

“It was hard to get an appointment when I needed one.”

Newham resident



What changed

Several GP practices have extended appointment times, introduced online booking and improved communication about how to get help.

Holding partners to account



We bring local insight to the Health and Wellbeing Board, Health Scrutiny Committee and Integrated Care Board to challenge and support improvement.



We work with the Care Quality Commission (CQC) and other regulators by sharing evidence of local people's experiences.



We publish reports and dashboards so everyone can see what's working well and what needs to improve.



Our commitment

We will continue to listen to local people, work with partners and make sure your experiences lead to better health and care for all.

Working with partners.

We work closely with local partners and community organisations to ensure that local people's experiences influence decisions and improve health and care for everyone in Newham.

By sharing insight, collaborating on priorities and supporting joint action, we help build a health and care system that is more responsive, inclusive and effective.



Using our statutory powers

- 5 Enter & View visits completed
- 2 hospital wards reviewed
- 3 care homes reviewed
- Recommendations shared with providers and partners to support service improvement

Our key partnerships



Advisory Group

Our Advisory Group provides valuable guidance and challenge, helping us shape our work and make sure it reflects the issues that matter most to local people.



Health and Wellbeing Board (HWB)

We bring the voice of local people to the HWB, ensuring lived experience is considered in strategic discussions and borough-wide health priorities.



Health and Care Partnership Board (HCPB)

We share insight and evidence to influence system-wide decisions and support the development of joined-up, people-centred services.



North East London (NEL) collaboration

We work with Healthwatch colleagues across North East London to share learning, strengthen our influence and tackle common challenges.



Community organisations

We partner with local community groups and voluntary organisations to reach more people, understand diverse experiences and drive positive change together.

How we work together



Listen

We gather experiences and insight from local people and communities.



Share insight

We provide evidence and intelligence to partners to inform discussions.



Collaborate

We work together to identify priorities and co-design solutions.



Influence decisions

Partners use our insight to shape strategies, policies and services.



Improve outcomes

Together we drive better health and care outcomes for local people in Newham.

Making a difference together



Our partnerships ensure that the experiences of local people are at the centre of decision-making and service improvement.



20+ strategic meetings and partnerships contributed to



40+ reports, briefings and presentations shared with partners



A stronger voice for local people in the decisions that affect their lives



Our commitment

We will continue to build strong partnerships, share meaningful insight and work together to create a fairer, healthier Newham for everyone.



Looking ahead. Working together for better outcomes.



As we move into 2026/27, we will continue to listen to local people, work with partners and champion change to improve health and care for everyone in Newham.

Our priorities for 2026/27



01

GP Access

We will continue to champion better access to GP services, including appointments, telephone systems and online access, so that care is easier to get when people need it.



02

Integrated care and neighbourhoods

We will support joined-up working across organisations and neighbourhoods to ensure local people receive coordinated, person-centred care close to home.



03

Prevention and tackling inequalities

We will focus on prevention, early intervention and addressing the wider determinants of health to reduce inequalities and improve wellbeing for all.



04

Stronger community voice

We will empower more people to share their experiences and be part of decisions that shape health and care services in Newham.

How we will achieve this



Continuing to listen to a wide range of voices, especially those less often heard.



Working in partnership with the NHS, local authorities, VCSE organisations and communities.



Using evidence and insight to influence decisions and improve services.



Building capacity, skills and confidence in our volunteers and community representatives.



Holding partners to account and monitoring progress together.



Together we can...

Better health and care is possible when local people and partners work together. We will keep listening, keep sharing insight and keep pushing for positive change.



Our commitment

We will continue to be the independent voice of local people, championing your experiences to build a fairer, healthier Newham.

Finance and future priorities

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

Our income and expenditure:

Income		Expenditure	
Annual grant from London Borough of Newham	£150,000	Expenditure on pay	£65,800
Additional income	£5,000	Non-pay expenditure	£40,000
		Office and management fee	£49,200
Total income	£155,000	Total Expenditure	£155,000

Additional income is broken down into:

Integrated Care System (ICS) funding:

Purpose of ICS funding	Amount
Representation at governance meetings	£5,000

Finance and future priorities

Over the next year, we will continue to ensure local people's experiences help shape health and care services across Newham.

Through our insight, engagement and partnership work, we will continue to identify what is working well, where people face barriers and where improvements are needed. We will share this evidence with commissioners, providers and partners to support better outcomes for local communities.

Our priorities for 2026/27 are:

Prevention and healthier communities

Supporting people to stay well through prevention, early intervention and stronger community connections.

Improving access to primary care

Working with residents, practices and partners to improve access, communication and patient experience.

Reducing health inequalities

Ensuring the voices of underserved communities shape services and help reduce avoidable inequalities.

Neighbourhood health and integrated care

Bringing lived experience into neighbourhood working so health, care and community services are better joined up around people's needs.

Turning insight into improvement

Using evidence from local people to influence decisions, improve services and demonstrate the impact of change.

Statutory statements

Healthwatch Newham, Local Voice, 80 Redmans Road, London, E1 3AG

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

The way we work

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

Healthwatch Newham is delivered by Local Voice, an independent charity that works to ensure local people's experiences influence decisions about health and care services.

Our priorities are informed by what local people tell us through community engagement, volunteers, Advisory Group, Community Insight Researchers, information and signposting enquiries, surveys and feedback gathered through our Community Insights System.

During 2025/26, we heard from **5,755** local people and analysed **25,411** experiences of health and care services. Each year we review this evidence to identify emerging issues, health inequalities, communities whose voices are less often heard and opportunities for improvement. Our Newham PPG Forum also helps identify priorities for improving primary care services.

Methods and systems used across the year to obtain people's experiences

We are committed to hearing from communities whose voices are often underrepresented. During the year, we worked with diverse communities across Newham, including Deaf residents, Romanian and Eastern European communities, South Asian communities and local people experiencing health inequalities. This work helped us better understand barriers to prevention, access, communication and culturally appropriate care.

All feedback is brought together through our **Community Insights System (CIS)**. The system combines information from community engagement, surveys, information and signposting enquiries, Patient Participation Groups, Enter and View visits, social media, our website and partner organisations. By bringing these different sources together, we are able to identify recurring themes, emerging issues and health inequalities, providing a richer and more representative picture of local people's experiences than any single source alone.

We also use demographic information within the Community Insights System to identify gaps in engagement, monitor who we are hearing from and help ensure a wider range of communities are represented in our work.

This Annual Report will be published on our website and shared with local partners, community organisations and stakeholders across Newham.

Statutory statements

Responses to recommendations

All providers responded to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

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

For example, in our local authority area, we take information to the Health and Wellbeing Board and the Health Scrutiny Board.

We also share our insights and experiences with decision-makers in the Northeast London Integrated Care System. For example, we share information with the NUH Patient Experience and Engagement Committee and the Health and Care Partnership. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Newham is represented on the Newham Health and Wellbeing Board by our CEO, Dianne Barham. In 2025/26, she fulfilled this role by attending meetings, presenting reports, and contributing to discussions aimed at improving local health and care outcomes.

Dianne represents Healthwatch Newham on the North East London Integrated Care Partnership (ICP).

We also share insight and evidence with the following key forums:

- Newham Health and Wellbeing Board
- Health Scrutiny Board
- NUH Patient Experience and Engagement Committee
- Newham Health and Care Partnership

Additionally, we submit data and insight to Healthwatch England to support national efforts to address health and social care issues.

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Enter and view

Location	Reason for visit	What you did as a result
Forest Lodge Care Home	Review of care quality, safeguarding and resident wellbeing.	Produced a report highlighting positive practice around person-centred care, safeguarding awareness and resident wellbeing, with recommendations shared with the provider and stakeholders to support continuous service improvement.
Wortley Lodge Care Home	Assessment of care planning, safeguarding and resident experience.	Published findings identifying good practice in personalised care and staff support, with recommendations to strengthen resident engagement and ongoing quality improvement.
Summerdale Court Care Home	Review of care planning, safety and quality of life.	Produced recommendations to strengthen person-centred care.
Surgical Elective Ward, Newham Hospital	Assessment of patient discharge experiences.	Made recommendations to improve discharge communication and support.
Upton Park Respiratory Ward, Newham Hospital	Review of patient experiences of respiratory care.	Shared findings to support improvements in patient experience and care delivery.


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Activities and Outcomes, 2025–2026

Project / Activity	Outcomes Achieved
Healthwatch Promotions	Increased awareness of Healthwatch’s work and recruited new volunteers through community outreach events.
Health Equity Board	Used findings from our community safeguarding programme to inform Safeguarding Adults Board reviews.
Health and Wellbeing Board	Community insight informed discussion on prevention, neighbourhood health, GP access and reducing inequalities.
GP Access work	Findings shared with practices, Primary Care Networks and commissioners to support service improvements.
Smoking & vaping	Community insight informed local prevention work and outreach activity.
Hospital discharge	Findings shared with Newham University Hospital and partners to improve discharge experiences. Informed the integrated care project development.
Community Insights System	Combined intelligence from over 25,000 experiences to identify emerging themes and health inequalities for partners.
Community Insight Researchers	Reached underserved communities and brought lived experience into service improvement and commissioning discussions.





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