



Speaking up for better care

Healthwatch Lambeth annual report 2025/26

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**Chief Executive,
Healthwatch Lambeth**
Folake Segun



“This year has brought both reflection and uncertainty about the future of Healthwatch. As we consider what comes next, I have been thinking about what must not be lost: the voices and everyday experiences of people who rely on health and care services.

At Healthwatch Lambeth, we see every day how vital these services are. Behind each story is a person facing challenges, seeking support, or trying to be heard. It is a privilege to listen and a responsibility to turn those voices into change.

Thank you to everyone who shared their experiences with us this year. Your honesty shapes our work. I am also grateful to our health and care partners for listening and responding, and to our volunteers, trustees and staff, whose dedication and compassion make this work possible every day.”

A message from our chair

“This year has been shaped by reflection and determination as we continue to ensure that the voices of local people across Lambeth remain at the heart of health and care delivery.

Across 2025/26, Healthwatch Lambeth has listened widely and inclusively, reaching over 8,600 people, many from underrepresented communities, and ensuring that lived experience informs every level of decision-making. This is what local Healthwatch is here to do.

It is not just about hearing and collecting feedback; we analyse people’s experiences to identify patterns and inequalities, and we use this insight to drive change. This year, our work on mental health inequalities, hospital discharge, GP access, and the NHS App have all directly influenced service redesign across primary, secondary and community care, including new culturally responsive approaches, improved communication, and more joined-up neighbourhood services.

Listening to what people say and working with service providers to bring about change takes time, care, and honesty and is the reason Healthwatch Lambeth exists and is a trusted partner. It is the premise and focus for our Board in everything we discuss.

At Integrated Care System level, we ensure the voice of Lambeth residents is not only heard but acted upon. Through collaboration with South East London Healthwatch, we contribute shared insight to the Integrated Care Board and its committees, influencing system-wide priorities on quality, equality, and access. Working collectively has strengthened our ability to represent communities effectively and consistently across borough boundaries.



**Chair,
Healthwatch Lambeth**
Patrick Mitchell

“

As Chair, I am very proud and grateful to the Healthwatch Lambeth team for what they have achieved this year against a backdrop of very challenged budgets and an uncertain future. Our work makes a difference in people’s lives — helping individuals access care, supporting safer transitions, reducing barriers, and ensuring services are more responsive, inclusive, and fair. We remain committed to a health and care system for Lambeth that listens, learns, and changes.”

About us

Healthwatch Lambeth 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

For the people of Lambeth to have their health and wellbeing needs heard, understood and met.



Our values

Our values at Healthwatch Lambeth are accountability, inclusivity, respect, collaboration, credibility, transparency, equality, and excellence. They remain constant and remind us what is important and why.

We strive to act in accordance with these values in everything we do.



Our mission

- To make people's voices count in decisions about health and social care in Lambeth.
- To ensure less-heard voices influence decisions about health and care services.
- To hold to the highest possible standards of practice in community participation and encourage others to do the same.
- To make sure people have the information they need to look after their own and others' wellbeing and get the right services at the right time.

Our year in numbers

In 2025/2026 we supported more than **8631** people to have their say and get information about their care. We employed **6** staff (3 FTE equivalent), and our work was supported by **24** volunteers and **10** board members.



Reaching out:

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

4681 people came to us for clear advice and information on topics such as social prescribing, raising concerns with services, and patient safety initiatives like Jess's Rule.



Championing your voice:

We published **43** reports, updates, and briefings about the improvements people would like to see in areas like **mental health, GP care, and online services like the NHS App**.

Our most popular report was '**A Fulfilling Life, What Matters to Me**', which explored the experiences of **Black men with Severe Mental Illness (SMI)** and their use of mental health services in Lambeth.



Statutory funding:

We're funded by **Lambeth Council**. In 2025/26, we received **£165,980**.

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 Lambeth. Here are a few highlights.

Spring

Our quarterly 'What you told us' insight reports highlighted your **experiences of care**, helping health and care providers understand local concerns and make improvements.

We used community insight to help a local housing association understand **health inequalities** and strengthen wellbeing support for Lambeth residents.

Summer

We engaged with **over 60 GP trainees and primary care staff** to help them better understand and connect with the communities they serve and local voluntary organisations.

Feedback from our **mental health engagement programme** contributed to South London and Maudsley's strategy refresh and quality improvement priorities.

Autumn

People's feedback has informed the **NHS App Design Team**, helping influence changes to usability, access to features, and compatibility with other apps.

Our research into the experiences of care of **Black men with Severe Mental Illness** led to a Call of Action by the Lambeth Together Executive Group.

Winter

Resident feedback we shared on **hospital discharge** shaped the South East London Primary and Secondary Care Interface programme, improving care for people transitioning between services.

Over 350 residents helped shape the development of **neighbourhood working**, identifying how services can deliver more coordinated, accessible, and equitable care that meets their needs.

Working together for change

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

This year, we've worked with SEL Healthwatch, Voluntary and Community Sector organisations, and our local Care Partnership Board to achieve the following:



A collaborative network of local Healthwatch

Thematic insights from reports published by South East London Healthwatch were collated quarterly and shared with the South East London Integrated Care Board (ICB), to support system oversight. We provided balanced insight for improvement through regular reporting to the ICB Quality Directorate, the Engagement Assurance Committee, the Primary and Secondary Care Interface, and the Equalities subcommittee. System level representation is covered jointly by the Chief Executives of Healthwatch Lambeth and Healthwatch Greenwich.



A shared conversation for better care

For our work on Black women's reproductive health and Integrated Neighbourhood Teams, we brought together residents, professionals, and community representatives through Steering Groups and Advisory Boards. We also collaborated with voluntary organisations to organise focus groups and capture the experiences of communities they support. This ensured our work was grounded in lived experience, practical expertise and strategic priorities, with recommendations reflecting local needs and system priorities.



Working together for safer communities

Through our active role in the Lambeth Safeguarding Adults Board and Community Engagement Group, we ensured residents' and carers' experiences informed Board discussions and decisions. We also strengthened community understanding of safeguarding, acted as a trusted route for concerns, and promoted inclusive, person-centred practice. By contributing to shared priorities and reinforcing partnership working, we helped strengthen more accessible, inclusive, and effective safeguarding arrangements across Lambeth.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

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 **Lambeth** this year:



Bringing lived experiences into decision making

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

We brought patient stories about hospital discharge to the Lambeth Integrated Health & Social Care Board, showing why clear planning, family involvement, and communication are vital for safe transitions home. The feedback prompted Board actions to strengthen support for unpaid carers and information to help patients understand how to request care reviews. Acting on our recommendation, demographic data is now being captured for @Home service users, helping identify gaps and address potential inequalities in access.



Developing neighbourhood services with residents

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

We worked with Lambeth Together to ensure local people helped shape the development of Integrated Neighbourhood Teams. More than 350 residents shared their experiences and priorities through surveys and targeted engagement with diverse communities, including focus groups with LGBTQ+ people and those experiencing frailty. Residents told us what good neighbourhood working should look like, and the support needed to stay healthy and independent.



From women's voices to award-winning change

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

Following our 2024 report 'Trust Mothers' Words', the South East London Local Maternity and Neonatal Service used women's experiences and our recommendations to make services more inclusive. This included introducing free parent education classes in six languages. Recent participants described the classes as "informative and easy to understand", demonstrating value to local families. This year, the programme won the Royal College of Midwives' 2026 Equity, Diversity and Inclusion Award. We thank the women who shared their stories and helped make this change possible.

Listening to your experiences

Services cannot improve without understanding what needs to change. By sharing your experiences, you help highlight issues that may otherwise go unnoticed.

Over the past year, we have gathered feedback from across our community. These insights enable us to identify what is working well and where improvements are needed, so we can provide constructive recommendations to service providers.

Find out how our recommendations based on your feedback have helped drive change and improve care for people in Lambeth.



A Call to Action for Fairer Mental Health Care

The voices of Black men with severe mental illness are helping shape action to address racial inequalities and improve mental health care in Lambeth.

What did we do?

We spoke to **30 Black men with a Serious Mental Illness (SMI)** about the support they needed to recover, stay well, and lead fulfilling lives.

Key things we heard:



- Cultural expectations, stigma, and distrust often delayed help-seeking.
- Care was not always personalised, with experiences shaped by racial bias, discrimination, and unfair treatment.
- Delays and difficulties were experienced when navigating mental health services, including long waits, limited ongoing support, and barriers to crisis care.



“I would ask for help if services would cater for Black people, listen to our problems, and respect that we have expertise on what’s going on with us.”

Interview participant

What difference did this make?

Their insights led to a Call to Action by the Lambeth Together Executive Group and informed wider mental health improvement work. The project helped shape discussions on reducing inequalities, culturally responsive care, and the Single Point of Access model.

Small Changes, Better Experiences: Improving GP Care

Patient feedback led to practical improvements in communication, access and support at two GP practices in one of Lambeth's most deprived areas.

What did we do?

We carried out **Enter and View visits** at Herne Hill Road Medical Practice and Minet Green Health Practice, to understand patient and staff experiences.

Key things we heard:



- Most patients were happy with the care they received.
- Some signage was difficult to read or not easily visible.
- Staff faced challenges booking translation services for patients who don't speak English.
- Staff wanted greater capacity to support patients' wider needs, including housing, benefits, or social isolation.

What difference did this make?

Both practices made improvements to signage and accessibility. Minet Green introduced Spanish flashcards to support communication with Spanish-speaking patients. Herne Hill Road recruited a social prescriber and two salaried GPs to strengthen support and increase capacity.



"Enter and View visits are invaluable in helping to better understand patient perspectives and refine services accordingly."

Directorate of Primary Care – NHS South East London Integrated Care Board
(Lambeth)

Hearing from all communities

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

This year, we have reached different communities by:

- Gathering feedback from Black African, Black Caribbean, and South Asian residents at events like the 'Inspire' Black Communities event and the Streatham Shree Swaminarayan Temple's 30th anniversary celebration.
- Engaging with residents aged 70+ in community settings including the Vida Centre (Age UK), Hillyard House Extra Care Scheme, and local elders' groups.
- Conducting Enter and View visits in the Fiveways Primary Care Network, covering one of the most socio-economically deprived areas in London.



Breaking Barriers for People Experiencing Homelessness and Dual Diagnosis

Insights from people experiencing homelessness and dual diagnosis strengthened understanding of where services are failing and led to strategic commitments to improve.

What did we do?

We heard from 14 people experiencing **homelessness and dual diagnosis**, where mental health needs co-exist with drug or alcohol dependency.

Key things we heard:



- Trusted organisations were praised for providing practical, compassionate support.
- GP registration was difficult without proof of address or access to digital technology.
- Some felt judged or dismissed by health professionals.
- Fragmented mental health and substance misuse services left people without the joined up-support they needed.

What difference did this make?

The Commissioner for Substance Misuse committed to a strategic review to strengthen integration between mental health and substance misuse services, improve diagnosis pathways, and co-design services with people with lived experiences.

The Director for Primary and Community care also committed to improving GP responses through staff training on homelessness, access barriers, and reducing stigma, and to exploring how Integrated Neighbourhood Teams can provide more joined up support.



“Your paper is a timely reminder why [flexible care pathways] are so important.”

Centrepoint – Head of Psychologically Informed Environments

Helping autistic people speak up and get the care they need

We helped autistic residents understand their rights and reasonable adjustments.

Neurodivergent and autistic people told us they didn't know how to get their voice heard and raise concerns about their healthcare. To address this, we held an interactive information session with autistic members of the Lambeth Branch of the National Autistic Society.

What difference did this make?

We spoke about the reasonable adjustments that autistic people can ask for in health appointments and the steps to take when things go wrong. As a result, autistic people felt better informed and empowered to speak up for themselves, raise their concerns, and get the care they need.

Planning for later life: LGBTQ+ voices shaping better care

We helped local health and care leaders better understand LGBTQ+ care needs.

We spoke with residents of the first supported housing scheme for the LGBTQ+ community in Lambeth. Residents wanted more information about future planning, end-of-life care, and LGBTQ+ friendly care homes. Many expressed fears and concerns about homophobia in mainstream settings.

What difference did this make?

We presented their feedback to the Lambeth Health and Social Care Board, highlighting how gaps in equality, diversity and inclusion affect care experiences. Their feedback helped raise awareness of the importance of inclusive, person-centred care that enables LGBTQ+ people to feel safe, respected, and supported as they grow older.

Information and signposting

When you're struggling to find a new GP, looking for information about how to make a complaint, or need advice about local support for a loved one – we're your first port of call.

This year 4681 people reached out to us for advice, support, or help finding services. These conversations also help us understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing guidance on how to navigate complaints and raise concerns about health and care services.
- Supporting people to access the services they need, such as finding a new pharmacy or getting translation support.
- Connecting people to community services, from peer groups to practical support for specific health conditions.
- Sharing trustworthy updates on health and care, like new patient safety initiatives and changes to our local crisis line.



Finding Peter a route back to GP care

When Peter was removed from his GP's practice after a breakdown in communication, his advocate Elsa contacted us for help.

She was concerned that he would struggle to register elsewhere as he had previously been removed from other surgeries in Lambeth. Peter also needed home visits, making it difficult for him to register out of the borough.

We explained that GP practices must have reasonable grounds for refusing a registration and that Peter could still approach other local surgeries. We also connected Elsa and Peter with the Primary Care team of our local Integrated Care Board for further support.



“With help from the ICB, we were able to register Peter with a new GP. Thank you for your help!”

Helping Anne secure medication delivery at home

Because of her limited mobility caused by rheumatoid arthritis, Anne wanted her pharmacy to deliver her medication at home.

When she was told that free home delivery was only available to those registered as housebound, Anne felt this was unfair and did not understand why support was refused.

We asked a local pharmacy Lead to clarify how home delivery works in Lambeth. They explained that community pharmacies are not funded to do home deliveries although many offer it as a private service, setting their own eligibility criteria and costs.

We explained this to Anne and encouraged her to reach out to other local pharmacies. She was able to find one that offered free home delivery.



“Thank you so much for your interest, time, and support with this situation. I'll keep the information about the pharmacies in mind.”

Showcasing volunteer impact

Our fantastic volunteers have given **287 hours** to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Conducted outreach and engagement at wellbeing events, community spaces, and on the Health and Wellbeing Bus to raise awareness of our work, gather feedback, and support their communities to share their views.
- Contributed to engagement projects by conducting literature reviews, transcribing notes and interviews, and analysing data.
- Developed social media posts and supported our digital communications.



At the heart of what we do

From finding out what residents think to conducting research and data analysis, our volunteers have championed community concerns to improve care.



Roisin

"I volunteer because I believe health services should be shaped by the people who use them, and Healthwatch Lambeth plays a crucial role in making that happen."

Roisin studied public health and is building a career on shaping more inclusive healthcare systems.

"Volunteering has made me appreciate how powerful it is when communities have a real voice.

By speaking directly with local people at wellbeing events and on the Health and Wellbeing bus, I've seen how important it is to listen to people's experiences. It reminded me that what we do has a real impact on people's lives!"

"Volunteering with Healthwatch Lambeth has helped me develop my skills while also giving me the opportunity to make a meaningful difference in my community."

Callum, who works in healthcare operations, is passionate about driving positive change that can make real local impact.

"As a volunteer, I supported the data analysis for the Integrated Neighbourhood Teams report. I was able to improve my analytical skills and deepen my understanding of how people engage with healthcare."



Callum

Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchlambeth.org.uk



020 7274 8522



info@healthwatchlambeth.org.uk

Finance and future priorities

We receive funding from **Lambeth Council** under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£165,980	Expenditure on pay	£187,743
Additional income	£20,790	Non-pay expenditure	£20,659
Lambeth Learning Disability Assembly (LLDA)	£26,183		
Carry forward from 2024-2025	£55,539		
Total Income	£242,309	Total Expenditure	£208,411

Additional income includes:

- £14,490 received from Guy's and St Thomas' NHS Foundation Trust for VCSE Strategic Lead.
- £3000 received from Lambeth Council for DataNet.
- £870 received Bank Interest.

Integrated Care System (ICS) funding:

Healthwatch Lambeth and Healthwatch Greenwich received funding from our Integrated Care System (ICS) to support South-East London Healthwatch representation to the Integrated Care Board (ICB).

Purpose of ICS funding	Amount
Participation and involvement in SEL ICB governance meetings (x13)	£1,755
Producing the South East London Quarterly Insight report	£810
	£2565

Finance and future priorities

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

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Long term sustainability of the organisation.
2. Building a repertoire of community profiles across the borough.
3. Increasing our reach into communities whose voices are underrepresented in our work.

Finance and future priorities

Healthwatch and the NHS Modernisation Bill

The NHS Modernisation Bill sets out proposals that would change the current arrangements for how the independent patient and public voice is represented in health and social care.

Under the Bill as currently drafted, the statutory arrangements for Healthwatch England and Local Healthwatch organisations would end, with some functions potentially delivered through Integrated Care Boards and local authorities.

These are proposals at this stage, as the Bill will go through Parliament and may be subject to amendment before any changes are finalised.

For now, Healthwatch Lambeth continues to operate as the independent voice for people using health and social care services.

We will continue to listen to people's experiences of care, provide information and advice about local services, and share feedback and evidence with services to support improvements.

Your voice remains central to how services are shaped and improved, and we encourage people to continue sharing their experiences.

For the past 12 years, Healthwatch Lambeth has been the independent champion for patient voice in Lambeth, listening to residents, amplifying voices which otherwise may not be heard and ensuring that health and social care services serve the needs of the communities they serve.

We strongly believe that independent public voice must be protected, that any future arrangements must continue to ensure that the experiences of people – especially those facing the greatest barriers to care – are heard and acted upon.

Statutory statements

Healthwatch Lambeth, Health Foundry, Canterbury House, 1 Royal Street, SE1 7LL

Healthwatch Lambeth 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 **10** members who work voluntarily 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 2025/26, the Board met **5** times and held **6** sub-group meetings making decisions on matters such as Strategies and Programmes and Finance and Risk Assurance.

We ensure wider public involvement in deciding our work priorities. For example, we prioritised tackling reproductive health inequalities affecting Black women in Lambeth after insights from our Information and Signposting service highlighted concerns about Black women's fibroids and endometriosis care.

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 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We have also used diverse methods for our engagement projects, including face-to-face and online community workshops, focus groups, interviews, and surveys. We have also collaborated with health, care, and voluntary sector organisations to capture insights from the residents they engage with every day.

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, link it on our social media channels, and present it to our borough stakeholders.

Statutory statements

Responses to recommendations

All providers responded to requests for information or recommendations. We did not escalate any issues or recommendations to the Healthwatch England Committee, and no reviews or investigations were therefore carried out.

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 and insight to the Lambeth Together Care Partnership Board, Lambeth Together Executive Group, Lambeth Primary Care Commissioning Committee, Lambeth Adult Safeguarding Board, Lambeth Together Equality, Diversity and Inclusion Group, Lambeth Together Communications and Engagement Group, the Lambeth Health and Social Care Board, and the Staying Healthy Board.

We also take insight and experiences to decision-makers in the NHS South East London Integrated Care System. For example, we do this by producing a quarterly report collating insight gathered by all SEL Healthwatch which is shared at the SEL ICB Equality Committee, SEL ICB Themes and Concerns Group, and SEL ICB Engagement assurance committee.

Healthwatch representatives

Healthwatch Lambeth is represented on the Lambeth Health and Wellbeing Board by Folake Segun, Chief Executive of Healthwatch Lambeth. During 2025/26, our representative has effectively carried out this role by participating in meetings, scrutinising papers, and acting as critical friend to the Board.

Healthwatch Lambeth is represented on several South East London Integrated Care board groups and committees by Folake Segun, Chief Executive of Healthwatch Lambeth, and Joy Beishon, Chief Executive of Healthwatch Greenwich.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Herne Hill Road Medical Practice	Looking for good practice to share across Primary Care Networks, as our local intelligence showed patient experience in this Primary Care Network was generally positive.	Wrote a report with recommendations, acted on by the practice. These include minor improvements on signage, access, and mobility and the recruitment of a social prescriber and two salaried GPs.
Minet Green Health Practice	Looking for good practice to share across Primary Care Networks, as our local intelligence showed patient experience in this Primary Care Network was generally positive.	Wrote a report with recommendations, acted on by the practice. These include minor improvements on signage, access, and mobility and the provision of Spanish flashcards to reception to facilitate communication with Spanish-speaking patients.

Statutory statements

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Enter and View – Herne Hill Road Practice	Improvements to signage and accessibility. Recruitment of a social prescriber and two salaried GPs to strengthen patient support and increase capacity.
Enter and View – Minet Green Practice	Improvements to signage and accessibility. Introduced Spanish flashcards to support communication with Spanish-speaking patients.
‘A fulfilling life: What matters to me’ – Experiences of Black men with a Severe Mental Illness in Lambeth	Call to Action by the Lambeth Together Executive Group. Informed wider mental health improvement work. System level discussions about reducing inequalities and providing culturally responsive care. Improvement of the Single Point of Access model to make accessing services easier for service users.
‘Homeless But Not Voiceless’ – Improving Access to Care for People Experiencing Homelessness and Dual Diagnosis	Strategic review of substance misuse services to improve integration with mental health support, strengthen dual diagnosis pathways, and co-design more joined-up, accessible services with people who have lived experience. A commitment to provide GPs and practice staff with training on homelessness and access barriers, promote de-stigmatising practice, and explore Integrated Neighbourhood Teams to deliver more holistic, joined-up care
NHS App and Independent Feedback Report	Shared with NHS App Design Team and will help shape improvements in usability, access to features, and compatibility with other apps.

Healthwatch Lambeth
Health Foundry,
Canterbury House,
1 Royal Street, SE1 7LL



www.healthwatchlambeth.org.uk



020 7274 8522



info@healthwatchlambeth.org.uk



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