



NHS App and Independent Feedback Report

Lambeth findings

healthwatch
Lambeth

Contents

Executive Summary	3
Introduction	3
Main findings.....	3
Conclusion.....	4
Methods.....	5
Participant profile	5
Survey Findings	7
Awareness and use of the NHS App	7
Use of other health and care apps	12
Improving the NHS App	14
Giving feedback about NHS services.....	20

Executive Summary

Introduction

As the NHS shifts from analogue to digital as set out in the [10 Year Plan](#), the NHS App will become the first point of contact for patients to manage their healthcare and give feedback about services.

In response to the Plan and the move to digital services, 19 local Healthwatch across England undertook a survey to find out more about people's views on the NHS App and the barriers to using it. The results will be shared with the people who design the NHS App, with recommendations on how information is provided and how it can be made easier to use by all.

This report summarises the experiences of **Lambeth** residents. You can [read the national report on Healthwatch Wirral's website](#).

Main findings

Awareness and use of the NHS App

Most respondents had heard of and used the NHS App, with around one in ten saying they did not use it. However, many identified aspects where improvements would make the App easier to use.

What people use the NHS App for

The most used features of the NHS App were ordering repeat prescriptions and viewing GP health records, used by two thirds (68%) of respondents. Around half (55%) used the App to view hospital documents, check test results and view messages from the GP or hospital. Other features were less commonly used.

Access to features

Not all respondents were able to access all features of the NHS App. One in five (22%) respondents told us they could not use it to book GP appointments or message their GP, or that they could only use these features during working hours. A few respondents told us they wished they could access their relatives' health information but could not currently do so.

A quarter (23%) of respondents told us their medical records were incorrect or incomplete on the NHS App. Many attributed these inaccuracies to the use of different patient record apps by hospitals and GPs.

Use of other health and care apps

Three quarters (73%) of respondents used other apps to help manage their health, access care and communicate with professionals. Half (50%) used MyChart, used by our local hospitals, and a third (34%) used other apps as indicated by their GPs and/or pharmacies.

A quarter (23%) of respondents expressed their frustration at the number of apps used by different services and the lack of compatibility between them.

Improving the NHS App

Respondents shared many suggestions on how the NHS App could improve, around ease of use, reliable access to features, clarity about its functions and guidance on how to use it.

Using the NHS App to get help and give feedback about services

Three quarters (73%) of respondents would use the NHS App to give feedback about care from NHS services. However, some stipulated that they would only feel comfortable if their feedback was anonymous, easy to give and acted on by services. Just over half would feel confident using the NHS App to get help about an NHS service or appointment, but only one in five told us that they currently do so.

Conclusion

Overall, most respondents were aware of and used the NHS App for its core functions, primarily ordering repeat prescriptions and viewing their health record. However, respondents identified practical barriers that affected the functionality of the app. These included poor ease of use, inconsistent access to features, incomplete or inaccurate health records, and incompatibility with other health and care apps.

Despite these issues, respondents were open to using the NHS App to share feedback and access information about health and care, so long as concerns over confidentiality, ease of use, and service responsiveness were addressed. Improving these and the above issues would increase usage of the app as the first point of contact for patients to manage their healthcare and give feedback about services.

Methods

The findings and analysis in this report are based on a quantitative survey designed by Healthwatch Wirral and amended by Healthwatch Lambeth. Between October 2025 and January 2026, Healthwatch Lambeth distributed the survey in the following ways:

- **Online**, via our newsletter and social media platforms.
- **Through our network of partners**, including Get Involved newsletters from Lambeth Council, AgeUK, King's College Hospital and Guy's and St Thomas' Hospital.
- **At in-person outreach events across the borough**, including the INSPIRE Black Communities Health and Wellbeing Day and other wellbeing events.

Consideration was put into distributing the survey at in-person events to reach those that do not use digital services. However, the majority (90%) of respondents completed the survey online.

Participant profile

44 people from Lambeth responded to our survey. Of those that chose to answer demographic questions:

- Most respondents (82%) were **over 50**. Nearly half (46%) of respondents were **over 65**, a third (36%) were **50-64** and only a fifth (18%) were **25-49**.
- Nearly two thirds (61%) of respondents were **women**. A third (32%) were **men** and only 7% were **non-binary**.
- Nearly all (95%) respondents had the **same gender identity** as the sex they were assigned at birth.
- Three fourths (76%) of respondents self-described as **heterosexual**. A tenth (10%) self-described as **homosexual**, including gay man and gay woman. Others self-described as **bisexual** (8%), **pansexual** (3%) and **asexual** (3%).
- Most respondents (80%) were from a **White ethnic background**. Two thirds (68%) self-described as **English, Northern Irish, Scottish and Welsh**. Others self-described as from **another White background** (8%) and **Irish** (5%).
 - 13% self-described as **Black/Black British**, including Black African and Black Caribbean. 8% self-described as being from other ethnic groups including from **Mixed/Multiple ethnic groups** and **Asian/Asian British**.
- Nearly half (43%) of respondents had a **long-term condition** and a third (30%) had a **disability**.
- Just over a tenth (16%) were **carers**.

Characteristics		%
Age range	25 – 49	18%
	50 – 64	36%
	65 – 79	41%
	80+	5%
Gender	Woman	61%
	Man	32%
	Non-binary	7%
Gender identity same as sex assigned at birth	Yes	95%
	No	5%
Sexuality	Heterosexual/ Straight	76%
	Homosexual: Gay man (5%) Gay woman (5%)	10%
	Bisexual	8%
	Other: Pansexual (3%) Asexual (3%)	6%
Ethnicity	White/White British: English, N. Irish, Scottish, Welsh (68%) Other White background (8%) Irish (5%)	80%
	Black/Black British: Caribbean (8%) African (5%)	13%
	Other: Mixed/ Multiple ethnic groups (5%) Asian/Asian British (3%)	8%
Disability	-	30%
Long-term condition	-	43%
Carer	-	16%

Table 1. Participants' profile

Survey Findings

Awareness and use of the NHS App

Nearly all respondents had **heard of** the NHS App (95%), had the NHS App **downloaded** on their phone (93%) and **used** the NHS App (89%).

	Yes	No
Q1. Have you heard of the NHS App?	95%	5%
Q2. Do you have the NHS App on your device?	93%	7%
Q3. Do you use the NHS App?	89%	11%

Table 2. Awareness and use of the NHS App

Why people don't use the NHS App

Only a **tenth** of respondents (11%) told us they **did not use** the NHS App. However, around a **quarter** of respondents (27%) answered the question "If you don't use the NHS App, please tell us your reasons."

The most common reason, given by **around a tenth** (9%) of respondents, was that **there was information missing about them, e.g. incomplete health records.**

Other reasons selected included:

- Finding the app too difficult or confusing to use
- Worrying about making a mistake when using it
- Difficulty registering and logging in
- Finding the writing too small or hard to read
- Finding the language too complicated
- Not using apps
- Not having enough storage on their device
- Not knowing how to download it
- Preferring to speak to someone face-to-face or by telephone
- Having a disability that makes it difficult for them to use it
- Privacy and security concerns, e.g. not trusting to have their details on the App

One respondent commented that they had used the NHS App in the past but did not use it regularly as they felt it was not helpful.

“I have tried to use it, but it usually doesn’t help.”

For respondents’ suggestions on how the NHS App can improve, see **“Making the NHS App easier to use”**.

What people use the NHS App for

We asked respondents that did use the NHS App what they used it for.

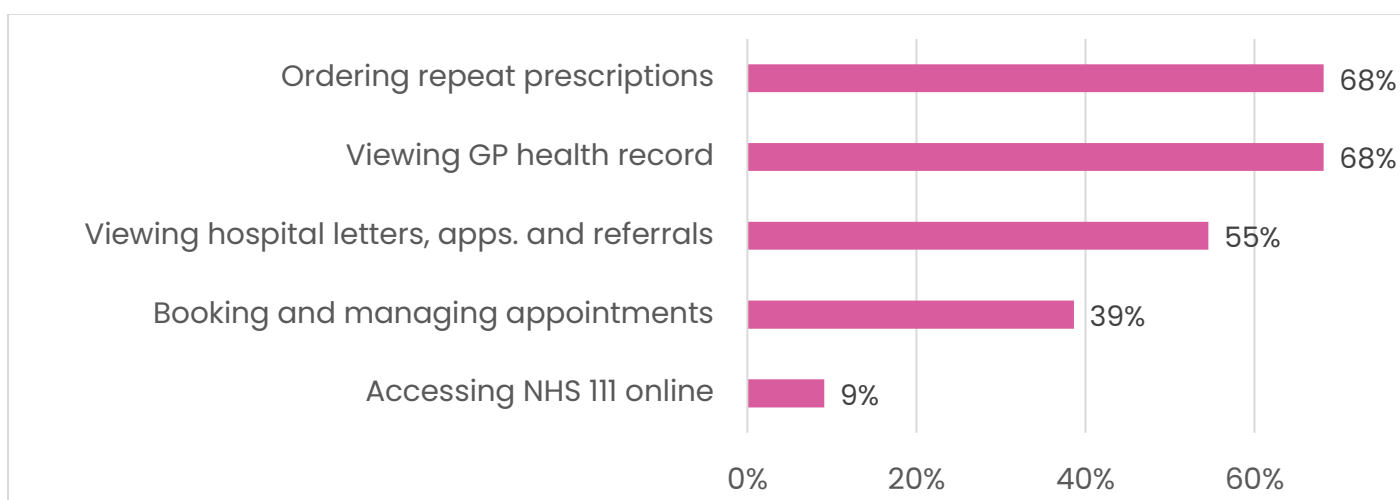


Table 3. Uses of the NHS App (1)

The most used features of the NHS App, used by **two thirds** of respondents (68%), were **ordering repeat prescriptions** and **viewing their GP health record**.

Around half of respondents (55%) used it to **view hospital letters, appointments and referrals**. Just over a third (39%) used it to **book and manage appointments**.

Only a tenth (9%) used it to **access NHS 111 online**.

Getting repeat prescriptions

The most common use of the NHS App was to **get repeat prescriptions**. One respondent in her 80s told us her positive experience of using the NHS App to order medication.

“Being elderly, it was a bit daunting when I first used it for prescription renewal. I used to contact my chemist directly but then I wanted a refill on a specific medication and was told I needed to contact the surgery.

I tried it and it was not too bad so I will use it from now on. I just hope that it does not keep on asking for passwords, code words, etc.”

Some respondents told us that ordering prescriptions was the most useful element of the NHS App, compared to its other features.

“The only part of the app that is usable is the repeat prescription element.”

“The NHS App is too clunky to be useful apart from repeat prescriptions.”

However, some wished the App was clearer about when prescriptions are available – see “Making the NHS App easier to use.”

Use of additional features

We also asked respondents if they had used any of the following additional features.

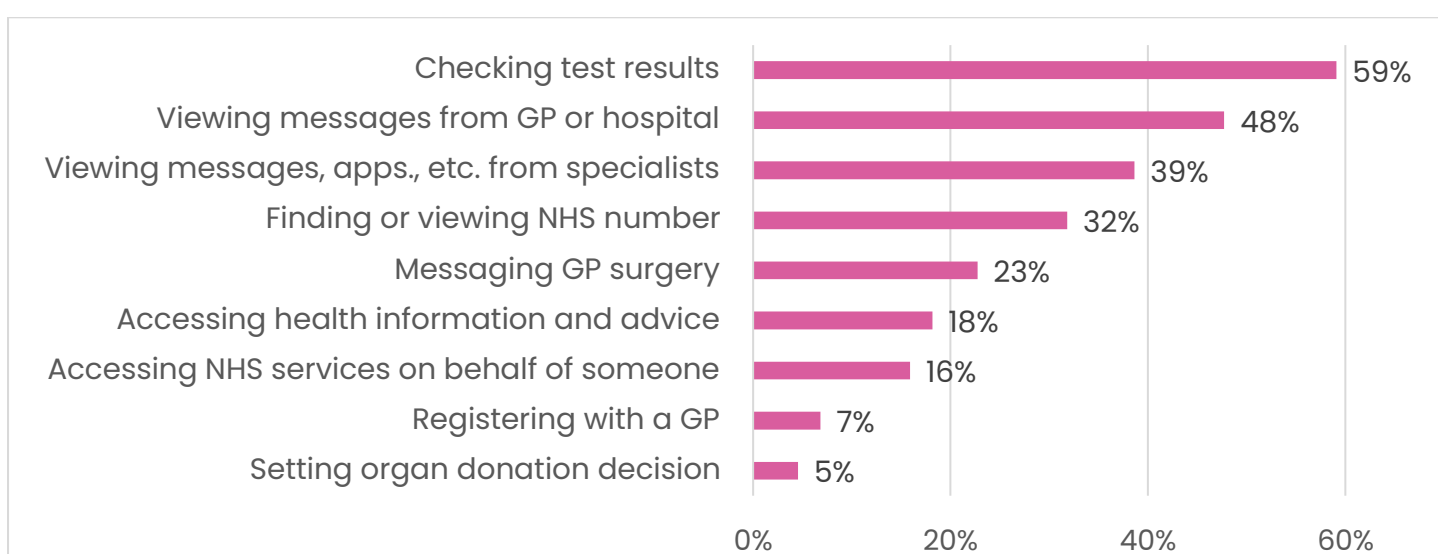


Table 4. Uses of the NHS App – additional features (2)

Over half of respondents (59%) had used the NHS App to **check test results**, and around half (48%) to **view messages from the GP or hospital**.

Around a third had used it to view **messages, appointments and documents from specialists** (39%) and **find or view their NHS number** (32%). A quarter (23%) had used it to **message their GP surgery**.

Less than a fifth had used it to **access health information and advice** (18%) and **access health services on behalf of someone they cared for** (16%). Only a few respondents had used it to **register with a GP** (7%) and **set their organ donor decision** (5%).

Access to features

Many respondents commented that they could not access some of the above features.

“I’m not sure if those facilities are available to me.”

Booking appointments and messaging the GP

One in five (22%) respondents told us they could not use the NHS App to **book GP appointments** or **message their GP**.

"I cannot book an appointment with my GP using the NHS App as they use ANOTHER app which does not "speak" to the NHS App.

In the past I sent a text message via the app to my GP. They called me 5 days later and told me that they do not use this element of the NHS App and they have now switched it off. "

"I cannot make GP appointments or message my surgery on the app. I have to go to the surgery website instead. I would like to be able to do these things on the app."

"I cannot message my GP surgery or make a GP appointment."

"I'm not able to book a doctor's appointment through the app, which is frustrating."

"I'm not able to give feedback to my GP or send messages."

"I'm not aware that I would be able to book GP or hospital appointments with the NHS App."

Some faced **time restrictions** on when they could use these features, e.g. not being able to book appointments outside of working hours.

"I would like to be able to book GP appointments at any time. My GP randomly cuts of appointment requests during weekdays, sometimes as early as 11am. Hopeless!"

"My GP will only respond to messages sent during working hours."

"My GP surgery does not allow for access to their services other than via Accurx and an 8 am to 5:30 pm triage system which only allows for same day bookings."

"You can't book a GP appointment on it outside office hours - not to be seen out of hours, simply to book. You can also only book a SELDOC appointment, not with a GP."

Accessing health services on behalf of someone else

A couple of respondents told us they wished they could use the app to **access health information for someone they care for** but were currently not able to.

“I have tried to use the app on behalf of my husband (via my login) but have not been able to do so as I can't get the necessary support from my GP surgery.”

“My mum and dad are mid-80s, but as they are not in the same GP surgery, I cannot access their record to support them. This needs to be made possible as it affects a lot of my friends.

It would also reduce the need for me to travel an hour to see my parents to sort their health issues out, when I could have used the app to make sense of things and book appointments for them, etc.”

Access to records (appointments, messages and results)

A quarter (23%) of respondents commented that their **medical records were incorrect or incomplete** on the NHS App.

“The app doesn't show any of my hospital appointments past or upcoming.”

Some felt that this was due to their GP not updating or enabling access to their records.

“It took a long time for my GP to enable access to test results and when I requested it directly with them, they didn't seem to understand the request or know what they had to do at their end.”

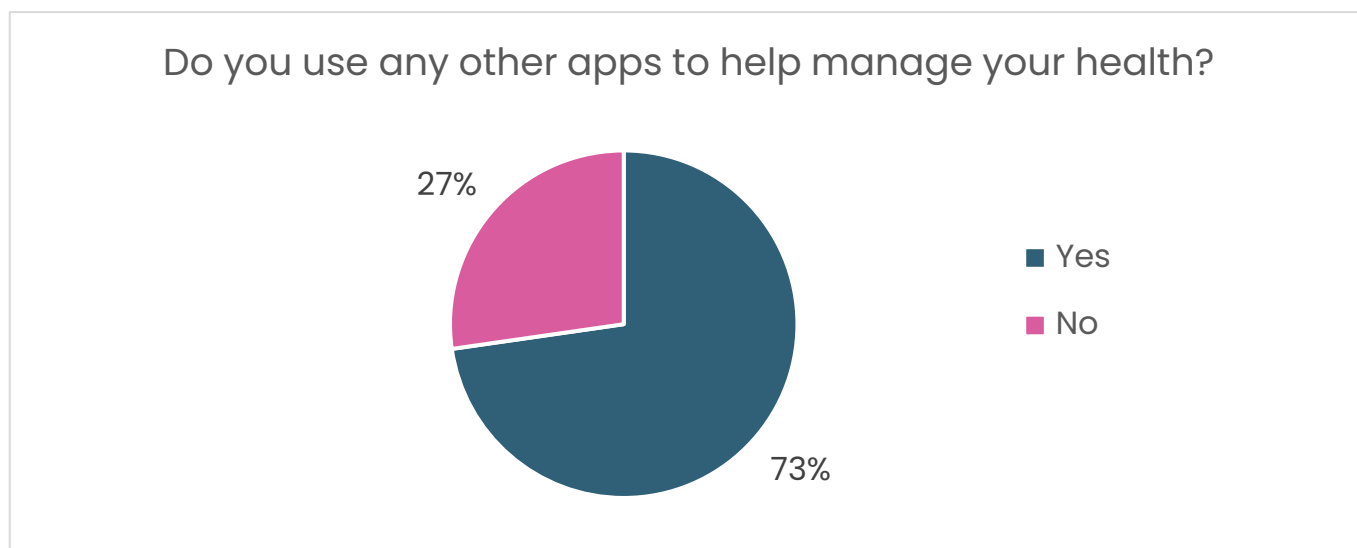
“My GP surgery doesn't have my health record, appointments, etc. I wish they would link my records, appointments, etc. to the NHS App.”

Many respondents attributed inaccuracies in their records to the **use of different apps** by hospitals and GPs, as appointments, results and other information were unevenly distributed across different Apps. See **“Use of other health and care apps”** below.

“I occasionally access the NHS App to see what information is on it, but I use MyChart much more because it has more and up to date information on it.”

“Not all tests are available on the NHS App, depending on whether you had them done at the GP surgery or the hospital. It's inconsistent.”

Use of other health and care apps



Three quarters (73%) of respondents used other apps to help manage their health, access care, and communicate with health professionals.

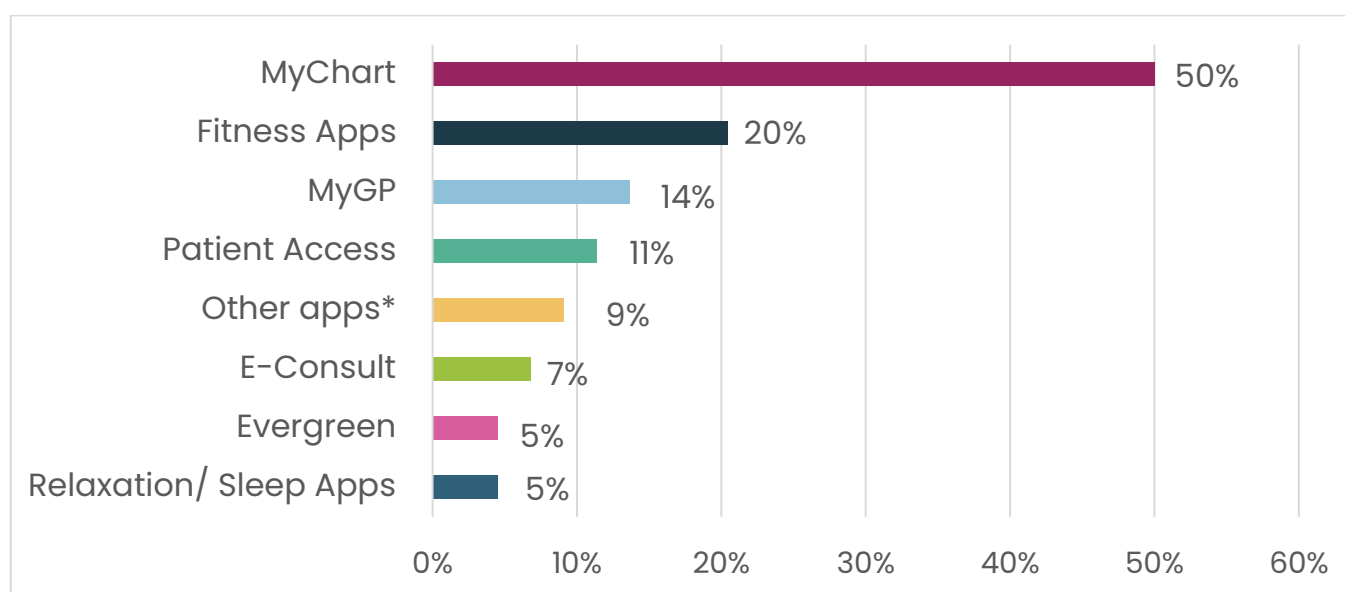


Table 5. Which apps do you use to help manage your health?

Half (50%) of respondents used **MyChart**, a patient record app used by hospitals like Guy's and St Thomas' and King's College Hospital NHS Trusts.

A third of respondents (34%) also used a range of apps to book GP appointments, manage prescriptions and view health records. These were **MyGP** (14%), **Patient Access** (11%), **E-Consult** (7%), **Evergreen** (5%), **Accurx** and **My Care** (2% each).

A few respondents used **Chemist4U** and **Pharmacy2U** (2% each), primarily used to manage and order prescriptions.

A fifth (20%) of respondents used **fitness apps**. A few (5%) used **relaxation/sleep apps**.

Compatibility between apps

A quarter (23%) of respondents expressed their frustration at the **number of apps used by different services** and the **lack of compatibility** between them.

“I would like to see all aspects of the NHS joined up in one app.”

“All hospital trusts should be linked to the NHS App, not use other apps like MyChart.”

“At least two different hospitals told me I had to download their own hospital app to get my test results, as they would NOT be on the NHS App. I also can't book an appointment with my GP using the NHS App as they use yet ANOTHER app which doesn't speak to the NHS App. It's so frustrating!”

“I now use the NHS App to order prescriptions because I can no longer access the app my practice asked me to use (MyGP) as it takes me to the NHS App and says my password is wrong, which it isn't. Why doesn't the NHS App link to Epic/MyChart?”

“The app should be better coordinated across hospital and Synnovis services.”

Many respondents told us poor compatibility between apps affected the **accuracy of their records**.

“All NHS related apps have different information, missing detail and inaccuracies. It's not acceptable. Health records need to be consolidated into one app.”

“I can't access information about my hospital care on the App; only on MyChart.”

“The NHS App isn't joined up with the MyChart app, so one hospital cannot access another's information/record. Neither app has complete records as so much is missing. It doesn't have an accurate list of past appointments and isn't joined up with Boots where I've had covid and flu vaccines. Referrals aren't listed. It's so basic!”

One respondent was overwhelmed by notifications they got from different NHS apps.

“I am confused at times about the NHS messages I get and where from. I get emails, texts, MyChart notifications which seem to disappear, and 'log on' links – almost never from the NHS App! These messages often duplicate information which wastes time of the senders and my time in accessing them via my passwords.”

It would be much better to scrap MyChart and just use text messages and the NHS App for everything. I would like to know if Kings and GSTT have been forced to set up MyChart as a condition in the contract for Epic.”

Improving the NHS App

We asked respondents what would make it easier to use the NHS App.

A third of respondents (36%) told us they **had no difficulties using the app**. Some respondents were very positive about the NHS App as it is.

“Great and 100% useful innovation.”

“I think it’s super useful. I’m happy to use it and learn how to better use it too.”

However, respondents shared many suggestions on how the NHS App could improve.

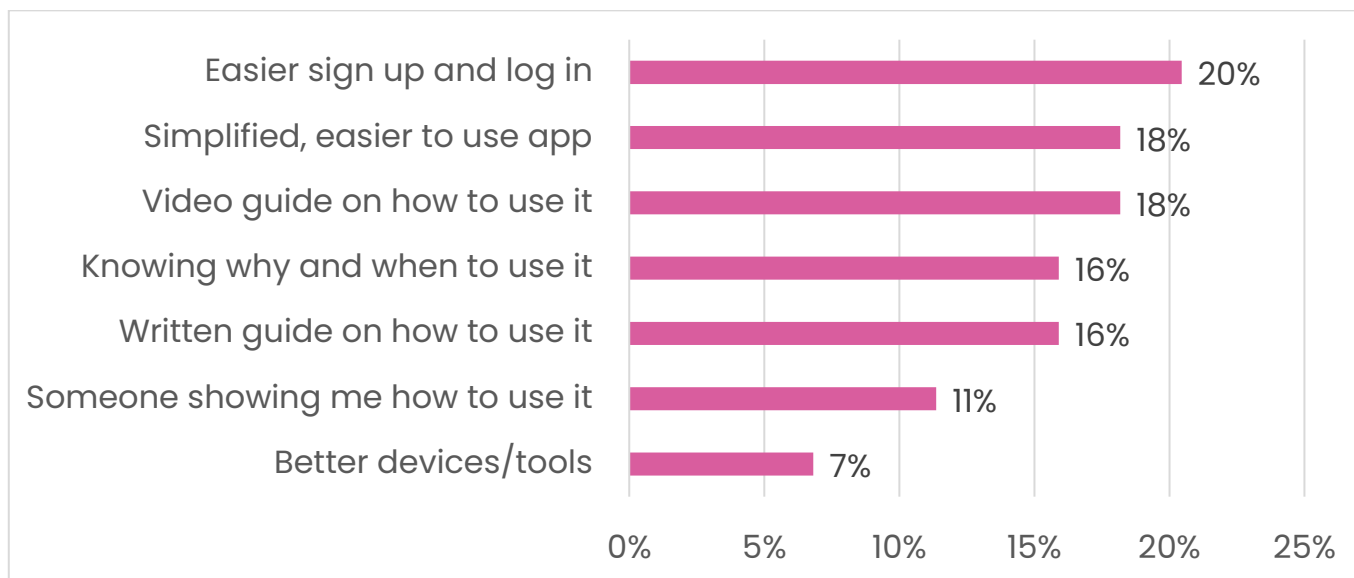


Table 6. What might make using the NHS App easier?

Taking account respondents’ answers and comments, we identified the following themes that respondents would like to see improvements in.

- Ease of use, including simplified design, easier log-in and improved compatibility with devices
- Reliable access to features, including booking appointments, viewing records and collecting prescriptions
- Clarity on when to use the NHS App
- Guidance on how to use the NHS App

Ease of use

Respondents commented on different aspects that made the app difficult to use, including “clunky” design, issues logging in and storage and device problems.

Interface and design

A fifth of respondents wished for a **simplified, easier to use version of the app** (18%). Several respondents told us they found the NHS App “clunky” or difficult to use.

“It is a bit clunky moving between different sections on the app and some of the data is not found in the section I would expect to find it.”

“It is so clunky and very text heavy!!! The interface needs some investment in design. I wouldn't feel confident using this app to get information about an upcoming appointment as I don't trust I'd get answers.”

Some respondents wished that their **health records and results** were easier to **visualise**.

“The way GPs interact with the NHS App seems weird. It loads every answer to a survey question as a 'test result' which makes it look like you've had hundreds of tests and makes it hard to find the ones that are relevant.”

“I wish you could view your health results over a greater historic period as a graph, just like on the Patient Access app. It also shows results clearly, to see what is or isn't abnormal.”

One respondent struggled with the **text size** on their mobile device.

“I much prefer to access health care on my home computer, because of the size of screen and keyboard.”

Logging in

A fifth of respondents wished for **easier sign up and log-in** (20%). Many respondents told us they found the log-in process frustrating and not straightforward.

“I hate the way you have to sign in with email and password every time.”

“Remember this device does not work. Despite me ticking the box every time, I have to enter email/password and wait for the code.”

“The log in process could be easier if it allowed the saving of logging details.”

“You have to login twice to access the app - in fact you end up logging in multiple times to view different pages.”

Storage and devices/tools

A few respondents felt using the App would be easier with **better devices/tools** (7%). Some told us they could not use the NHS App because of issues with their devices.

“I don't have enough storage on my phone to use the NHS App, but I don't want to get another phone. My IT skills aren't that strong, and I think it would be even more difficult with new technology.”

“I use NHS online on my laptop, but it doesn't seem to work on my phone.”

Some were concerned about those without access to a mobile device or laptop.

“Many people I care for who don't have a phone or laptop find it very hard to access.”

Reliable access to features

Several respondents commented improvements they would like to see on the App's existing features, such as being able to **book appointments at any time** and **view their complete health record**.

“Being able to book GP appointments at any time.”

“[It would be easier to use] if it had fewer gremlins and was more integrated with hospital records. It's a good idea, but not yet up to scratch.”

Some wished the app was clearer about when **prescriptions** are ready or out of stock.

“My GP takes over three days to respond to a repeat prescription request.”

“I wish the NHS App clearly showed when the GP has signed prescriptions.”

“I would like them to somehow enable pharmacies to use the NHS App to notify when a prescription is ready or an item is out of stock. I sometimes get email notifications when prescriptions are ready, but never when an item is out of stock.”

Clarity on when to use the NHS App

Several respondents wished there was more clarity and consistency regarding what the NHS App is used for. One in six (16%) would like **to be told when and why** they should use the app.

"It needs to be clear if there are functions on the NHS App that are optional functionality to be enabled by the GP, especially regarding the triage process."

"I wish there was consistency of practice and access across NHS services."

"I would like some form of notification that alerts me when something new has been added to the app and other changes."

Several also wished that the different apps used by services could be **compiled into solely the NHS App** – see "Use of other apps" above.

"I don't understand why all these apps are necessary and cannot be all in one."

"I would like not having to use multiple apps that have/store the same information – there should be one app for all health records."

Additional features

One deaf respondent wished that the NHS App **could flag individuals' communication and access needs** to make them clearer to health professionals.

"As I am deaf, I would like services to be more aware of the mandatory NHS Accessible Information Standard (AIS). The NHS App should have **a section on the AIS and preferred communication that is recorded and flagged for people with various needs**. It seems that on triage, not all staff read my record which states text and emails are my preferred communication. If it was highlighted on the app from the get-go, maybe more would take note.

They should use a format that once ticked is kept in record with the option to update, so you don't have to keep ticking each time. For example, when booking with Swiftqueue, it asks, "Do you require any special assistance?" and lists a series of options, e.g. wheelchair, speech impairment, neurodiversity, etc."

Guidance on how to use the NHS App

Some respondents expressed concerns about the **accessibility** of the NHS App for those with limited IT skills.

"I have been able to start making valuable use of it because I have a technical background, but it is much more difficult for others, e.g. amongst my friends and family, to do this."

"I am reasonably IT literate, but I worry about people who aren't."

Some respondents told us they would like to learn how to use the NHS App, through a **video on how to use it** (18%), a **leaflet or written step-by-step guide** on how to use it (16%), or having **someone show them how to use it in person** (11%). One respondent commented that the App itself should offer more help to use it.

"The app should have more 'help' functionality and greater encouragement to use it to provide feedback, including negative feedback."

Two women aged 65-79 told us they had learned how to use the NHS App from in-person sessions at their housing association and GP.

"I went to a meeting at my housing association, and a lady helped me download the NHS App. It's so important to be out in the community and explain things to people."

"My GP has hosted successful drop-ins in 2025."

However, several respondents wished to still have **non-digital options** for those that do not or cannot use the NHS App.

"My IT skills aren't strong. When I want to get an appointment, I prefer to call my GP as they know I don't use the app, so reception will just book it for me."

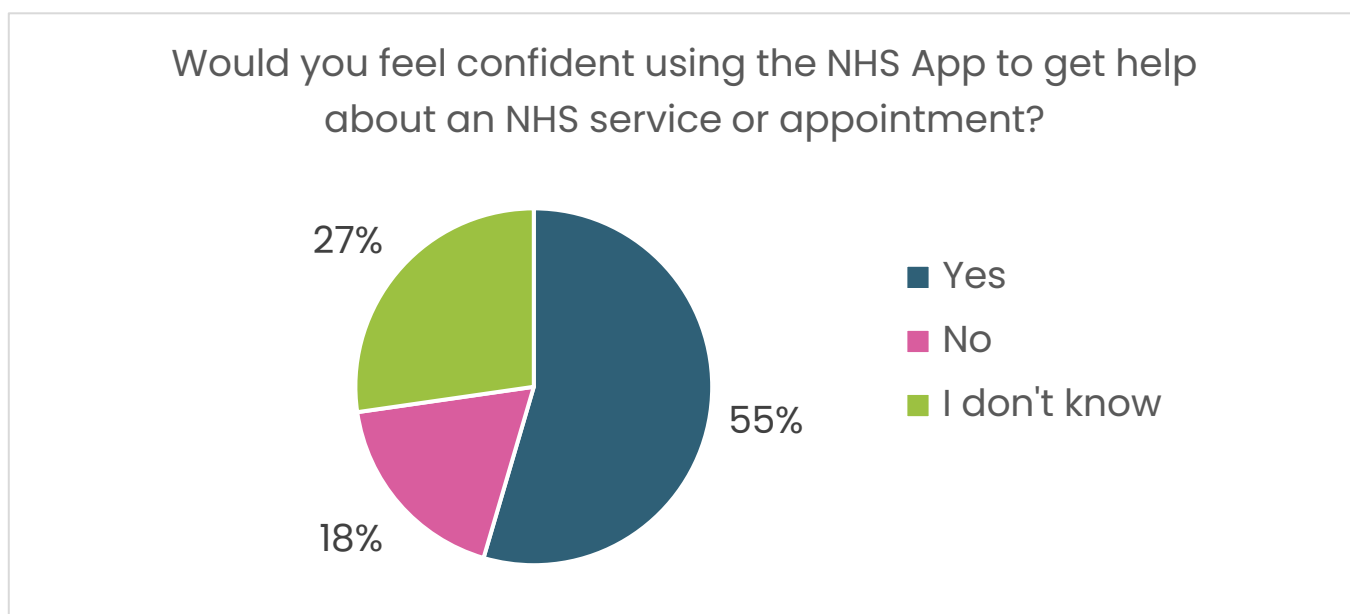
"I note much NHS comms refers to moving from 'analogue to digital' with no reference to maintaining analogue services for people who do not or cannot use digital services. I think this is wrong and recognition should be given to people wishing or needing to maintain analogue services for whatever reasons. As citizens we still have the choice in this aspect of our lifestyle."

Using the NHS App to get help and give feedback about services

The [NHS 10 Year Plan](#) emphasised 'building online advice into the NHS App', allowing patients to access help and information about NHS services.¹ The [Dash Review of Patient Safety](#) also proposed the use of the App for patients to submit complaints and feedback about care to ensure service improvement.²

We asked participants if they would feel comfortable using the NHS App to access information and advice about NHS services and give feedback about their care.

Accessing help and information



Just over half (55%) of respondents would feel confident using the NHS App to get help about an NHS service or appointment, e.g. to find out more information or ask for an update. However, **only a fifth** (18%) answered that they were currently using the NHS App to access health information and advice.

One respondent told us:

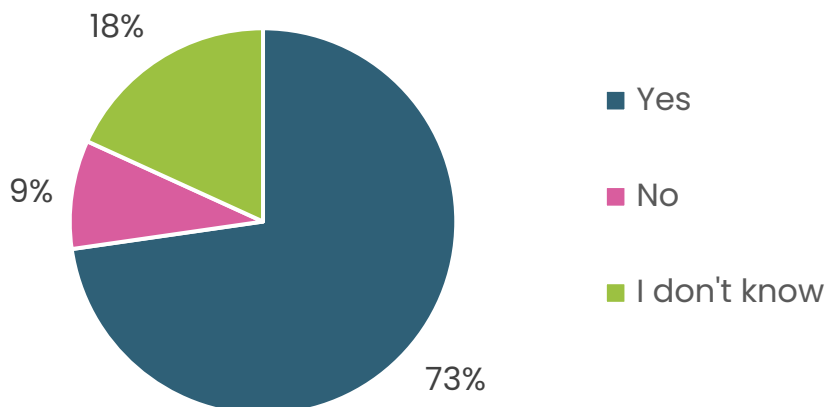
"I wouldn't feel confident using this app to get information about an upcoming appointment as I don't trust I'd get answers."

¹ Gov.uk. 2025. Fit for the future: 10 Year Health Plan for England.

² Dash, P. 2025. Review of patient safety across the health and care landscape.

Giving feedback about NHS services

Would you use the NHS App to give feedback about the care and treatment you receive from NHS services?



Three quarters of respondents (73%) would use the NHS App to give feedback (good or bad) about the care or treatment they receive from NHS services.

A fifth of respondents (20%) made positive comments about the possibility of giving feedback via the NHS App, describing it as "a quick and easy means to give feedback."

Some respondents felt that having a central way to feedback would make it easier to reach different services.

"It can be difficult to feedback to a service direct, so using the app would be useful."

"It would make it more straightforward to give feedback through one App to all NHS providers. I currently get regular NHS services via GP, pharmacy, dentist, optometrist and 3 hospital Trusts and it is too time consuming to give feedback in different ways - plus not all ask for feedback.

There should be a standardised feedback form via the NHS App. It doesn't prevent providers from seeking their own feedback as long as it is not a repetition of the 'national' form."

"I would like to be able to give feedback on the department, appointment process, appointments, plan of action, after care, review, etc."

Concerns

A third of respondents (30%) stipulated that they would only share feedback via the NHS App under certain conditions, particularly **anonymity, certainty that their feedback would reach services and ease of use.**

Theme	Comments
Anonymity	"[I would] so long as there was the option to make it anonymous."
	"I would wish it to be anonymous because my GP surgery does not respond well to any criticism of their systems, even though the problem is with the advice they are following."
	"Probably, but not necessarily if that feedback did not have the option of being given anonymously, assuming it might be critical of individuals."
Certainty that feedback would reach services	"At present this doesn't seem a straightforward and natural part of using the App, and I have no confidence that what I write would be read. There should be greater encouragement in the App to use it to provide feedback, including more negative feedback"
	"I would - if I thought it would do any good."
	"I would if I could, but as my GP doesn't use the app and neither do the hospitals, it all seems futile."
	"No, I would want my [feedback] to target the service better."
	"Probably, but only if the NHS App had the capacity to be proactive on whatever was written in the feedback."
Ease of use	"I haven't tried it, and unless it was really EASY AND SIMPLE, then I would not get involved with it."
	"I would if/when I'm instructed to or can find out how to provide feedback on the App."
	"If structured easily, then yes."

Table 7. Concerns over sharing feedback on the NHS App

Other ways of giving feedback

We asked respondents how they would like to give feedback about an NHS service, aside from sharing via the NHS App.

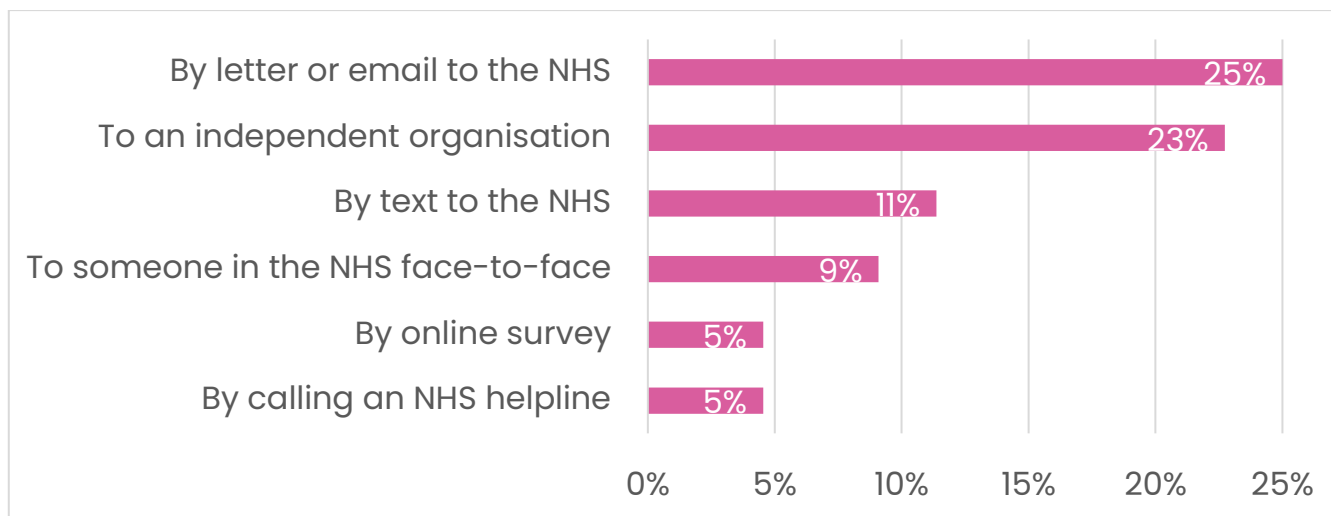


Table 8. How would you prefer to give feedback to the NHS?

A quarter felt comfortable giving feedback about services **by letter or email to the NHS** (25%) or **to an independent organisation to mediate or advocate on their behalf** (23%).

A tenth would share feedback **by text** (11%) or **face-to-face** (9%) to someone in the NHS. A few suggested sharing **by online survey** (5%) or **by calling an NHS helpline** (5%).

"I receive a text after each visit to one of the hospitals I receive care from, and I appreciate that they do that. To me it demonstrates they want to know how patients perceive the care they have received. My feedback is always positive, but I would like to think if it was negative, it would be noted and acted upon."

A tenth (9%) said **their preference would depend** on what the feedback relates to.

"It depends on context, but there should be a way to share feedback online."

"It depends on the context and the options/routes available [for sharing feedback]."

"I use MyChart for hospital services and it's very clunky. Feedback should be targeted somehow to the appropriate service."

One respondent suggested providing feedback as part of a focus group.

"In terms of impact, I think it would be very helpful to be part of feedback or other kinds of input as part of a group of interested patients. I suspect individuals giving feedback even as part of surveys has limited use or effect."

healthwatch Lambeth

Healthwatch Lambeth

Health Foundry,
Canterbury House, 1 Royal Street
London, SE1 7LL

healthwatchlambeth.org.uk

020 7274 8522

info@healthwatchlambeth.org.uk

[instagram.com/HWLambeth](https://www.instagram.com/HWLambeth)

[facebook.com/HWLambeth](https://www.facebook.com/HWLambeth)

[x.com/HWLambeth](https://www.x.com/HWLambeth)

Feature image: © leaf from Getty Images via Canva.com