

Healthwatch was established in 2013 in accordance with the Health and Social Care Act 2012.

Within this legislation [Arrangements to be made by relevant bodies in respect of local Healthwatch Organisations Directions 2013] Healthwatch has a right to a reply within 20 working days to Reports and Recommendations submitted by Local Healthwatch to a service provider.

## Report & Recommendation Response Form

Report sent to	Anna Marcus Associate Director of Primary and Community Care
Date sent	19 <sup>th</sup> June 2025
Report title	Homeless but not voiceless Improving access to care for people experiencing homelessness and dual diagnosis

**Response** (If there is a nil response, please provide an explanation for this within the statutory 20 days)

Date of response provided:	4 <sup>th</sup> August 2025
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### Response:

1. Please outline your general response to the report and what you are currently doing to address some of the issues identified.

In Lambeth, there is currently review being undertaken by GP clinical leads who focus on homelessness to review services available so that general practice has an understanding of what is available. The ICB is also reviewing schedules of trainings and for general practice staff and opportunities for future trainings for both clinical and non-clinical staff to address the issues raised in this report.

2. Please outline what actions you will undertake as a result of the report's findings **and Primary Care recommendations 1-6 (from page 26 in the report)**

- Review of opportunities for trainings for general practice staff (both clinical and non-clinical) which we would want to explore together with organisations working with people experiencing homelessness
- Training opportunities focusing on de-stigmatising people experiencing homelessness and issues faced, as well as practicalities of registering people for their GP who do not have a fixed address or have difficulty booking appointments, particularly if they have low access to digital tools
- For future development, consideration is needed of developing integrated neighbourhood team services to provide more holistic, wraparound care to patients that extends beyond general practice and includes and joins up with other services such as mental health, social care, and charity organisations alongside other current commissioned services.

Signed	Anna Marcus
Name	Anna Marcus
Position	Associate Director of Primary and Community Care (Lambeth) – SEL ICB

**Please return this form to:** Anna D'Agostino, Healthwatch Lambeth,  
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