



Speaking up for better care

Healthwatch Croydon
Annual Report 2025/26

Contents

A message from our Chair	3-5
About us	6
Acknowledging our team	7
Meet our board and team members	8-9
Our year in numbers	10
A year of making a difference	11
Working together for change	12
Listening to your experiences	13-19
Hearing from all communities	20
Information and signposting	21-24
What our stakeholders say	25-27
Showcasing volunteer impact	28-29
Finance and future priorities	30-31
Statutory statements	32-35



**Healthwatch Croydon
Manager**
Yinka Faponnle

“

Thank you to everyone who shared their experiences with us this year, as well as our volunteers, partners and stakeholders for their ongoing support. The feedback, insights and commitment have helped us better understand local people's needs and ensure their voices continue to influence and improve health and care services across Croydon.”

A message from our chair

The past year was a challenging one for many people, not just for Croydon residents. At Healthwatch Croydon we focussed our work on health and care issues of importance to local people and where we considered that we could make a positive difference by gathering local residents' views and sharing them with commissioners and providers of health and social care services. It is always difficult to decide which areas to focus on and so our local leadership board gathers information about various potential project topics, including from local residents, and uses a prioritisation matrix to help us to determine where we can potentially have the most impact from our work to drive change and improve services for local people.

In the previous year the local NHS had developed and opened a Community Diagnostic Centre (CDC) at the Purley War Memorial Hospital site, with the intention of enabling patients to have quicker access to various diagnostic tests to help doctors identify the causes of and treatment options for a range of health conditions. A further CDC was being planned for New Addington in 2025/26 and so Healthwatch was asked to find out patients' experience of the Purley CDC, and also to identify what people in New Addington would find of value in a CDC in their local area. Whilst on the whole the Purley CDC was welcomed by patients living in the south of the borough, this project did identify a number of improvements that could be made to the service. In addition, the project helped commissioners and the service provider to ensure that the new CDC at New Addington was implemented in a manner acceptable to local residents. This new CDC officially opened in January 2026. More about this can be found on page 19.

Healthwatch had been informed about difficulties being experienced by some older people who were assessed as needing additional support in an intermediate care bed following their discharge from hospital. This led to us meeting with the relevant managers from health and social care to find out more about intermediate care and reablement services locally. We undertook a survey to find out more about people's experiences of the existing services and reported our findings and recommendations to commissioners. They have since re-commissioned both intermediate care and reablement services, to provide a more effective service for patients, and in doing so have referred to our report and implemented a few of our recommendations.

A message from our chair

To ensure that senior health and social care managers and clinicians do hear about what patients are telling us we attend a number of boards and committees (further information on page 32). This includes the Health and Wellbeing Board, which during the year oversaw the production of the Pharmaceutical Needs Assessment (PNA), which identifies issues regarding the provision of community pharmacy services in Croydon and any actions needed. As Healthwatch we advised supported and promoted the PNA but also agreed to undertake a further community pharmacy project. This focused on themes not covered in such detail in the PNA around service user experience on accessing and using services and specifically the relatively new Pharmacy First service. This insight can help support discussions on these services, alongside the work of the PNA (further information on page 15).

We are determined to ensure that we help those people who are seldom heard by decision makers to express their views and drive service improvements. During 2025/26 we produced a report on the experiences of people from Black African and Caribbean communities with diabetes, thanks to the hard work of one of our volunteers, which has been recognised as useful insights by service providers and commissioners. We continue to seek out hard to reach communities to ensure that their views are heard and acted upon.

Towards the end of the year NHS England invited local Healthwatch organisations to consult people about the government's proposals (Fit for the Future: 10-year health plan) to develop a national Online NHS Trust. This new NHS Trust would allow those people who are comfortable with accessing health services via the NHS App and online consultations to receive planned interventions / operations in locations that have spare capacity and is seen as one way of reducing NHS waiting lists. Healthwatch Croydon did consult local people and submit our findings, with the Department of Health and Social Care (further information about this on page 18).

A message from our chair

The One Croydon Alliance (local health, council and voluntary sector organisations working together) successfully bid to become a pilot site for the National Neighbourhood Health Implementation Programme, building on local work whereby health, social care and the voluntary, community and faith sector are working together in local areas to deliver integrated services for and with residents. Healthwatch was invited on to the Croydon steering group and have since been asked to carry out work to find out how patients and residents experience the developing neighbourhood approach. Further information about this will be in next year's annual report!

You may have heard about the Government's proposal to abolish Healthwatch, included in the Health Bill currently before Parliament. We are concerned about the potential loss of an independent patient and service user voice if these proposals proceed. The importance of maintaining an independent patient voice was also highlighted by the Chair of the Croydon Health and Wellbeing Board in a letter to the Rt Hon Secretary of State for Health and Social Care. In the meantime, we remain committed to our work and have already identified our priorities for the coming year (page 31).

Finally, I would like to thank our small team of staff, who have worked valiantly on your behalf throughout the year, along with our volunteers and members of our local leadership board.



Chair
Edwina Morris



“With your help we will continue to monitor the impact on local services and hold local decision-makers to account.”

About us

Healthwatch Croydon 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

To bring closer the day when everyone gets the care they need.



Our mission

To make sure that people's experiences help make health and care better.



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Acknowledging Our Team

The achievements highlighted throughout this report reflect the collective efforts, dedication and commitment of both former and current members of the Healthwatch Croydon team.

During 2025/26, Healthwatch Croydon experienced a period of transition, with changes in both staffing and leadership. We would like to recognise and thank Elisabeth Wilson, Research and Engagement Officer, who left the organisation on 4 September 2025, and Jeet Sandhu, Communications Lead, who left on 7 January 2026, for their valuable contributions to our work.

The year also saw changes within the team. On 7 February 2026, Gordon Kay moved from his role as Healthwatch Croydon Manager to become Director of Research at our host organisation, Public Voice CIC. On the same date, Yinka Faponle moved from the role of Engagement Lead to become Healthwatch Croydon Manager. Anna D'Agostino joined the team as Research and Engagement Officer on 30 March 2026.

We would like to recognise the valuable contributions of both former and current team members. Through their dedication, professionalism and hard work, they have helped ensure that the experiences and views of Croydon residents are heard by NHS leaders and decision-makers, contributing to positive changes and improvements in local health and social care services.



Meet Our Board Members



**Edwina Morris -
Chair**



**Sandra Dodgson
- Deputy Chair**



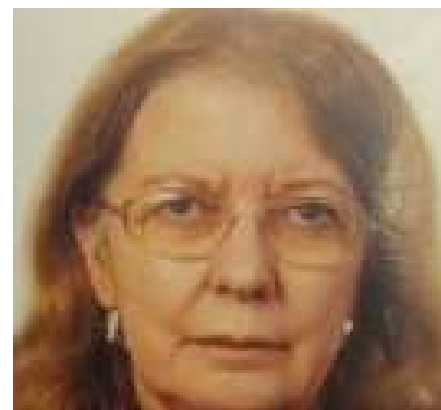
Olusina Adeniyi



Martin Faiers



Bev Grant



Pat Knight

Local leadership board members have been selected through an open recruitment process and are Croydon residents or those with a commitment to the borough. They bring a wide experience and knowledge of health and care services.



Ellie Sheppard

Meet Our Team

Our current team is delivered by two members of staff and continues to build on the strong foundations established over the years, working alongside volunteers, board members and partners to ensure that the voices of Croydon residents are heard and acted upon.



Pictured left to right, Yinka Faponle: Healthwatch Croydon Manager, and Anna D'Agostino: Research and Engagement Officer.

Our year in numbers

In 2025/2026 we supported more than **1133** people to have their say and get information about their care. We employed five staff and, our work was supported by **13** volunteers.



Reaching out:

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

217 people came to us for clear advice and information on topics such as **accessing using general practice, hospital services and adult care**.



Championing your voice:

We published **seven** reports about the improvements people would like to see in areas such as **adult social care, community pharmacy, the NHS Online consultation, Black African and Caribbean experiences of diabetes services, reablement and intermediate care, neurodiversity, and the deaf community**

Our most popular report was **Pharmacy: There was confusion about the knowledge and role of Pharmacy First**.



Statutory funding:

We're funded by **Croydon Council**. In 2025/26 we received **£148,810**, which is **£76 Less** than last year.

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 [Croydon]. Here are a few highlights.

Spring

As part of a university placement with Healthwatch Croydon, Benedict Okafor led a commissioned project exploring the experiences of Black African and Caribbean residents living with Type 2 diabetes. (See page 17)

We were commissioned by Croydon Health Services (CHS) to gather feedback on the Purley Community Diagnostic Centre. In February 2025, we collected 120 observations and service user experiences. (see page 19)

Summer

Healthwatch Croydon was commissioned to survey 20 patients and carers across four cohorts who had recently accessed reablement and intermediate care services in Croydon. (see page 16)

We hosted a public discussion at our Annual Meeting to gather ideas and feedback to help shape Croydon's Adult Social Care Strategy, published in February 2026. (see page 14)

Autumn

We worked with health and care partners through the One Croydon Alliance to ensure patient experiences informed the design of integrated neighbourhood teams and future priorities. (see page 31)

We gathered feedback from residents and pharmacists to understand experiences of local community pharmacy services. (see page 15)

Winter

We attended and facilitated discussions at the South London and Maudsley NHS Foundation Trust (SLaM) Strategy Refresh event in February 2026, helping to ensure that the views and experiences of local residents informed future priorities.

Healthwatch Croydon has submitted a response to The Department of Health and Social Care (DHSC) consultation on the creation of a new national NHS trust, called NHS Online. (see page 18)

Working together for change

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

This year, we've worked with Healthwatch across **South West London** to achieve the following:



A collaborative network of local Healthwatch:

We have participated in a network of six local Healthwatch in South West London. Our network has collated residents' feedback about community services, and drawn together their experiences of adult mental health services. Our network's representative has worked with the ICS to connect its activities with these insights, receiving positive feedback: "we have heard what's most important through local engagement, including by our Healthwatch partners."



A big conversation:

Along with the other five local Healthwatch in South West London, we conducted engagement with the deaf and deafblind community, their carers and GP Practice staff, to determine how well a new BSL interpretation provider had been implemented in GP Practices. We published a report to highlight our recommendations, one for GP Practices and another for our ICS. We are meeting with these stakeholders to press for improvements to BSL interpretation services, based on our recommendations.



Building strong relationships to achieve more:

We have continued to meet monthly with our neighbouring Healthwatch and ICS, to discuss engagement priorities and where our work can align. Our ICS representative has also attended a variety of stakeholder groups to champion our activities and identify further engagement opportunities. We look forward to developing new ways of working as both the Local Healthwatch and ICS structures change over the coming year.

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

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we have listened to feedback from people across our diverse communities in Croydon. Their experiences of health and social care services help us understand what is working well and where improvements are needed, enabling us to share valuable insights with providers and commissioners to help shape and improve local services.



Hearing Croydon residents' ideas to support Adult Social Care Strategy

Last year, we championed the voices of our community and their ideas to support Croydon's Adults Social Care strategy (2026–2030).

Healthwatch Croydon's report summarised the various suggestions, for future development of the strategy.

What did we do

On 15th July 2025, we invited Croydon residents at our Annual Meeting to discuss priorities and consider practical ideas which could be used to progress these in the new Adults Social Care strategy.

Key things we heard:

Residents need to be aware of services if they are to be supported earlier on.

Services should provide better language support and communicate pathways and expectations.

Undertake regular outreach to hear ideas from the community that would help shape services.

What difference did this make?

We shared the findings report with Croydon Council as a contribution to the development of their Adult Social Care Strategy (2026–2030). We played a role in shaping the programme which was formally launched in February 2026. We remain actively involved in ongoing discussions, and insights gained through this work that have informed our approach to the Neighbourhoods Project. The report is available here:

<https://www.healthwatchcroydon.co.uk/report/2026-02-11/public-discussion-report-ideas-support-croydons-adult-social-care-strategy>

Community pharmacy: the views of service users and providers

Most service users suggested longer opening hours, more medicines stock, a reduction in waiting time and quicker services.

Between August and November 2025, we surveyed 211 residents about their experience of using community pharmacy services. To get a full picture, we also asked pharmacists about their experience of delivering services.

Key things we heard:

91%

reported a positive or very positive experience of community pharmacy services

83%

of respondents found the location of their community pharmacy convenient



“They are open until 9pm and weekends. This allow me to pick up my medication at any time.”

44% of respondents were aware of Pharmacy First through their GP, TV advert or other NHS provide Of the **56%** who were previously unaware of Pharmacy First, three in four said they would use the service.

However, patients called for longer opening hours, improved medicine availability, and reduced waiting times. Pharmacists told us that services such as vaccine and hypertension machine were beneficial. However, there was concern about medicine supplies, financial viability and IT systems. Awareness of Pharmacy First should be improved.

What difference did this make?

We continue to have discussions with pharmacists and stakeholders over service improvements. The report is available here:

<https://www.healthwatchcroydon.co.uk/report/2026-03-26/community-pharmacy-croydon-views-service-users-and-providers-march-2026>

Croydon resident's views on reablement services and intermediate care

Healthwatch Croydon was commissioned to hear the views of local residents who had recently accessed reablement and intermediate care services in Croydon.

Between March and June 2025, the team surveyed and interviewed 17 Croydon residents to understand patient needs and expectations, particularly in relation to the preferred setting of care whether in dedicated facilities or at home.

Key things we heard:

29%

of respondents were involved in decision about the post-discharge care

52%

of respondents were satisfied with the service



“My dad was fully involved in the decisions about his post-discharge care. He was in a good mental state and remained independent and keen to be home.”

Although most respondents felt the service was responsive, 24% reported that their cultural needs were not met e.g. language barriers or expectations around food.

Suggested improvements included better communication and coordination, greater consistency and quality of care, increased opportunities for activities and social engagement, enhanced reablement and rehabilitation support, improved facilities and environments, and more individualised, holistic assessments. Some participants felt the service already met their expectations.

What difference did this make?

Our engagement was aimed to support ongoing service review and future commissioning by Croydon Council, Croydon Health Services NHS Trust, and South West London Integrated Care Board. The report is available here:

<https://www.healthwatchcroydon.co.uk/report/2025-06-30/croydon-residents-experiences-intermediate-care-and-reablement-services>

Patients views on Type 2 Diabetes care in Croydon

We surveyed 82 Croydon Black African and Caribbean patients with Type 2 diabetes. Respondents shared their experience of being referred to specialists or outreach groups by their GP and how easy it was to interact with diabetic services.

Key things we heard:

92%

of respondents said they had received advice from a healthcare professional

61%

of respondents were aware of signposted services for the management of Type 2 Diabetes



“I was signposted to a service that provided information on how to manage the disease, including a webinar.”

While the majority of the responses leaned towards positive experiences with GPs and community health workers, it also found that significant barriers still exist around culturally relevant care, lifestyle advice and mental health support.

What difference did this make?

The report has been recognised by service providers and commissioners as providing valuable insight to support more inclusive and responsive diabetes care in Croydon, particularly among vulnerable communities. There report is available here:

<https://www.healthwatchcroydon.co.uk/report/2025-06-30/type-2-diabetes-care-among-black-africans-and-caribbeans-croydon-patient>

Healthwatch Croydon response to Online NHS Trust consultation

Healthwatch Croydon responded to the consultation on the proposed Online NHS Trust

Between February and March 2026, we gathered feedback from 25 patients with experience of NHS services in four specialties: gynaecology, urology, ophthalmology and gastroenterology. We were one of 53 Healthwatch to respond and only one of three to undertake their own survey for the submission.

Key things we heard:

Patients reported positive experiences of virtual appointments, as they save time and reduce travel costs.

However, virtual consultation are not appropriate for certain groups e.g. older people who still prefer face-to-face appointments.



“If it were online and faster to get through to someone, then yes, that would help. I’m struggling to call my GP for appointments.”

Key issues highlighted include the need for clear communication, support for digitally excluded patients, strong coordination across NHS services, and ensuring the Online NHS Trust does not create a two-tier system.

What difference did this make?

Healthwatch Croydon hopes that the insight and patients feedback will help shape an NHS Online that is accessible, equitable and responsive to the needs of local communities. The report is available here:

<https://www.healthwatchcroydon.co.uk/response/2026-03-11/online-nhs-trust-consultation-march-2026>

Insights for the New Addington Community Diagnostic Centre

Healthwatch Croydon was commissioned by Croydon Health Services NHS Trust to hear the views of patients using the new Community Diagnostic Centre (CDC) at Purley, and residents' views of potential services of the New Addington CDC which was being built during 2025.

The team surveyed 120 patients within Purley CDC. We sought insights from 50 residents in New Addington: 10 from a focus group and 40 from a survey.

Key things we heard:

Residents welcomed the proposed New Addington Community Diagnostic Centre, highlighting its convenient location, potential to provide a valuable community resource, and ability to reduce pressure on central hospital services.

However, parking availability was identified as a key concern.



“Smaller units not daunting, everything is within an easy reach and well signposted.”

Participants also felt that some important diagnostic and healthcare services were missing from the proposal, including blood testing, minor injury services, scans, antenatal care and diabetes-related services.

Just over half of the respondents would have expected to have their test at a main hospital suggesting the need to communicate community services more.

What difference did this make?

The insight gathered from residents was shared with partners in summer 2025 and helped inform the final preparations for the New Addington Community Diagnostic Centre (CDC). The centre became operational in November 2025 and was officially opened in January 2026. The findings were also of significant interest to local GPs providing services from the site, helping to inform the development and delivery of services to better meet the needs of local residents. The report is available here:

<https://www.healthwatchcroydon.co.uk/report/2025-06-05/croydon-residents-feedback-their-experience-purley-community-diagnostic-centre>

Hearing from all communities

We're here for all residents of **Croydon**. 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:

- Understanding the experiences of Black African and Black Caribbean people using diabetes services.
- Hearing from the Deaf Community during a Health and Care Workshop.
- Engaging with residents in community settings across Croydon to gather their views and experiences of local health and social care services.



Information and signposting

This year **217** people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Supporting people to look after their health.
- Signposting people to additional support services.



Information, signposting and communications

Healthwatch Croydon's staff team are supported by Public Voice CIC's Information and Signposting and Communication teams

Before sharing some examples of our work, we would like to thank the Public Voice Information and Signposting team for their dedication, professionalism and person-centred support in helping residents access information, advice and services. We would also like to thank the Communications team for their work in promoting Healthwatch Croydon, raising awareness of our activities and helping ensure residents' voices reach decision-makers.



Anushka Shahrouz **Information, Signposting and Projects Manager**

Anushka oversees and manages Healthwatch Croydon's Information and Signposting Service. This service supports Haringey's residents who contact us with enquiries about the NHS and social care. Anushka also supports the Healthwatch team with identifying new areas of public concern which we then seek to address in our influencing work. In addition, she plays a key role in researching and networking with the voluntary and statutory services that we signpost people to and liaising with seldom heard groups in Croydon.

Fardowsa Sharif **Information and Signposting Officer**

Fardowsa works in our Information and Signposting Service. She acts as our first point of contact for public enquiries, dealing with casework and light-touch advocacy. She records data on our CRM database and prepares case studies for our quarterly and annual reports. Fardowsa also liaises with GPs, hospitals, adult social care, voluntary sector providers and other services on behalf of residents, escalating matters where relevant as well as offering holistic support.

Fiona Duffin **Healthwatch Communications Manager**

Fiona manages communications for Healthwatch Croydon. This includes sharing information and news on our website and social media channels, and managing the Healthwatch Croydon monthly newsletter.

Helping a parent navigate Social Care and housing challenges

A resident gained clarity about social care concerns, housing support and healthcare options, helping her access services and make informed decisions for her family.

Ms F contacted Healthwatch Croydon seeking support with concerns about children's social care, housing and her daughter's healthcare. As a result, she received a formal response to her complaint, gained a clearer understanding of available support services, and was guided towards appropriate healthcare advice when her GP was unavailable.

The support helped her navigate complex issues affecting her family, and she reported feeling reassured and satisfied with the outcome.



“The support helped me understand my options and where to go for help. I felt listened to and reassured throughout the process.”

Helping resident access Mental Health support and rebuild confidence

A resident felt heard and supported during a difficult period, gaining confidence to seek mental health support and access appropriate services.

Ms A contacted Healthwatch Croydon while experiencing significant emotional distress related to grief, mental health challenges and past domestic abuse. Following support, she felt listened to, reassured and more confident about seeking further help.

She was connected with mental health and advocacy services and encouraged to access support through her GP. The conversation helped reduce her immediate distress and gave her the confidence to take positive steps towards accessing ongoing support.



“You actively listened to me and made me feel like a human being. Your kind words have given me strength. Thank you for your help and support.”

Patient Transport Reinstated Following Healthwatch Support and Follow-Up

A resident was experiencing difficulties with patient transport arrangements and was helped to resolve the confusion and secure reinstatement onto the transport list.

Ms B contacted Healthwatch Croydon after being removed from the patient transport list due to a misunderstanding regarding her daughter accompanying her to appointments. Attempts to resolve the issue were complicated by confusion between hospital teams about who was responsible for reinstating the service. Our persistent follow-up with both PALS teams, the transport provider confirmed that Client B had been reinstated and informed of the arrangements for future appointments.



“Thank you for your support and persistence. I’m relieved that my patient transport has been reinstated and that I now know what happens next.”

Advice Provided on Incontinence Support and Visitation Challenges

A resident sought advice regarding her brother’s incontinence support, dignity and difficulties visiting him following his move to a psychiatric hospital.

A resident contacted the enquiry line seeking advice about her brother, who had recently been moved to a psychiatric hospital. Concerns included inadequate incontinence products affecting his dignity and difficulties visiting due to her own disabilities. The Information and Signposting Team advised reviewing his care plan, requesting reasonable adjustments, and exploring suitable pull-up incontinence products. The client was also signposted to carers’ support services for additional guidance.



“Dear Anushka, thank you so much for taking the time to look into my queries and for your advice, support and understanding.”

What our stakeholders say

Read about what Croydon's stakeholders say about working with Healthwatch Croydon.

As a valued member of the One Croydon Alliance, Healthwatch Croydon plays a key role in placing the patient voice and experience at the centre of everything that we do. Their unique and independent perspective gives us the opportunity to listen and take action on what our service users say and improve care at the Trust and across the borough.

During 2025–26, Healthwatch Croydon have delivered a range of work across key priority areas both at the Trust and the wider Croydon system, supporting our ambition to deliver more joined-up, community-based care whilst still acknowledging our acute offer. This has included engagement with residents to understand experiences of our community diagnostic services, highlighting positive experiences while also identifying opportunities to improve communication, wayfinding and awareness of services. This and their work around intermediate care and reablement services, and Type 2 Diabetes care among Black Africans and Caribbeans in Croydon are just a few examples of the range of work linked directly to the Trust that they have undertaken to support the patient experience in Croydon.

Their commitment to advocating for our community and offering constructive challenge to us as partners is vital and helps ensure that the voices of patients and local communities, including those who are seldom heard, remains a key component in the planning and delivery of our services.

I thank Healthwatch Croydon for their great work over the past year and look forward to continuing our relationship as we continue to push forward our integration and neighbourhood agenda in 2026/27.

Matthew Kershaw,
Chief Executive, Croydon Health Services NHS Trust
and Place-Based Leader for Health

What our stakeholders say

Read about what Croydon's stakeholders say about working with Healthwatch Croydon.

Healthwatch Croydon plays a vital role in providing independent insight into the experiences of residents using health and social care services. The Annual Report 2025–26 offers a clear, accessible and well-evidenced account of those experiences and highlights a number of themes that have also featured prominently in the Health & Social Care Scrutiny Committee's work during the year.

The continued focus on pressures within Adult Social Care, access to timely services, inequalities in health outcomes and the experience of residents navigating complex systems strongly reflects the challenges facing the local health and care system. This includes Healthwatch's work on diabetes services, the Clinical Diagnostics Centre and adult social care, all of which have informed and supported the Committee's scrutiny during the year.

The constructive relationship between Healthwatch Croydon, the Council and NHS partners has supported informed scrutiny and service improvement throughout the year.

Having chaired the Health & Social Care Scrutiny Committee since June 2023 and ahead of stepping down from the role on 7 May 2026, I would like to place on record my appreciation for Healthwatch Croydon's consistent contribution to the scrutiny process.

The organisation's work has helped to ensure that residents' voices remain central to discussions around quality, equality and service transformation across Croydon's health and social care system.

CLlr Eunice O'Dame

Chair, Health and Social Care Scrutiny Sub-Committee, Croydon Council

What our stakeholders say

Read about what Croydon's stakeholders say about working with Healthwatch Croydon.

Healthwatch Croydon plays a vital role in the lives of Croydon's residents, patients and carers by ensuring their voices are heard across our local health and social care system. Their work provides an essential bridge to help decision-makers understand people's lived experiences and respond to the issues that matter most. Through independent engagement, insight gathering and constructive challenge, Healthwatch Croydon continues to be a valued partner in driving improvement and accountability across the borough.

As Cabinet Member for Health & Adult Social Care, I know how important it is that residents feel listened to and involved in shaping the services they rely on, from GP access through to dentistry and mental health services. Meaningful engagement is not simply about consultation, it is about building trust, improving outcomes and ensuring services are designed around the real needs of our communities.

I have experienced first-hand Healthwatch Croydon's ability to reach diverse groups, amplify under-represented voices and highlight both good practice and areas for improvement, making a significant contribution to this work.

I hope that we find a way forward to continue the Council's record of effective collaboration with Healthwatch Croydon, our NHS partners and the voluntary and community sector as we work together to strengthen resident involvement in health and care. By listening to people's experiences and acting on feedback, we can continue to build more responsive, inclusive and effective services for everyone in Croydon.

I would like to thank Healthwatch Croydon for their continued dedication and advocacy on behalf of local residents.

CLlr Yvette Hopley

Cabinet Lead for Health and Social Care, Croydon Council

Showcasing volunteer impact

Our fantastic volunteers have given 389 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:

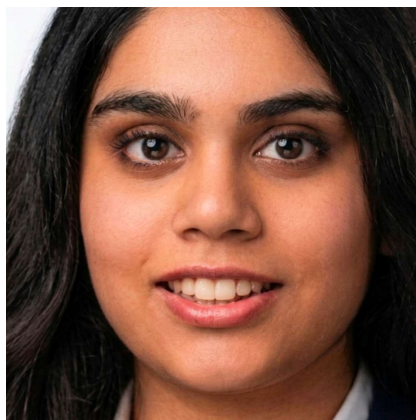
- Visited communities to promote our work.
- Collected experiences and supported their communities to share their views.
- Carried out enter and view visits to local services to help them improve.
- Represented Healthwatch at key committees and meetings.



Our volunteer Valentina, meeting Executive Mayor of Croydon Jason Perry and Cllr Yvette Hopley, Cabinet Lead for Health and Social Care

At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Viola

"Volunteering with Healthwatch Croydon has been a rewarding experience, helping me grow from a volunteer into a Project Assistant. I was proud to support projects such as NHS Pharmacy First, NHS Online Consultations, the Hospital Digital project, and community outreach activities.

"It has been a privilege to help ensure Croydon residents' voices are heard while working alongside such a dedicated and supportive team."

"My placement at Healthwatch Croydon gave me valuable insight into how patient experiences help shape health and social care services. Through outreach, resident engagement, meetings, and an Enter and View visit to a local care home, I developed my communication, teamwork, and professional skills. Attending the One Croydon Health and Care Board Meeting also provided a greater understanding of partnership working and service improvement."

"I am grateful to my mentor and the team for their support, encouragement, and guidance, which helped build my confidence and develop skills that will benefit my future studies and career in social care."



Valentina

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.healthwatchcroydon.co.uk



0300 012 0235



info@healthwatchcroydon.co.uk

Finance and future priorities

We receive funding from **Croydon 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	£148,810	Expenditure on pay	£107,751
Additional income	£4,000	Non-pay expenditure	£10,218
		Overheads	£34,841
Total income	£152,810	Total Expenditure	£152,810

Additional income is broken down into:

£4,000 funding was received from South West London ICB to support joint working across the six South West London Healthwatch organisations and the coordination of the South West London Executive Lead role.

Integrated Care System (ICS) funding:

Healthwatch across South West London also receive funding from our ICS to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Supporting the South West London Executive Team	£4,000

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 priorities for the next year are:

1. Maternity Services.
2. Residents' experiences of hospital discharge and support after discharge.
3. Mental Health and Young People.
4. National Neighbourhood Health Implementation Programme (NNHIP).

Over the coming year, we will maintain a strong presence within communities across the borough, listening to the experiences, concerns and suggestions of local residents. By gathering and sharing this insight with commissioners, providers and decision makers, we will help ensure that services are shaped by the people who use them. We will also continue to build on existing partnerships and explore new opportunities for collaborative working to maximise our impact and help drive positive change in health and social care services.

Statutory statements

Healthwatch Croydon, 24 George Street , Croydon CR0 1PB is managed by **Public Voice CIC, Tottenham Town Hall, Town Hall Approach Road, London, N15 4RX.**

Healthwatch **Croydon** 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 **seven** 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 12 times and made decisions on matters such as agreeing in autumn 2025 that the Healthwatch Croydon Manager, Board Chair and Deputy Board Chair would be actively involved with health and care partners, through the One Croydon Alliance, in the NNHIP work. This was to ensure that the steering group considered the experience of patients when designing how the integrated neighbourhood teams would work. We ensure wider public involvement in deciding our work priorities..

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 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 **[under the Annual Report and Annual Meeting section.](#)**

Statutory statements

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website and promote and share it across the community, including printed copies distributed at our Annual Meeting and when we engage in the community

Responses to recommendations

We had no providers who did not respond 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 Croydon Council, Croydon Health and Wellbeing Board, One Croydon Health and Care Board, Croydon Health Service NHS Trust Board and Croydon's Health and Social Care Scrutiny Committee. We also take insight and experiences to decision makers in South West London ICS. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Croydon is represented on the Croydon Health and Wellbeing Board by **Edwina Morris, Chair of Healthwatch Croydon**.

During 2025/26, our representative has effectively carried out this role by contributing to discussions about the development of the Health and Wellbeing Board following LGA workshops, including clarifying the roles and membership of the Board, the relationship of the Board to the One Croydon Alliance Health and Care Board, and how the Health and Wellbeing Strategy would be implemented and monitored.

This included considering how the voluntary and community sector and representatives of local residents could be more effectively involved in the work of the Board. The Chair was also involved in overseeing the development of the Pharmaceutical Needs Assessment, ensuring that the findings of HWC's work on patients' experience of local pharmacy services was taken into account.

Statutory statements

Healthwatch Croydon also contributed to the Board's anti-racism work including attendance at a Board workshop in November 2025, and to discussions about the National Neighbourhood Health Implementation Programme in Croydon, and the use of the Better Care Fund to improve local people experience of health and care services.

During the year, Gordon Kay, former Healthwatch Croydon Manager, represented Healthwatch Croydon at the Health and Social Care Scrutiny Committee and the One Croydon Health and Care Board, where he contributed insight based on our evidence and work on health inequalities.

Since February 2026, Yinka Faponle has continued this representation, ensuring Healthwatch Croydon's evidence and the views of local residents are reflected in scrutiny and other key partnership and strategic meetings across the borough.

Enter and view

Location	Reason for visit	What you did as a result
St John's Nursing Home.	To understand residents' daily routines, interests, and experiences within the home, including how they spend their time and which activities are most meaningful to them.	Healthwatch Croydon completed an Enter and View visit in March 2026. Analysis of the findings identified key themes from residents' experiences and informed recommendations aimed at supporting improvements in care and resident wellbeing.

Statutory statements


Healthwatch Croydon is represented on the South West London Integrated Care Partnership (ICP) and works closely with the South West London Integrated Care Board (ICB), ensuring that the views and experiences of local residents help inform decision-making and the development of health and care services across the region.

Project/Activity	Outcome achieved
Community Diagnostics Centre – June 2025.	Croydon Health Services NHS Trust have confirmed an action plan in response to our findings including a communications and engagement plan for both Purley and New Addington, improved signage and wayfinding at Purley and a consideration of additional services in future service planning.
Intermediate care and reablement services – June 2025.	The findings from this work helped inform the redesign of the service that took place last year and provided valuable insight that Healthwatch was able to contribute to discussions and workshops on the hospital discharge pathway. The themes and experiences identified through this engagement highlighted the importance of understanding patients' experiences of discharge in greater depth. As a result, Healthwatch Croydon decided to undertake a dedicated project on hospital discharge, which is currently underway and will further explore the experiences of patients and carers to help inform future service improvements.
NHS Online Consultation.	Healthwatch Croydon was one of 53 local Healthwatch organisations that responded to the NHS Online consultation. In addition, Healthwatch Croydon was one of only three local Healthwatch organisations to provide specific patient insight across four specialties: gynaecology, urology, ophthalmology and gastroenterology. This helped ensure that local patient experiences were reflected in the evidence submitted nationally.
Adult Social Care strategy.	Healthwatch Croydon played a role in shaping the programme, which was formally launched in February 2026. We remain actively involved in ongoing discussions, and insights gained through this work have informed our approach to the Neighbourhoods Project.
Type 2 Diabetes care among Black Africans and Caribbeans in Croydon.	The project gave Black African and Caribbean residents a voice in shaping local diabetes services, highlighting the need for culturally sensitive information, improved awareness of available support, and greater consideration of mental wellbeing within diabetes care.



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