

The ways we work



Community Care, Hospital Services, Mental Health and Learning Disability Task Groups: Not meeting in 2021/22 but members volunteer their time, working with staff on a range of other related HW Kingston projects.

Making Safeguarding Personal: We deliver this Kingston pilot to help ensure experiences of people improve safeguarding services.

London Safeguarding Voices Group: We coordinate this group to help ensure people with 'lived experience of safeguarding' are part of the London Safeguarding Adults Board.

Response to COVID-19: We gather views and experiences of, NHS and social care services during the pandemic, to help ensure commissioners and providers respond appropriately to local needs.

Healthwatch Kingston 2021 Operating Model

HW Kingston was established under statute by the Government.

We are the independent health and social care champion contracted by the Royal Borough of Kingston upon Thames to involve local people in commissioning, provision and scrutiny of health and social care services.

We are also funded by the NHS and other organisations to deliver specific projects.

This diagram shows the ways we work.

Youth Out Loud!: We support this volunteer group of young people aged 13 to 17 years to review health and care services. (We do this in partnership with Healthwatch Richmond).

All Age Learning Disability Partnership Board: We independently chair and support this group to monitor the implementation of the Kingston All Age Learning Disability Strategy.

NHS and Social Care Transformation, Governance and Scrutiny: We represent community interests on a variety of influential local and regional boards, committees and groups to help ensure that local people have a say in NHS and social care service decision-making.

Communities Task Force, Mental Health & Wellbeing Subgroup: We chair and support this group to help ensure commissioners and providers meet the needs of people who use mental health services.

Other Healthwatch Kingston services:

We help people with questions about and signpost to local NHS and social care services.

We host a bi-monthly Open Meeting where people can relate their experiences of NHS and social care services and ask questions of commissioners and providers.



Time to Change Kingston: As part of the Time to Change Kingston Steering Group, we work in partnership with Time to Change Kingston Champions, local organisations and business to help reduce local mental health related stigma.

