

Dear MSc PHSCiP students,

Save the date!

HealthWatch and Raks Patel

Thursday 2 November 2023

Time: 2.30pm-4pm

Location: SH3

Term 1 and Term 2 students will join the session



**Healthwatch Lambeth
and Raks Patel**

Raks Patel – Projects and Engagement Manager

Raks leads the engagement team responsible for developing and delivering Healthwatch Lambeth's community engagement programme. Engagement includes everything from meeting community groups and attending community events to carrying out interviews, running focus groups, and conducting surveys.

The engagement team ensures the voices of Lambeth residents, service users, and carers, are heard, and they work in partnership with commissioners and providers to improve local health and care services.

Raks is an experienced manager, and has a strong track record of engaging successfully with diverse and seldom heard communities, and tackling health inequalities. She joined Healthwatch Lambeth from Healthwatch Haringey, where she was the Research and Engagement Manager.

She has previously worked as a senior manager in the NHS, the Civil Service and the charity sector, including the Terrence Higgins Trust, St Martin's in the Fields Charity, and Alzheimer's Society.

Healthwatch Lambeth

Healthwatch Lambeth is the local health and social care champion. We ensure Lambeth Council, NHS leaders and other decision makers hear the voices of Lambeth residents and use this feedback to improve local health and care services.

We specialise in:

- Engagement – We listen to what Lambeth residents have to say - in person, over the phone, by email; at public meetings, community events, and pop-up outreach stalls. We share feedback and patient concerns with commissioners and providers so they can improve services. We carry out Enter and View visits, to speak to service users, patients and carers; and write reports and make recommendations to improve services.
- Research – We carry out surveys (online surveys, hard copy surveys), run focus groups (in person and online), and facilitate service user and/or carer groups. We undertake mystery shopping, visiting services to assess how well they are working and what might be improved. We undertake quantitative and qualitative analysis to ensure all our work is evidence-based and impactful. We produce reports and make recommendations to healthcare commissioners and providers.

We're part of a national network, led by Healthwatch England. There are over 150 local Healthwatch organisations in England and over 30 Healthwatch within London – each London borough has its own Healthwatch.