



Annual report 2019-20

Guided by you

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Message from our chair



Healthwatch Enfield exists to ensure that local people and communities are at the heart of service delivery and improvement across health and social care services. Your feedback informs our priorities: GP services, social care as well as mental health. We are pleased that the Local Authority, CCG, hospitals and GPs have continued to work with us to focus on improvement where this is needed.

Our local communities really value health and care services. So, when changes were introduced during the year, for example, the proposed change to opening times for the Urgent Care Centre at Chase Farm, we worked at speed to ask you for your opinion. We are pleased with the action taken to review the proposals in response to your views.

We appreciated the tremendous support from local GPs and senior health and care managers as well as local communities for our annual conference focussed on primary care networks and social prescribing. A key lesson for everyone was the need to improve communication. Local people liked many of the ideas being developed, wanted more information and were keen to play a part in shaping changes.

Our excellent and hard-working staff team, volunteers and board have continued to work at pace despite further funding reductions. We have managed to offer additional services such as our cancer awareness work, by securing funding.

As Healthwatch, our starting point is to value the hard work of health and care staff - the last few weeks have given all our communities a chance to voice this appreciation too. When COVID19 hit all of us, we were keen to offer support. We have been very active in both listening to your feedback and sharing this with service providers. The whole team including volunteers deserve a special thanks.

Our strength is your voice. We will continue to ensure that your views inform long term changes and service improvement. This will be critical to ensuring that post Covid services work for everyone and that commissioners and providers particularly understand the challenges facing BAME and hard to reach communities.

Parin Bahl, Chair, Healthwatch Enfield

About us

Here to make care better

We are an independent, statutory organisation that is part of the National Healthwatch network, dedicated to improving health and social care services in Enfield.

Our three areas of focus are to:

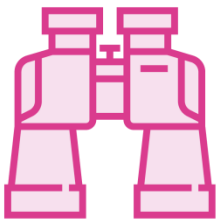
- **Inform:** we make it easier for you to find information about health and social care services in Enfield
- **Involve:** We collect feedback, objectively, and make sure your views and concerns are listened to
- **Improve:** we help service providers to act on your feedback, views and concerns

We gather feedback from Enfield patients and residents in an objective way, and share this with local health and social care providers so they can continually improve and develop their services.

We have statutory (legal) powers, for example, we can visit a publicly funded health or care organisation and assess the service and when we give a report to the people in charge of running that service, they must respond to it by law. They must give a meaningful response to say what action they will take to make things better or if no action can be taken they must explain why not.

Even though we have these powers, we find that we rarely need to use them. This is because most providers are always looking for ways to improve the service they deliver and make things better for patients. Many of the local health and care services even approach us and ask us to independently assess their service. They welcome our feedback and ask for our help to create working groups to get patients involved in helping to design new services so they can get things right first time.





Our vision is simple

Health and care that works for you.

We are aiming for a time when people like you, living and working in Enfield, have positive, person-centred experiences accessing local Health and Social Care services, getting the right support, at the right time, in the right way."



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with you and others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff, board members and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out into the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchenfield.co.uk

Twitter: @HealthwatchEnf

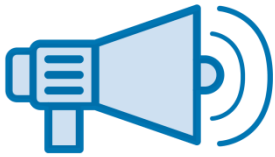
Facebook: @HealthwatchEnfield

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



Reaching out



883,479 users reached on social media

our website had 33,404 visits and **3,586** people engaged with us at community events.

Providing support



23,525 instances of feedback

were collected about health and social care services.

256 people

accessed advice and information through the Healthwatch Enfield information and signposting service.

Making a difference to care



We published

6 Enter and View reports

and made 42 recommendations for improvement. 39 of these (93%) have been implemented or accepted to be implemented in the near future

Health and care that works for you



52 volunteers

helping to carry out our work. In total, they gave up 395 days to volunteer for Healthwatch Enfield.

We employed

5 staff

100% of whom are full time equivalent.

We received

£180,000 in funding

from our local authority in 2019-20, 12.5% less than the previous year.

How we collected your views

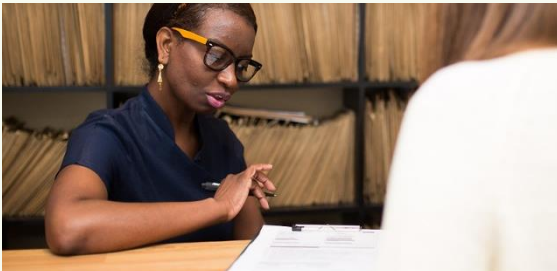
To make it easier for you to share your experiences, we use a variety of different approaches.



Face to face interaction at engagement events and 'pop up' stalls, plus focus groups dedicated to a particular topic. This year we attended 141 events.



A designated local information point, which can be accessed via telephone, mobile, by writing to us, by emailing us, via Skype and through our website.



Enter & View visits: a flagship tool where each visit has a clear purpose, designed to collect views and experiences.



Surveys continue to be a successful method of obtaining feedback on a specific topic and/or research question.

- In 2019/20 we engaged with individuals across the borough from over 19 different ethnic backgrounds. This includes (but is not limited to) people who identify as Greek, Turkish, Black British, Eastern European, Somali, Bangladeshi, Chinese and Arab
- We listened to experiences of those with Learning Disabilities and Autism for our work around the NHS Long Term Plan
- We heard from individuals with physical disabilities who use services in a local care home
- Throughout the year, we continued to build on our previous work of engaging with those 65 and over through attending meetings and events as older people do not always have access to online feedback mechanisms

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Enfield.

Involving local people in proposals regarding the opening times of their Urgent Care Centre at Chase Farm Hospital

We pro-actively sought local people's views on the proposals by the Royal Free London NHS Foundation Trust to reduce the opening hours of the Urgent Care Centre at Chase Farm Hospital from 10pm to 9pm.

We engaged with **372 Enfield residents across the borough, with 84% of them telling us that they did not agree with the proposals.**

We developed and published a report in August detailing our findings. We also wrote to Enfield Clinical Commissioning Group, (ECCG) asking them to take into consideration local people's views in any decisions about the opening hours of the Urgent Care Centre.

Healthwatch Enfield have produced an independent report on the Royal Free London proposal. The report was published with the recommendation that the 0800-2200 opening hours at CFH UCC are maintained and that awareness of the service is raised in order to maximise this resource'.

(Enfield Clinical commissioning Group, September 2018 Governing Body meeting papers)



In September, the ECCG acknowledged the concerns and opinions of local residents and agreed to keep the UCC open until 10pm.

This has meant that local residents can continue to access urgent care locally, later into the evening, and not adding to the increase of patients attending the neighbouring hospital's Accident and Emergency department, during this time.



Local community group at a Healthwatch Enfield Cancer Awareness session

It was a fantastic presentation and it definitely made the residents of the Enfield ladies (Turkish) community more knowledgeable about the “awareness of cancer” and the signs to look out for, as the residents struggle to speak English. (Councillor Erbil, Enfield Council)

Working with Enfield Clinical Commissioning Group & Public Health to improve local people’s cancer awareness

We supported Enfield’s Cancer Awareness Campaign, helping increase the uptake of cancer screening appointments and help local people understand the link between lifestyles and risks of getting cancer.

Our staff and volunteers undertook training with Cancer Research UK and co-produced a bespoke ‘Cancer Awareness Training Programme’. Our sessions are fun and interactive, using props we developed such as a pound of ‘fat’ and ‘tar in a jar’ to show people what’s going on inside their bodies when they lead unhealthy lifestyles.

We adapted our one-hour sessions to the needs of our local communities using interpreters, pictures, interactive fun question and answer sessions for those living with disabilities, the homeless or those using English as a second language.

So far, we have delivered our Cancer Awareness training sessions to 317 local people. They told us that they hadn’t been aware of much of the information we were sharing with them and they would now think more about their lifestyle and attend screening appointments.

We are really excited that our work on this project is continuing into next year so that we can deliver the sessions to even more local people.



Some members of Healthwatch Enfield for Young Adults (HEYA)

Amplifying the voices of young adults

We recruited a diverse group of six volunteers between the ages 16 to 25 to help us develop a sustainable platform to engage with young adults.

Meeting monthly, together, we developed the framework of 'Healthwatch Enfield for Young Adults' (HEYA), involving our volunteers in designing, branding, drafting guidelines and researching information.

For their first project, our young volunteers developed a survey to find out about young adults experiences and we provided them with training so that they could be involved in the data analysis and report writing.

We heard from over 150 young adults in Enfield. Our survey findings helped us

identify that young adults in Enfield wanted more information about mental health, sexual health and how to register with a new GP when leaving home. They told us they want this information through online platforms and at school.

To help young adults in Enfield get the health information they want, in a way that they find it accessible, our HEYA team have been working alongside us to co-produce content to launch a HEYA Instagram account. Written and designed by young adults, for young adults.

We look forward to launching our new Instagram in 2020/21 and continuing to work with HEYA to make sure that Enfield's young adults' views and experiences are heard and listened to by local services.

It's so important to me that young people have the right information and services to turn to in regards to their health and social care, because growing up queer this wasn't always available to me', (Ciara, Healthwatch Enfield for Young Adults volunteer)

Working in partnership with others

Engaging with Healthwatch England

Healthwatch Enfield shares all its reports, which are a rich source of local insight, with its umbrella body, Healthwatch England. We also share all anonymised instances of feedback with Healthwatch England via our Customer Relationship Management (CRM) system. This enables Healthwatch England to gain more detailed invaluable insight into the quality of health and care services provided locally, whilst also making it possible for Healthwatch England to compare services in Enfield to others across the country.

Providing local intelligence to the CQC for its inspection and enforcement work

We continue to work closely with the Care Quality Commission (CQC) to complement and support local monitoring, inspection and regulatory activities. We do this by:

- Gathering feedback from patients and service users, particularly from individuals who are often less heard
- Sharing all our reports, including Enter & View reports
- Responding to requests for “soft” intelligence on services that the CQC plans to visit
- Flagging up urgently any instances of practice that can cause harm to service users and patients.



Involving local people in the commissioning, provision and scrutiny of local care services

At Healthwatch Enfield we take an active approach to promoting and supporting the involvement of local people in the commissioning, provision and management of local health and care services. To inform local and national commissioning decisions and service development initiatives, we promoted 47 local and national consultations, encouraging local people to have their say. These included consultations and opportunities for patient engagement from a wide range of organisations such as the North London Partners in Health and Care, Enfield Council, the National Institute for Clinical Excellence, NHS England and the Department of Health and Social Care to name a few. Through promoting these opportunities for engagement via our media channels, local residents were able to see these opportunities 343,759 times.

Long Term Plan

#WhatWouldYouDo

Working with Local Healthwatch across North Central London to hear #WhatWouldYouDo



More than 1,000 people shared their views across North Central London.



400 people in Enfield shared their ideas, views and opinions.



71% of the people we spoke to told us they think waiting times should be cut for GP appointments.

NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Here's a summary of our work and what we found.

What do people want? Working with local Healthwatch across North Central London (Barnet, Camden, Haringey and Islington) we asked people #WhatWouldYouDo to improve the NHS locally. We heard from over 1,000 people across North Central London, 400 of whom lived in Enfield.

71% of the people surveyed told us that they think waiting times should be cut for GP appointments and there should be more community-based support. Individuals explained that they wanted better access to services, services closer to home and equal access for everyone regardless of where they live or if they have a disability.

We are now asking the leaders and decision makers across North London to consider this feedback from local residents to prioritise service development and investment, and to involve local people in co-designing NHS services that work for them.

(Chief Executive, Healthwatch Enfield)

Helping you find the answers

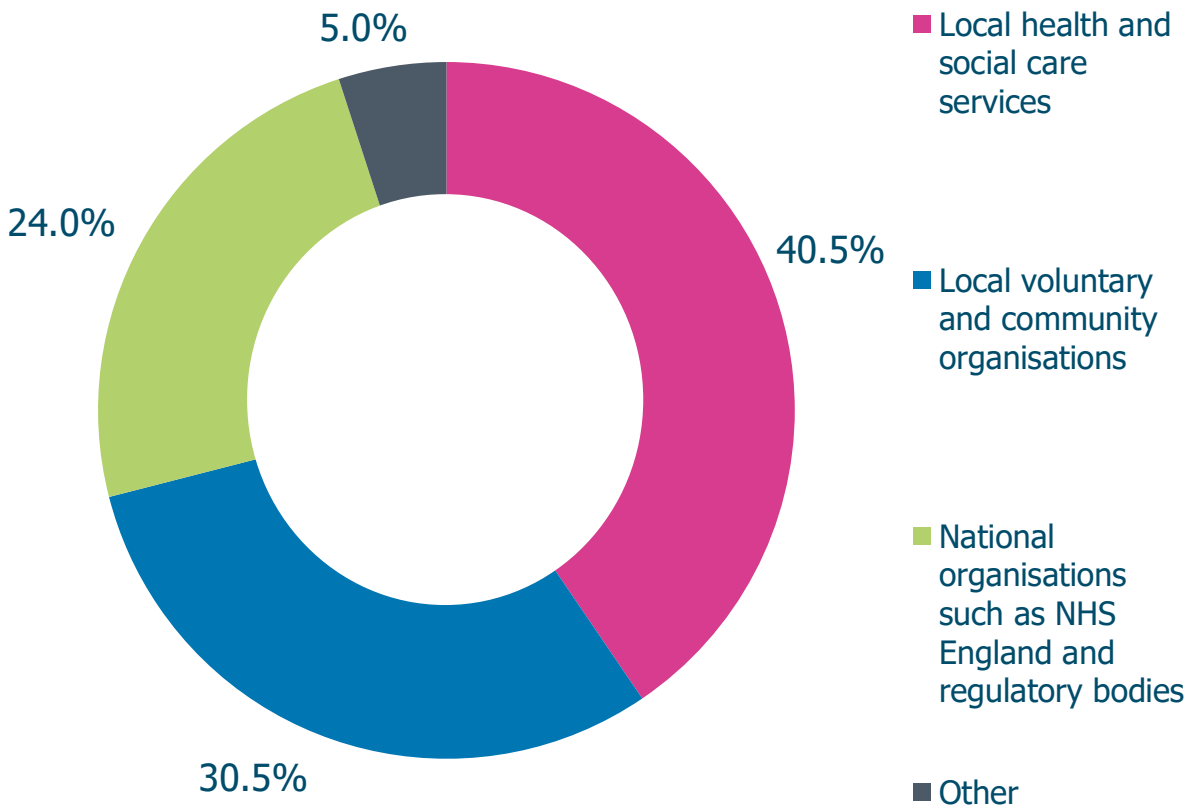


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped **3,842** people get the advice and information they need by:

- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.

Here are the places we signposted people to the most



Case study: producing information about how to make a complaint

Many of the local people who contact our advice and information service contact us to find information about how to feedback about their experience of using a local service, whether this be a compliment or a complaint.

To help local people understand how they can feedback their experiences to a service, we developed a 'Compliments, Complaints and Feedback Guide'.

This comprehensive booklet details how local people can feedback to all health and social care services in Enfield, from GP practices and local hospitals, to the local authority and the Clinical Commissioning Groups (and more!).

The information and design of the guide was co-produced with our volunteers to ensure it was visually appealing and accessible to the local community.

The guide is available to download from our website and is sent to local people who contact us through our information line.

Thank you Healthwatch Enfield! Great to know we can rely on you giving us genuine, verified information at a time when there is so much fake news out there - Keep up the good work! (Local resident)

Members of the public attending a Healthwatch event





Helping a local person get more help at home

A local elderly person with a visual impairment was 'very grateful' for the help we provided after they contacted us for help with getting more support at home. Through signposting this individual to local social care services and explaining what they needed to do to get more support, they were able to access the help they needed to remain independent at home.



Helping an individual access care close to home

A local person was having difficulties attending an appointment for a diagnostic test that was outside of the borough. Despite trying to change it themselves, they were unable to access the care they needed in Enfield. They contacted us for help, and we were able to provide them information to help them resolve the problem so that the appointment was moved to a local hospital. The individual wrote to us saying "Thank you very much for your kind help".



Assisting someone to recycle mobility equipment

We were contacted by a local resident who was 'going round in circles' and having difficulty returning some mobility equipment back to a local service. They found our website, gave us a call and we were able to signpost them where they could return the equipment to be recycled. They were very thankful and said "you were the only group to give me some information – your website was the only one useful. Thank you".



Contact us to get the information you need

If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Enfield is here for you.

Website: www.healthwatchenfield.co.uk

Telephone: 0208 373 6283

Email: admin@healthwatchenfield.co.uk

Volunteers



At Healthwatch Enfield we are supported by 52 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

This year our volunteers:

- Raised awareness of local services and the work we do at events, in the community and at local services such as hospitals, GP practices and libraries to name a few
- Continued to support our Enter and View programme, conducting visits to local services to make sure they are providing people the right support
- Listened to young adult's experiences to help us know which areas we need to focus on
- Helped us gather patients' views and opinions for our research projects

SPOTLIGHT ON: Marie, Healthwatch Enfield volunteer

"I first joined Healthwatch Enfield in 2019 because I wanted to help make a difference in improving patient-centred outcomes. The team were very welcoming, and within a few months of joining, I had participated in a variety of rewarding activities such as child safeguarding training, workshops, community outreach, and research projects.

A year later, I am working on a new project called 'Healthwatch Enfield for Young Adults' (HEYA) with eight others, focusing on young adults who can feel particularly marginalised and disempowered. Firstly, we established our visual branding and then conducted a borough-wide survey and focus group to identify our priorities. From this research, sexual health and mental health were key areas of concern, as well as learning how to access services independently without involving their parents.



Marie, Healthwatch Enfield volunteer

Our next task will be to establish our social media presence, particularly Instagram where we hope to help signpost and educate young people on health and wellbeing. This is just the start, and we have high hopes that we can really make a difference in making access to local health services more equitable."



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with Healthwatch Enfield.

Website: www.healthwatchenfield.co.uk

Telephone: 020 8373 6283

Email: admin@healthwatchenfield.co.uk

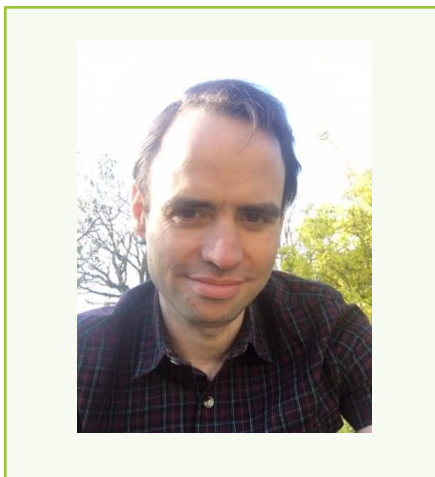
Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



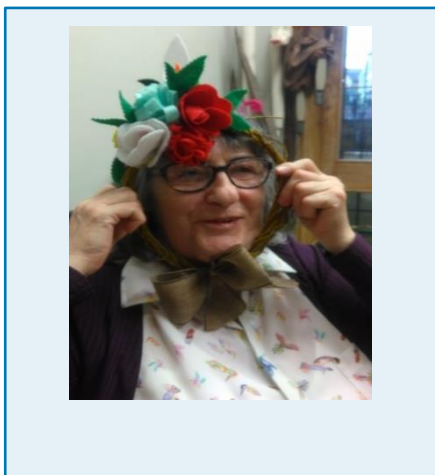
Ogechi

Ogechi, had completed a social care course, which didn't include a placement, so she contacted us to get some experience within the health sector. *"I've really enjoyed volunteering with Healthwatch Enfield. It's helped with my confidence as I've been able to be 'me'. I've enjoyed meeting people and have experienced things I haven't done before. It's inspired me to develop my career by signing up to a new nursing course which I hope to start in September".*



Matthew

Matthew is our newest volunteer, he joined us just as lockdown began so he was our first 'virtual' induction. Talking to local people on the telephone has "opened his eyes" to the important ways that Healthwatch Enfield can adapt and help during the pandemic. *"It's been nice to help people and see positive reactions to the information and signposting we have given."* He is also assisting with research to help reach more people across Enfield.



Marie

Marie came to us via a local organisation that helps people look for jobs. *"I was made extremely welcome by Michelle and helped at many events in the community. It was really rewarding and lots of fun also. It rebuilt my confidence. The feedback I received was so positive when some said they felt like I was an old friend. I feel the same about them also. That is why even though I have a job now, I will still volunteer with Healthwatch".*



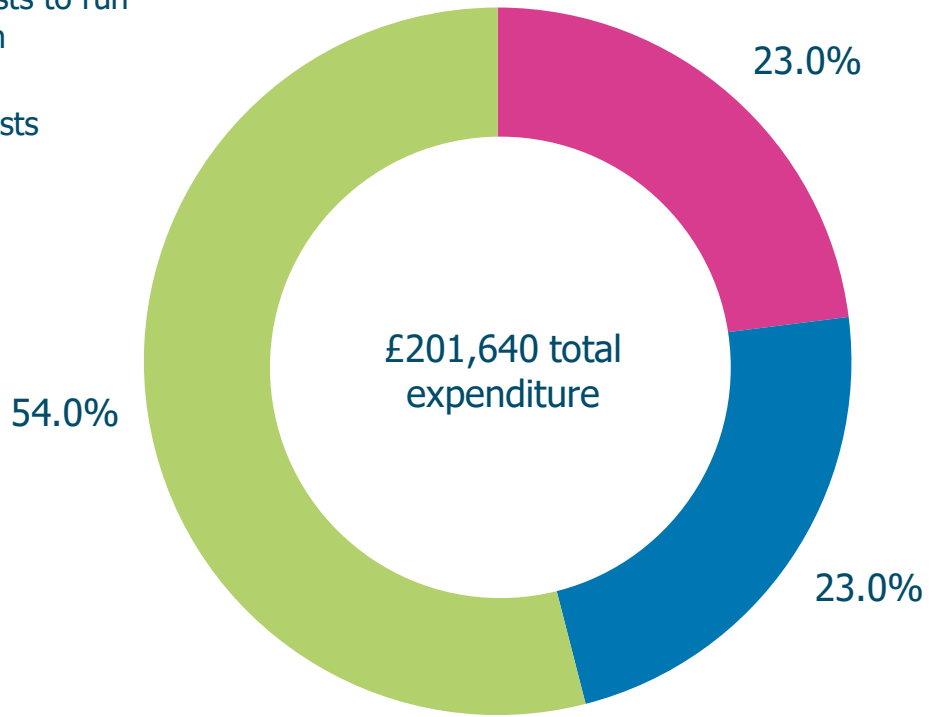
'Healthwatch Enfield is skilled, capable, organised and supportive, seeing themselves as always working WITH volunteers. They are always ready to listen and provide a space for you to make suggestions and provide input and new ideas, thus feeling like an important part of the team. This is an exemplary model of how all Healthwatch volunteer programmes should be run'
(Healthwatch Enfield Volunteer)

Finances

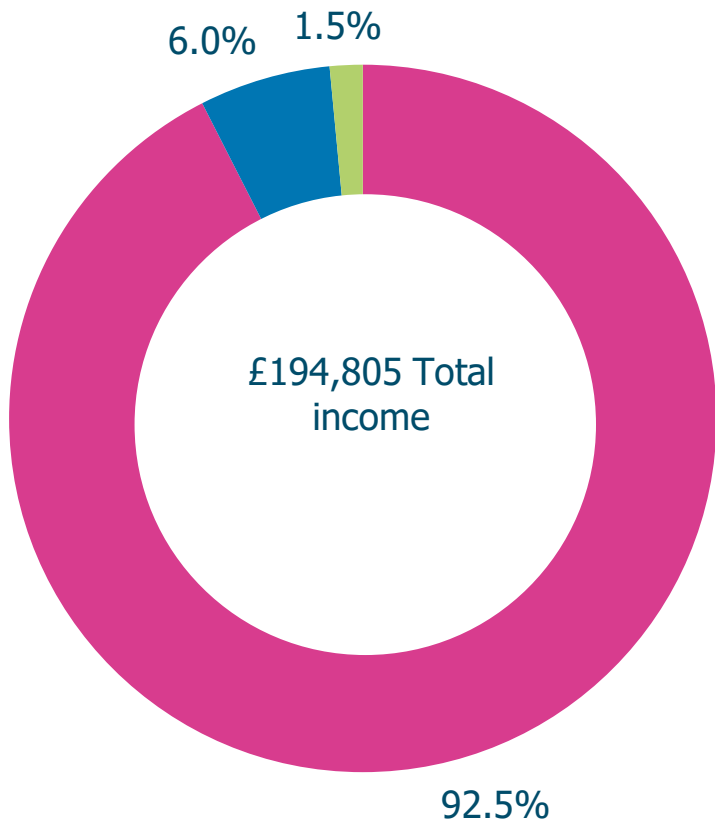


We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £201,640.

- How much it costs to run our Healthwatch
- Management costs
- Staff costs



- Percentage of funding received from local authority
- Percentage of additional income A
- Percentage of additional income B



Our plans for next year



Looking ahead

A message from our Acting Chief Executive

Our staff, board members and volunteers have had an amazing year, engaging with our local residents to find out what was important to them and listening to their ideas as to how to improve things. So a huge "Thank YOU" goes out to everyone who made last year such a success.

This year has commenced with the biggest challenge many of us have ever faced. Fear, uncertainty and tragedy, but also opportunities to be more creative and innovative, to find solutions together and to work to support one another.

We've been playing our part, as a member of the Local Resilience Forum and also supporting the Council's Befriending Silverline service where our great volunteers have been regularly calling those being shielded and most vulnerable to reduce their sense of isolation and provide help and information.

We've also been getting much needed feedback from our younger residents who are telling us that mental health is one of their key priorities prior to and following "Lockdown". It will, therefore, be one of our priorities.

Within Social Care, we'll continue to focus on our work with Care Homes as they, their residents and relatives continue to recover from the devastating effects of the pandemic.



We'll also continue to work with the Enfield Directorate of North Central London Clinical Commissioning Group regarding Continuing Care to improve communications and processes for those in receipt of this service.

And many residents and patients have been telling us about how useful and practical it has been to access their GP via the telephone or online; but equally, for many, this has caused a number of issues for them; especially those in minority groups, such as the deaf community, those with mental health issues or BAME groups. Therefore, GP access will continue to be one of our key priorities.

This pandemic has caused tragedy but also opportunity; COVID-19 has magnified previous health inequalities such that they can no longer be ignored. Our aim will be to champion the voices of those most vulnerable so they are not only heard, but their needs are fully taken into account, in service re-design.

Fazilla Amide, Acting Chief Executive, Healthwatch Enfield

Thank you

Thank you to everyone who is helping us put people at the heart of health and care, including:

- Members of the public who shared their views and experience with us
- All of our amazing staff, volunteers and board members
- The voluntary and community organisations that have contributed to our work
- Local schools and young people's services
- Local care and nursing homes
- Local Authority teams and Councillors
- Local hospital trusts such as The North Middlesex University Hospital Trust, The Royal Free London NHS Foundation Trust and Barnet, Enfield and Haringey Mental Health Trust
- Local GPs, the Enfield GP Federation and Primary Care Networks
- Enfield Clinical Commissioning Group and the North Central London Sustainability and Transformation Partnership (STP)



Board Member Noelle Skivington

Contact us



Call us:

020 8373 6283

Text us:

07526 645 683

Email us:

admin@healthwatchenfield.co.uk



Our website:

www.healthwatchenfield.co.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

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