

Annual Report 2020/21



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Message from our Chair



If ever there was a need for the voices of patients, service users and the public to be heard it was in 2020/21, and in this report you will read about the ways in which we worked in partnership with NHS and local social care services in this testing period.

Unimaginable, unprecedented, unbearable – it was a year like no other for so many in our community, as COVID-19 tore through our homes, our jobs and our NHS.

If ever there was a need for the voices of patients, service users and the public to be heard however it was in 2020/21, and in this report you will read about the ways in which we worked in partnership with NHS and local social care services in this testing period.

At a time when sweeping emergency measures had to be taken, it would have been all too easy for the needs and circumstances of the most vulnerable to have been overlooked, and for the very well known inequalities in our community to have been reinforced and still further exacerbated.

At Healthwatch Haringey however, we used all of our contacts, networks and experience to ensure that both the NHS and social care services heard the user's voice and that all parts of our community were listened to during this crisis.

In each section you will see how we provided a route to the lived experiences of patients and the public time and time again, and took these to the providers of services, and became influential in triggering change. This was especially the case in terms of improving vaccination rates in our wonderfully diverse borough.

I am immensely proud of the ingenuity, agility and flexibility shown by our Healthwatch Haringey team during this period, as they were obliged to adapt quickly to remote working, online meetings and digital working to carry out their work.

And we are all proud too of the way in which we were able to harness the time and hard work of the scores of committed volunteers who came forward during the year, embedding us still further into Haringey's communities.

As we continue into uncharted waters in the coming year, my thanks are due to our staff, volunteers and of course our Board who have overseen our passage through this year's choppy seas!

Sharon Grant OBE
Independent Chair, Healthwatch Haringey



About us

Here to make care better

We are the independent champion for people who use health and social care services in Haringey. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people to find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares an experience or seeks advice from us to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health and care

We want more services to use your views to shape the health and care support you need today and in the future.

Highlights from our year

Find out about our resources and how we have engaged and supported people in 2020-21.

Reaching out



We heard from

1,250 people

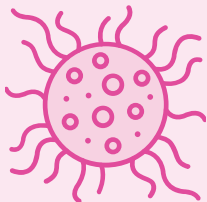
this year about their experiences of health and social care through surveys, service user/carer groups, online meetings, and interviews.

We provided advice and information to

208 people

this year.

Responding to the pandemic



We organised, facilitated and ran our service user/carer groups and our Haringey PPG network online. We reported on the impact of COVID-19 on diverse communities and on care homes, on living through lockdown and on attitudes towards the COVID-19 vaccine. Our parent company (Public Voice) runs a telephone friendship service for people who are isolated, a prescription delivery service for people who are shielding, and a digital inclusion service for people who need to use the internet to access health services.

Making a difference to care



We published

5 reports

about the improvements people would like to see to health and social care services. From this, we made 103 recommendations for improvement.

Health and care that works for you



83 volunteers

helped us to carry out our work.

We employ 6 staff

three of whom are full time, which is the same as the previous year.

We received

£152,000 in funding

from our local authority in 2020-21, £8,000 less than the previous year.

Understanding the impact of COVID-19 on Turkish and Kurdish communities in Haringey



Thanks to our work with the Turkish and Kurdish communities in Haringey over the last year, we have been able to ensure they have accurate and up-to-date public health information on COVID-19 and much better access to health and social care services.

Healthwatch Haringey was keen to explore the impact of COVID-19 and the first lockdown on diverse communities. We chose to focus on the Turkish and Kurdish communities, as there is a high population in Haringey, and as a way of gaining insight into the broader experiences of Haringey's diverse communities at this time.

We carried out our research by interviewing staff and volunteers in voluntary and community sector organisations working with Turkish and Kurdish communities in Haringey. These groups had developed COVID-19 initiatives, supporting the community by operating as emergency help centres and food banks, offering befriending services, and providing information and advice.

Due to lockdown restrictions, we could not speak to Turkish and Kurdish families directly, but we could speak to the voluntary and community sector organisations supporting these communities. We also spoke to councillors and NHS staff from Turkish and Kurdish backgrounds.

Our research revealed how COVID-19 and the first lockdown heightened the existing challenges faced by Turkish and Kurdish communities:



Healthwatch Haringey has been indispensable to the efforts of the Refugee Workers Cultural Association (RWCA), and the wider Turkish and Kurdish community in North London, to keep our community safe throughout the COVID-19 pandemic. By working with us to produce targeted public health messaging, and including Turkish and Kurdish voices in conversations about COVID-19 safety and the vaccine, Healthwatch has undoubtedly supported a significant positive impact on the health of our community as a whole”.

Ibrahim Avcil, Chief Executive Officer, Refugee Workers Cultural Association (RWCA)

- **Access to information about COVID-19:** They experienced challenges in obtaining accurate and up-to-date public health information about COVID-19;
- **Health and social care services:** They faced difficulties in accessing health and social care services, due to the lack of provision by providers in supporting those with language barriers, and;
- **Mental Health and Wellbeing:** Mental health worsened, especially among refugees and asylum seekers from Turkish and Kurdish backgrounds.

We published our report “[Understanding the impact of COVID-19 on Turkish and Kurdish communities in Haringey](#)” in June 2020 and presented our findings and recommendations to Haringey Council, North Central London (NCL) Clinical Commissioning Group (CCG), health and social care partners, and the local voluntary and community sector.

Since our report was published and shared with partners and stakeholders, there has been a great deal of progress, including the implementation of several of our key recommendations.

This included:

- The establishment of a Reference Group for Turkish and Kurdish communities so Haringey Council can hear directly from these communities about their issues and concerns. The Reference Group and the Council now work together to improve access to services and provide more support to these communities,
- Funding from Haringey Community Protect for Turkish and Kurdish voluntary and community sector organisations to provide accurate and up-to-date public health information about COVID-19 to their communities in an accessible format, to promote key public health messages, and to deliver support to vulnerable people within their communities facing hardship by further developing and sustaining COVID-19 responses and initiatives,
- Routine translation of information about COVID-19 and public health messages into the commonly used community languages within Haringey,
- The provision of two community Link Workers, working within Turkish and Kurdish communities, to support joint work with the Council around Community Protect, COVID-19 and the vaccine rollout, and
- The provision of a Turkish-speaking Social Prescriber, based within primary care settings, to open up this service offer to those within the Turkish and Kurdish communities.

We are very pleased with these tangible and concrete outcomes of our work with the Turkish and Kurdish communities, especially as some of the key recommendations in our report have been taken forward.



Over the past 18 months the COVID-19 pandemic has disproportionately hit the Turkish speaking communities, and the most vulnerable have turned to us for help. We have ensured the wellbeing of our community is maintained, and this could not have been achieved without the engagement, support, and advice of Haringey Healthwatch, to whom we are eternally indebted”.

Erim Metto, Chief Executive Officer,
Turkish Cypriot Community
Association (TCCA)

Living through Lockdown: Lessons from Haringey's most vulnerable service users



Thanks to our work engaging with, and listening to, adult social care service users and carers during the first lockdown, Haringey Council and our NHS partners have heard about the problems experienced by Haringey's most vulnerable service users and carers, and are working to adapt services to meet these challenges.

Healthwatch Haringey was keen to hear the views of more vulnerable Haringey residents during the first lockdown so lessons could be learnt for the future. The first lockdown proved very challenging for service users and carers and we were keen to ensure health and social care services were hearing about, and responding to, their needs.

We organise and run nine adult social care service user and carer groups, called 'Reference Groups', which meet every two months, and their work is fed up to a Joint Partnership Board (JPB). Throughout the lockdowns, we ensured the Reference Groups continued to work and to meet, using a range of channels including Zoom, email exchanges and phone calls. Service users and carers in the groups discussed what worked well, what needed to be improved, and the barriers and challenges they faced.

We published our report "Living through Lockdown: Lessons from Haringey's most vulnerable service users" in August 2020, bringing together all the feedback we had heard from April to August 2020, the time of the first lockdown, from all the Reference Groups and the JPB. The report highlighted what worked well, issues and challenges, and suggestions for improvements.

Our report found:

- **What worked well:** The Connected Communities programme, mutual aid groups, community volunteers, and telephone support services were all praised for the support they provided to vulnerable people in their time of need.
- **Concerns:** Communication and information about COVID-19 needed to be better, especially for those with language barriers and disabilities; digital exclusion was a real barrier for people trying to access services; there needed to be better service provision overall for disabled people; and there was a real anxiety about the longer-term sustainability of support services relying on the voluntary and community sector and on volunteers.
- **Proposals and suggestions:** Service users and carers wanted improved and more co-ordinated communication and information, accessible to all; the reinstating of face-to-face appointments as soon as it is safe to do so, alongside digital provision; support for people to get online, enabling digital inclusion; and easier access to financial assistance for those in desperate need.



As Co-Chair I have been actively involved in putting the Living Through Lockdown report together. The report is very important as it was a joint effort from all the JPB reference groups, made up of service users and carers in Haringey. The groups wanted to highlight things that did not work across a variety of sectors in adult social care and health. Using the findings of the report, we are in the process of co-producing long-term changes with the Council, and local health services, so improving services for the population of Haringey.

Helena Kania, Co-Chair,
Joint Partnership Board

Our report was wide and broad-ranging but we have been very pleased with the progress made to date on some of the key issues highlighted. Specifically:

- The Living through Lockdown report was presented to key Council and NHS officers at a JPB meeting, and a small working group, made up of Council officers and members of the JPB and Reference groups, is now meeting to take forward and deliver its key recommendations;
- Haringey Council's Adults and Health Scrutiny Panel have accepted all the findings and recommendations of our report, and have been holding officers to account to ensure the issues and challenges highlighted by service users and carers are being addressed;
- There has been a great deal of work done around improving information on COVID-19; ensuring it is easy to access, easy to understand, easy to digest, produced in physical hard copy format too, and translated into the most commonly used community languages within Haringey;
- Healthwatch Haringey, along with the wider Healthwatch network, continue to press for the re-instatement of face-to-face appointments, alongside digital provision, as soon as it is safe to do so. This is particularly important for those with language barriers, those who are more vulnerable, and for those with disabilities, and;
- There has been a lot of work, across many agencies, helping people to get online and to upskill them with regards to digital access. This includes a Digital Inclusion Service to enable people to access health appointments, consultations and sessions.

With the COVID-19 pandemic and the lockdowns ongoing, we are continuing to support the JPB and its Reference Groups, so we can see how the situation is evolving, and ensure the voices of the most vulnerable are still being heard, and action taken on any new challenges emerging.



Share your views with us

The more people share their ideas, experiences and concerns about local health and care services, the more those services can understand what works, what doesn't and what people want from care in the future.

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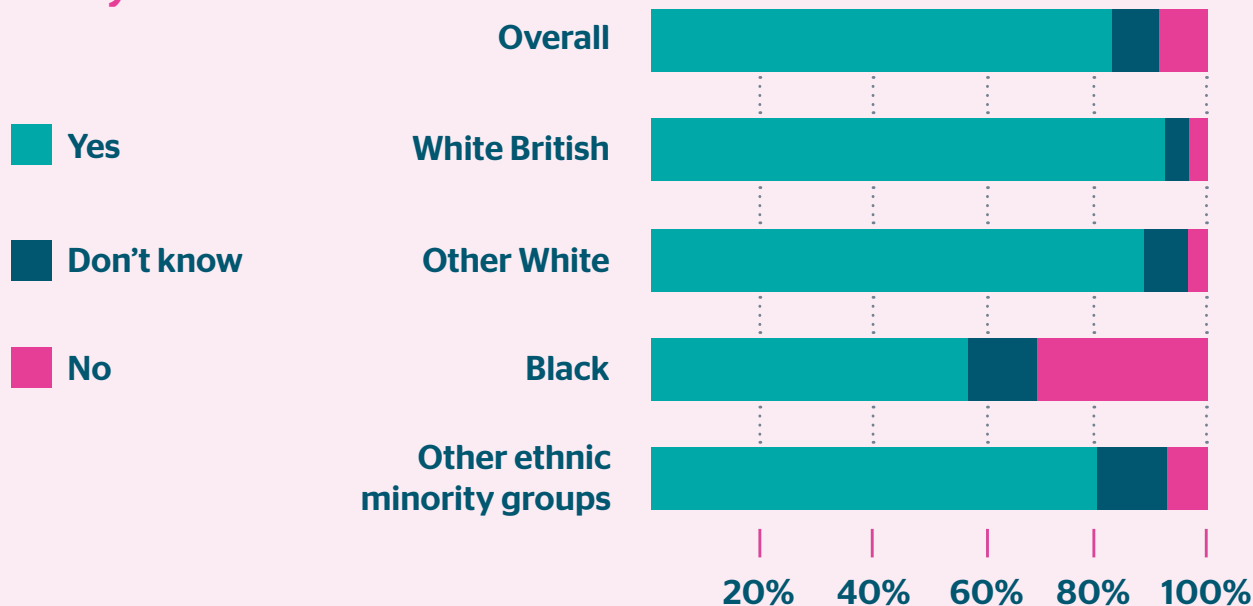
Exploring Haringey residents' attitudes towards the COVID-19 vaccine



Thanks to our research on Haringey residents' attitudes towards the COVID-19 vaccine, Haringey Council and NHS partners have been able to further develop and focus their engagement with Haringey's diverse communities on the vaccine, providing more information, and addressing people's concerns and worries.

In Autumn 2020, Public Health in Haringey and North Central London (NCL) Clinical Commissioning Group (CCG) asked Healthwatch Haringey to provide them with insight into Haringey residents' attitudes towards the flu vaccine. As we developed our approach and our questions, the COVID-19 vaccine emerged, and so we expanded our work to include this vaccine programme - exploring whether people intended to have it, what motivated them to have it, and what their reservations were.

When you are offered the COVID-19 vaccine will you have it?



Our key findings were:

- Whilst overall 84% of respondents said they would have the COVID-19 vaccine when offered it, there was great variation between ethnicities -
 - 93% of White British said they would have it,
 - 80% of other ethnic minorities (people of colour) said they would have it, but,
 - Only 58% of Black people said they would have the COVID-19 vaccine when offered it.
- Compared to the White British population, in terms of motivations for having the vaccine, family issues (a desire to keep their household safe, knowing friends and family who had got sick or died from COVID-19, and wanting to visit older family members) and wanting to travel abroad were a much more important consideration for Black people and other ethnic minorities.
- The biggest concern and worry about the COVID-19 vaccine for Black people and other ethnic minorities was that the vaccine had not been tested enough. Other key concerns for these communities were not trusting the ingredients, not believing the vaccine was safe, thinking the vaccine will make them sick with COVID-19, moral and ethical concerns and not trusting the Government.

Our findings were well received, very widely shared and helped Haringey Council and NCL CCG shape their ongoing communications and engagement around the COVID-19 vaccine. It also helped them identify communities where they would need to do more work and provide more information, if they wanted people to make an informed decision about having the COVID-19 vaccine.

Specific initiatives included:

- Workshops equipping Council and NHS staff from Haringey's diverse communities to have conversations with friends and family, and others within their communities, about the COVID-19 vaccine, explaining the benefits of having the vaccine and addressing any concerns;
- Workshops run within Haringey's diverse communities where local GPs and pharmacists provided up-to-date and accurate information about the COVID-19 vaccine and answered people's questions and concerns;
- Translation of information about the COVID-19 vaccine into the commonly used community languages within Haringey;
- Walk-in and pop-up COVID-19 vaccine clinics run within Haringey's diverse communities, allowing people to access the vaccine at a place, or in a venue, familiar and comfortable to them, and;
- Community Link Workers, working within the Black African, Black Caribbean, Turkish and Kurdish, and Eastern European communities to support joint work with the Council around Community Protect, COVID-19 and the vaccine rollout.

We were pleased with the impact and reach of our work, and how it has been used by Haringey Council and NHS partners to inform their work around the COVID-19 vaccine.

We appreciate our findings were based on an online survey which many people would not be able to access. Healthwatch Haringey is now undertaking more work around the COVID-19 vaccine, using phone interviews and focus groups, to explore issues in more depth with Haringey's diverse communities where vaccine hesitancy is more prevalent.



Healthwatch Haringey's research on local people's views of the COVID-19 vaccine gave us valuable and timely insight into some of the reasons for vaccine hesitancy in our communities and how we can address them. We've been able to use these findings to shape the way we communicate and engage with Haringey residents about the vaccine to help ensure the highest possible uptake within our borough.

Rachel Lissauer, Director of Integration for Haringey, North Central London (NCL) Clinical Commissioning Group (CCG)



Healthwatch Haringey have played an integral role in orienting the NHS, Council and VCS sector team response to addressing inequalities in the uptake of the COVID-19 vaccine among Haringey residents. Findings from Healthwatch surveys and focus groups helped to inform how Haringey communicates with residents about COVID-19 vaccination, in ways that directly address the concerns and priorities Healthwatch identified through their research with residents from groups with lower uptake of the vaccine.

**Damani Goldstein, Consultant in Public Health,
Haringey Council**



Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard.

COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives.

**Sir Robert Francis QC,
Chair of Healthwatch England**

Responding to COVID-19



Healthwatch Haringey plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as well as they can during the pandemic.

This year we helped people by:

- Providing up-to-date and accurate information about COVID-19, lockdowns, the COVID-19 vaccine, and changes to local health and social care services.
- Supporting the community volunteer response, providing a telephone friendship service and a medical prescriptions delivery service.
- Helping people to access services, especially in terms of improving GP services and helping people to book an appointment with their GP.
- Listening to the experiences of Haringey's most vulnerable service users and carers, collating this feedback, and ensuring any challenges were fed up to health and social care partners.
- Identifying digital exclusion to be a real issue preventing people from accessing health and care services, and supporting people to get online.

Top four areas that people have contacted us about:



GP services



Digital exclusion / Remote NHS services



COVID-19 Vaccine



Dentistry

Case study

Since April 2020, most people have contacted us about GP services, especially how hard it has been to get through to their GP practice and to book an appointment.

We have done a lot of work on this over the year including:

- Contacting individual practices to feedback on patient experiences and helping patients get an appointment with their practice;
- Developing Patient Participation Groups (PPGs) at GP practice level, so patients can feedback to their practice and improve services. We have supported this by organising and running online open PPG meetings and pan Haringey PPG network meetings;
- Volunteers conducting a mystery shopping exercise across all GP practices in Haringey to evidence how hard it was to get through to a member of practice staff on the phone. GPs and practices took our 'GP Surgery Mystery Shopping Report' very seriously - some have bought new and improved phone systems, and they are working together to produce standard recorded messages which will be better, shorter and more informative;
- Researching the area of digital exclusion in relation to GP services, especially amongst Haringey's more vulnerable communities - people with language barriers, disabled people, and people aged 65 and over, and;
- Launching a Digital Support Service to help people get online so they can better access GP and NHS services.

Our volunteers



At Healthwatch Haringey we are supported by 83 volunteers to help us find out what people think is working, and what improvements people would like to make to services.

This year our volunteers:

- Volunteered with our parent company Public Voice's **telephone friendship** service, providing a friendly weekly phone call to Haringey residents feeling isolated and vulnerable due to COVID-19 and lockdowns.
- Continued to meet online, via Zoom, and speak via email exchanges and phone calls, through our **Joint Partnership Board**, **Reference Groups** and **Experts by Experience Board**, so adult social care service users and carers, and mental health service users and carers, still had a voice, and were feeding back to service providers on what was working well and what fresh challenges were emerging during COVID-19 and lockdowns.
- Carried out a **Mystery Shopping** exercise across all GP practices in Haringey, to help us evidence how difficult it was to get through on the phone to speak to a member of practice staff.
- Joined their GP practice **Patient Participation Group (PPG)**, joined our PPG Steering Group, and attended our pan Haringey PPG network meetings to share experiences and work together to help improve GP services in a year of real change for primary care.
- Volunteered with our **Digital Support Service**, helping Haringey residents who are digitally excluded get online so they can access health and social care services, NHS appointments, consultations, and group sessions.



Missy, Telephone Friendship Volunteer

I have always wanted to find a way to give back to the community and volunteering for the telephone friendship programme has given me the platform to do this. I really enjoy supporting someone who needs friendship by being a listening ear and a friendly voice on the other side of the phone. It's really rewarding, the conversations are always interesting and volunteering has enriched my life.



Sean, Telephone Friendship Volunteer

I was thinking of expanding my volunteering activities when I came across Haringey's telephone friendship scheme at the beginning of the pandemic. I contacted my first client - or friend as he quickly became - and we soon swung into an easy, companionable, chatty routine. There was something wonderful about hearing him laugh, and rewarding when he trusted me with his regrets. As a sad postscript, my friend died recently and despite the sadness it was overwhelmingly a privilege to be a part of his final year and hear his reminiscences, hopes and dreams.



Rose, Patient Participation Group (PPG) Steering Group Volunteer

I chair the PPG at my local GP practice. By volunteering to be a member of the PPG steering group, I got a lot of ideas about how to improve the running of our PPG, and I enjoyed the opportunity to discuss the wider challenges facing patient engagement and GP services. Healthwatch Haringey also gave us a lot of support with our PPG meetings, organising and facilitating them on Zoom, and one of our meetings had around 200 people attending.



Angela, Mystery Shopping Volunteer

I volunteered to help with the mystery shopping exercise for GP surgeries in Haringey. It was really interesting to find out what different surgeries offered in terms of making appointments and opening times, and to check how easy it was to find information online. I was also seeing how long it took for the phone to be answered by a receptionist. It was fulfilling to do this as I knew my work would be helping to improve GP services across the borough, making it easier for patients to get through to their surgery when they needed help.



Volunteer with us

Volunteers play a vital role in helping people have their say on health and social care. Volunteering with us can help you develop skills, gain experience and make a difference to your community. If you are interested in volunteering, please get in touch:

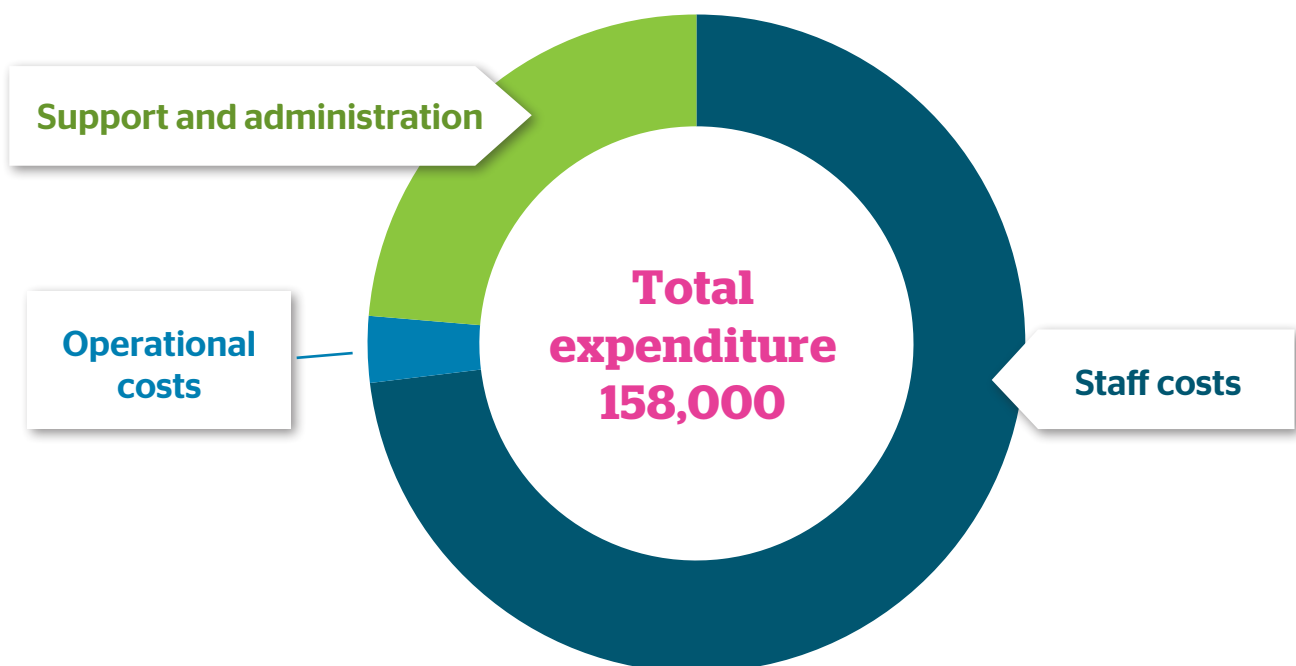
Website: www.healthwatchharingey.org.uk

Our finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.



Funding received from local authority = £152,000
Funding received from Healthwatch England = £6,000



Staff costs = £115,464
Operational costs = £5,152 Support and administration = £37,384

Next steps and thank you

Top three priorities for 2021-22

- Primary Care, including access to GP Services
- Adult Social Care
- Mental Health

Next steps

In many ways 2021/22 will be our most challenging year yet, who would have thought this after the experience of 2020/21? This is a year of transition for our residents, moving out of the COVID-19 restrictions, and for our health and social care services moving into new Integrated Care System (ICS) governance arrangements, and coping with the overwhelming demand on local A&E services and primary care, with GPs continuing to deliver the vaccinations and boosters.

We know cancer referrals were significantly lower last year as were mental health referrals, despite the anxiety caused by COVID-19 lockdowns and the fear of catching the virus. Following a publicity drive by NHS England, cancer referrals are now back above the normal level and mental health services are experiencing growing demands. We are now facing a new challenge called “long covid” which is a complex post-viral condition with multiple symptoms which can last some weeks or many months. We have started work with our partner Healthwatch in North Central London to develop a joint approach to this new condition.

At a strategic level, Healthwatch has a very important part to play in lobbying the ICS to secure citizen representation on the new bodies and we are actively engaged in that process. We also need to work with grass roots community organisations representing health and social care service users, and service users themselves, to explain the new arrangements. We will provide information for citizens to know where services are provided, how to access them and support those who need assistance doing so.

Our focus this year will be on engaging with diverse communities who have been disproportionately impacted by the COVID-19 pandemic. We have established strong relationships with the Turkish and Kurdish community organisations, and we will continue this work and develop similar relationships with other local communities. Tackling health inequalities will be a key outcome of these new partnerships as many in these communities are unaware of the services available and experience poor health outcomes.



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

- Haringey residents who shared their views and experiences with us;
- All of our amazing staff, volunteers and Board members;
- Staff working in health and social care who have been open to hearing and acting on patient feedback, and;
- Voluntary and community groups and organisations who have supported our work.



We look forward to continuing to work with you over the coming year.

Mike Wilson,
Director, Healthwatch Haringey

Statutory statements

About us

Healthwatch Haringey is managed and run by Public Voice CIC, a Community Interest Company (CIC) number: 9019501. Registered office: Tottenham Town Hall, Town Hall Approach Road, N15 4RX. Healthwatch Haringey 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 eight members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met six times and made decisions on matters such as reviewing the Healthwatch Contract Monitoring Report and reviewing the Council's COVID-19 Recovery and Renewal Strategy and the role Healthwatch Haringey could play.

We ensure wider public involvement in deciding our work priorities. The most common issues raised with Healthwatch Haringey over the last year through phone calls and emails were access to GP services, digital exclusion, and the COVID-19 vaccine. We are undertaking projects in all these areas, gathering evidence and making recommendations for improvement. The work of our Joint Partnership Board and the Reference Groups have highlighted the additional challenges faced by our most vulnerable service users and residents during lockdown, and we are ensuring health and social care services are aware of these additional challenges and are responding by providing extra support.

The way we work

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, provided a feedback centre/rate and review system, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media. We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, examining the impact of COVID-19 on the Turkish and Kurdish communities, listening to and documenting the experiences of our most vulnerable service users and carers during lockdown, and exploring the attitudes of residents to the Covid-19 vaccine, highlighting specific concerns and challenges expressed by ethnically diverse communities.

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, we highlight it in our newsletter, and we send it out widely to stakeholders, partners and residents. We ensure there are a small number of physical hard copies available for those who do not have digital access.

2020-21 priorities

Project / Activity Area	Changes made to services
Understanding the impact of COVID-19 on Turkish and Kurdish communities	Turkish and Kurdish communities now have access to accurate and up-to-date public health information on COVID-19 and much better access to health and social care services.
Haringey Care Homes in the time of COVID-19	The report highlighted issues care homes were experiencing around access to COVID-19 tests for residents, lack of adequate discharge planning by hospitals, and real worries about the future financial viability of care homes.
Living through Lockdown	Haringey Council and our NHS partners have heard about the problems experienced by Haringey's most vulnerable service users and carers and are working to adapt services to meet these challenges. This includes more accessible information, projects to improve digital inclusion, and a move to reinstate face to face consultations for those who need them.
GP Mystery Shopping Report	Some GP practices have bought new and improved phone systems, and Haringey GP practices are working together to produce standard recorded messages which will be better, shorter and more informative.
Exploring Haringey residents' attitudes towards the COVID-19 vaccine	Our research helped further develop and focus Haringey Council's and NHS partners' engagement with diverse communities on the COVID-19 vaccine, providing more information and addressing people's specific concerns.

Responses to recommendations and requests

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity. There were no issues or recommendations escalated by us to the Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Haringey is represented on the Haringey Health and Wellbeing Board by Sharon Grant OBE, Chair of Healthwatch Haringey. During 2020/21 our representative has effectively carried out this role by attending all the Health and Wellbeing Board meetings which were quarterly and focussed on responses to the pandemic rather than the more usual range of issues.

Contact us



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