



Annual Report 2024–2025

**Unlocking the power of
people-driven care**

Healthwatch Barnet

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Healthwatch Barnet's reviews of individual GP practice websites are valuable, innovative and sensitive. The reports highlight where practices are performing well and where improvements can be made, all from a patient's perspective. Additionally, the reports adopt a non-technical, jargon-free approach, making them accessible and easy to understand.

Dr Bengi Beyzade, Clinical Lead for ENT and Digital, Islington GP Federation and GP partner

A message from our Chair

It gives me great pleasure to introduce our annual report for 2024-25. Our team have been working hard to find out what matters to Barnet residents, and to help make sure their views shape local services.

Over the last year, a key focus of our work has been GP access. At events, in focus groups and through our enquiry line, people repeatedly told us about difficulties they faced in this area.

I'm therefore pleased that we've been able to deliver projects that have led to meaningful change at a local level. Through our phone-based mystery shopping project, we uncovered both good practice, and key gaps in the information GP receptionists were providing to patients. I'm delighted that, so far, 30 of Barnet's 48 GP surgeries have taken steps to ensure that learning from our mystery shopping exercise is embedded in their reception team's day to day work.

We also drove improvements through our reviews of GP websites. With the North Central London Integrated Care Board, we identified 30 priority GP surgery websites. We wrote reports for each surgery, outlining proposed improvements to their website's pages on appointments, registration and what to do when the surgery is closed. To date, 22 out of 30 surgeries have implemented changes, significantly improving patient access.



“Healthwatch Barnet’s role is to ensure that patients’ voices are at the heart of decision making. I’m proud that, over the last year, we’ve been able to achieve real change for local people in relation to GP access, heart health and mealtimes in care homes.”

Debra Gordon, Healthwatch Barnet Chair

A message from our Chair

In 2024-25, we carried out six Enter and View visits to care homes, to hear about residents' experiences of mealtimes. We were glad to find numerous examples of good practice. We're also pleased that homes have already accepted our recommendations on matters including dementia-friendly place settings, offering a broader range of menu options for people from different cultures and arranging more regular resident feedback meetings.

Our Healthy Heart team provided outreach to 840 people, focusing in particular on peer support for Barnet's African, Caribbean and South Asian communities. As well as promoting heart health, we gathered participants' feedback and used this in our work to shape the Council's [Fit and Active Barnet Strategy](#) for 2025-30; to successfully advocate for increased publicity for pharmacy blood pressure checks; and to develop partnership projects with GP surgeries.

Throughout the year, we worked closely with the Barnet Health and Wellbeing Board and the Barnet Borough Partnership, to make residents' views heard. We ensured that patients' voices shaped Barnet's new Health and Wellbeing Strategy, the Pharmaceutical Needs Assessment and NCL Training Hub's Learning Needs Assessment for Digital Transformation in GP surgeries.

As I reflect on the last year, I'd like to take this opportunity to express my appreciation to our dedicated team of staff and volunteers, without whom none of the achievements set out in this report would have been possible.

The year ahead presents exciting opportunities. Our first step will be to deliver a programme of outreach and co-production activities. We will gather feedback from a wide range of Barnet residents about their key priorities in relation to health and social care, and our findings will determine Healthwatch Barnet's forward workplan. We look forward to working with you over the coming year.

Yours,

Debra Gordon
Healthwatch Barnet Chair

About us

Healthwatch Barnet 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.

Our year in numbers

We've supported more than 11,300 people to have their say and get information about their care. We currently employ three staff and our work is supported by nine volunteers.

Reaching out:



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

10,434 people came to us for clear advice and information on topics such as adult social care and cancer screening.

Championing your voice:



We published **five reports** about the improvements people would like to see in areas including care homes, Barnet's walk-in centres and ophthalmology services.

Our most popular publication was our **Healthy Heart Report**, highlighting the experiences of Barnet's African, Caribbean and South Asian communities around heart health.

Statutory funding:



We're funded by Barnet Council. In 2024/25 we received **£127,840** which is 2.4% more 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 Barnet. Here are a few highlights.

Spring

In spring, we provided input for the Care Quality Commission's review of health inequalities in North Central London, and ensured this reflected the needs of Barnet's diverse population.



We supported the North London NHS Foundation Trust's Carers Best Practice Project, by sharing feedback we had received from carers about how services could best assist them.



Summer

In the summer, we published our reports on the Edgware and Finchley NHS Walk-in centres. The centres agreed to implement our recommendations on seating, signage and accessibility.



We wrote a report on our Healthy Heart outreach with 1,361 people. We set out resident feedback on GP access, exercise and healthy eating. Findings shaped work including a Royal Free London project on interpreter access.



Autumn

In autumn, we launched a series of Community Connector events, raising awareness of heart health with neurodivergent residents, Jewish communities and people experiencing health inequalities.



In November, our 'mystery shopping' researchers began phoning Barnet's GP surgeries, to gather data on patient access to registration and appointments.



Winter

We ensured that the needs of Barnet's Somali, Turkish and Romanian communities were heard, so improvements were made to interpreting services in GP Surgeries.



We reviewed key sections of all Barnet's GP surgery websites, providing individual reports to 30 priority surgeries. To date, this has resulted in changes to 22 of these GP websites, improving patient access.



Working together for change

This year, we've worked with neighbouring Healthwatch to ensure people's experiences of care in Barnet are heard at the Integrated Care System (ICS) level and influence decisions made about services in North Central London.

A collaborative network of local Healthwatch:



A representative from the North Central London Healthwatch network works directly with the Integrated Care Board to ensure they hear the public's voice. In 2024/25, Healthwatch Enfield held this post, and Healthwatch Barnet provided them with relevant resident feedback on GP access, heart health and cancer screening. In April 2025, Healthwatch Haringey became the representative organisation, and we are supporting them to collaborate with the Integrated Care Board on: the new neighbourhoods approach and its roll-out across our respective boroughs; the new Model Integrated Care Board Programme; and how North Central London Healthwatch can further support and contribute to effective community engagement.

Primary Care Access Recovery Project:



In 2024/25, Healthwatch Barnet and Healthwatch Enfield were funded by the Integrated Care Board to help improve patients' access to primary care. The impact of Healthwatch Barnet's work on GP websites and mystery shopping is outlined on p11-12 below; details of Healthwatch Enfield's work in this area can be found [on their website](#). We also worked with North Central London partners to deliver added impact. For example, by providing extensive input for the NCL Training Hub's new [Guide to Optimising Your GP Website](#) and co-leading a Website Webinar for GP Practice Managers.

Community Connectors:



Healthwatch Barnet, Camden, Enfield, Haringey and Islington worked together to deliver the Community Connectors heart health project, funded by the Integrated Care Board. In Barnet, we delivered blood pressure checks, information and signposting to neurodivergent people, Jewish communities, older residents and people experiencing health inequalities.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Barnet this year:

Mealtimes in care homes



In 2024/25, we visited six care homes to hear about residents' experiences of mealtimes.

In a number of cases, we were able to commend specific areas of good practice that we found. In addition, homes committed to implementing many of the recommendations we made as a result of resident feedback. These included:

- Creating dementia-friendly mealtime place settings
- Offering a broader range of menu options for people from different cultures
- Fitting side tables to the armchairs which are used during mealtimes by some residents with limited mobility
- Arranging more regular resident feedback meetings

Healthy Heart project



In the last year, our Healthy Heart team provided outreach to 840 people, including 144 intensive workshop participants.

The project offers peer support to Barnet's African, Caribbean and South Asian communities. Alongside delivering blood pressure checks, information and signposting, we gathered attendees' feedback and used this in our work to improve services:

- **Strategy:** learning from Healthy Heart attendees shaped the [Fit and Active Barnet Strategy](#) for 2025-30, which now prioritises: promotion of free and low-cost exercise opportunities; outreach in non-traditional, culturally diverse spaces; and follow-on engagement with our Healthy Heart participants.
- **Pharmacies:** our advocacy work led to increased publicity of free pharmacy blood pressure checks by Barnet Council and community pharmacies.
- **Primary care:** we worked in partnership with GP surgeries to provide culturally competent heart health workshops to patients with hypertension who were not engaging with their GP.

Listening to your experiences

When we speak to Barnet residents, the issue they most often tell us about is problems with GP access. As a result, over the last year we made this our biggest priority.

At events, in focus groups and through our enquiry line, people have told us about barriers including unclear GP websites, digital exclusion and specific challenges faced by individual patients, such as not being fluent in English. The work we've done over the last year has sought to address a range of these common problems.

In recent years, GPs have faced a number of pressures, including long-term funding challenges, which have contributed to reductions in the GP workforce ([BMJ 2022](#)). We therefore focused on working constructively with GPs, and concentrated our work on areas where we were able to make real change happen at a local level.



GP mystery shopping

Improving services for patients

We carried out a mystery shopping exercise, phoning all 48 of Barnet's GP surgeries, posing as patients who wished to register.

We asked key questions about access to care, particularly around how patients could register and book appointments.

Key things we learnt:



27%

of GP receptionists said patients could register with their surgery in person. However, 57% (n=28) incorrectly said patients could only register online.

43%

said patients could register without proof of immigration status, which is correct. However, 33% (n=16) incorrectly said proof was needed.

88%

of receptionists incorrectly advised us that interpreters were not available for conversations with reception.

We wrote individual reports for all 48 GP surgeries, celebrating the good practice that we found, and where relevant, suggesting actionable changes. We will also be publishing a report on our overall findings.

What difference did this make?

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To date, 30 surgeries have confirmed that they have taken steps to ensure that learning from our mystery shopping exercise is embedded in their reception team's day to day work.



"Thank you so much for the feedback, I have shared the feedback with our reception team and I have also arranged a meeting with the reception team to discuss the feedback and provide them with the information and training."

Barnet GP Surgery Practice Manager

Making websites more patient-friendly

We reviewed all 48 of Barnet's GP surgery websites, looking at information on how to register, appointments and what to do when the surgery is closed.

We worked with the North Central London Integrated Care Board to identify 30 priority surgeries and wrote to them outlining proposed improvements. We are pleased to say that, so far, 22 out of 30 surgeries have implemented changes. We will be publishing a report setting out overall findings for all 48 surgeries.

What difference did this make?

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GP surgeries made changes to their websites to improve patient access, because of our feedback, including:



- Clarifying how to contact the surgery
- Signposting to NHS 111, pharmacies and walk-in centres
- Giving a simple breakdown of how to use the NHS App and online consultation
- Setting out how to join their Patient Participation Group

Case study: Langstone Way Surgery

When Healthwatch Barnet reviewed Langstone Way's website, we were pleased to find many strengths, including: clear directions for online registration; engaging information about the Patient Participation Group; and good mobile compatibility. We fed back some suggested amendments, and were delighted that they implemented changes, including:

Signposting: enhancing patient information on how to access care when the surgery is closed, including linking to the [Barnet walk-in centres](#) page.

Contact details: in the mobile view, creating dedicated text-based 'Contact us' and 'Opening hours' links, to mirror those on the desktop view.

Email: adding a text box underlining the fact that patients should not email urgent medical enquiries to the surgery. This is a point patients are often unclear on, and it is very positive that Langstone has taken steps to clarify.

Online consultation: fixing the hyperlinks to online services on the contact us page, to improve patient engagement.

Registration: further developing information on ID documents, to ensure it is completely clear that patients do not have to provide proof of address and immigration status to register – e.g. if they are experiencing homelessness.

Hearing from all communities

We're here for all residents of Barnet. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

This year, we have reached different communities by:

- **Running joint events** with Somalian, Angolan, Nepalese, Gujarati, Jewish, Sikh, Bravanese, Hindu and Nigerian community groups, the Single Homeless project, Barnet Mencap, BOOST and New Citizens Gateway, to name a few.
- **Gathering data** from 620 event participants from global majority communities.
- **Ensuring the voices** of Disabled, global majority and financially excluded people are heard in our work to improve physical activity provision, digital inclusion, primary care access, heart health and access to interpreters.



Hearing from all communities

Interpreting services

We made sure the needs of Barnet residents were factored in, when changes were made to the North Central London primary care interpreting contract.

In June 2025, the contract for interpreting services in GP surgeries moved from Language Line to DA Languages. Over the last year, we worked with other North Central London Healthwatch to help ensure improvements were made during this transition. In Barnet, we fed back the experiences of Somalian, Turkish and Romanian patients regarding access to interpreters, and influenced changes.

What difference did this make?

The Integrated Care Board has introduced the following improvements:

- **Monitoring:** a new requirement for the service provider to request and monitor patient feedback after every interaction where an interpreter is used – to enable continuous learning.
- **Promotion:** formally explaining to GP surgeries the requirement that they actively promote the interpreter service to patients, and providing training to support surgeries to do this.
- **Flagging:** ensuring that GP surgery staff 'digitally flag' patients who need interpreters when they register with the surgery, so that interpreters are consistently offered to these patients.

Making people's voices heard

We ensured that feedback from diverse communities shaped forward plans.

These included Barnet's Health and Wellbeing Strategy, the Pharmaceutical Needs Assessment and the Integrated Care Board's public communications.

What difference did this make?

- **Health and Wellbeing Strategy:** feedback we shared from residents ensured the strategy included plans for: tackling social isolation; promoting healthy and affordable food; and culturally competent outreach.
- **Pharmaceutical Needs Assessment:** our feedback helped make the public survey for this assessment more accessible to a wider range of residents.
- **Your Local Health Team:** our input shaped the Integrated Care Board's [public communications](#) on how to access primary care.

Information and signposting

Whether it's finding an NHS dentist, making a complaint or choosing a good care home – you can count on us.

This year, 110 people have reached out to us via phone and email for advice, support and help finding services. A further 10,324 people accessed the Advice and Information pages on our website.

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



Hospital discharge

Thanks to feedback from Peter* and other residents, Barnet Hospital have taken steps to improve the discharge process.

Peter's partner was discharged from hospital shortly after an operation and developed complications including a post-operative infection. The couple did not know where to go for assistance; they contacted the hospital but were unable to access care. We supported Peter to contact PALS to find a resolution, and explained options for accessing care in the short-term, including NHS 111 and the Barnet NHS walk-in centres.

We also received feedback from a number of other patients about challenges with hospital discharge. We shared this with the Royal Free Trust and others and, earlier this year, the Royal Free Trust set out plans to improve the discharge process for Barnet Hospital. We're pleased that these plans include ensuring patients are provided with clear guidance about follow-on care.



"Thank you for your help – I didn't know where to go after my partner got discharged and then had an infection."

* Name changed for anonymity

GP surgeries and informal carers

Ray's* friend had been discharged from a mental health ward, was struggling to cope and had been unable to access a GP prescription.

Ray said that GP surgery staff had refused to keep him informed about the prescription, leading to further delays and serious impacts on his friend's wellbeing. Once the immediate concern was resolved, we supported Ray to share information about this case with the Care Quality Commission (CQC).

The CQC followed up with the GP surgery, to clarify how they work with informal carers and ensure patients are kept safe. Subsequently, the CQC told us that the surgery had taken on board the feedback and had provided assurances about how they would do things differently in future. Ray thanked us for our help with this.

* Name changed for anonymity

Showcasing volunteer impact

Our fantastic volunteers have given 538 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 six Enter and View visits to local services to help them improve



Showcasing volunteer impact

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.

“Volunteering with Healthwatch Barnet is a fun way to learn and engage within the community while spreading awareness about health issues. Being part of a caring team is at the forefront of Healthwatch.”

**Emine –
Healthwatch Barnet Volunteer**



“I have benefited from the NHS over the years and want to put something back. Healthwatch gives me the opportunity to help improve our local services in Barnet. An opportunity to help clinical staff and administrators help us.”

**Stewart –
Healthwatch Barnet Volunteer**



“I volunteer with Healthwatch to carry on with my attachment to the NHS - having worked in it for 40 years. What matters to me most in health and social care is timely, efficient and quality care - at the time that it is needed.”

**Derrick –
Healthwatch Barnet Volunteer**



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.healthwatchbarnet.co.uk



020 3475 1308



info@healthwatchbarnet.co.uk

Finance and future priorities

We receive funding from Barnet 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	£127,840	Expenditure on pay	£172,608
Additional income	£95,157	Non-pay expenditure	£17,470
		Office and management fee	£32,919
Total income	£222,997	Total Expenditure	£222,997

Additional income is broken down into:

- £65,732 (exempt from VAT) from Barnet Council Public Health and the North Central London Integrated Care Board (NCL ICB) for the Healthy Heart Project.
- £17,500 (excl VAT) from NCL ICB for our Primary Care Access Project.
- £9,300 (excl VAT) from NCL ICB for work on the Core20 Hypertension Outreach Project.
- £125 (excl VAT) from NCL ICB for work to gather feedback from residents on the re-tendering of the primary care interpreting contract.

Integrated Care System (ICS) funding:

Healthwatch across North Central London also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level. Please note, the £2,500 in the table below is also included in the total income listed above. This funding is exempt from VAT.

Purpose of ICS funding	Amount
Collaborative work between the ICS and Healthwatch Barnet, Camden, Enfield, Haringey and Islington to support the work of three North Central London Integrated Care System Committees - the Quality and Safety Committee, the Primary Care Contracting Committee and the Community Engagement Steering Group.	£2,500

Finance and future priorities

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people experiencing health inequalities, 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 three priorities for the next year are:

1. Engaging with a wide range of people in Barnet, particularly Eastern European, Middle Eastern/West Asian and refugee/asylum seeking communities. We will listen to residents' feedback on health and social care services and work to make improvements.
2. Increasing resident involvement in health and social care decision-making forums, by identifying and supporting people to participate in key health and social care meetings in Barnet and North Central London.
3. Completing the self-assessment stage of Healthwatch England's Quality Framework process and identifying an action plan for continuous improvement.

Statutory statements

Healthwatch Barnet, Tottenham Town Hall, Town Hall Approach Road, London, N15 4RX.

From 1 April 2020 to 31 May 2025, Healthwatch Barnet was hosted by [Inclusion Barnet](#). Since 1 June 2025, Healthwatch Barnet has been hosted by [Public Voice](#).

Healthwatch Barnet 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.

The Healthwatch Barnet Advisory Board consists of four members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Advisory Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, our Advisory Board met three times and made decisions on matters such as plans for our Enter and View visits and GP mystery shopping work. In order to understand what the public's priorities are, the Advisory Board considers the feedback we receive from events attendees, research participants and enquiry line callers.

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 2024/25, we have been available via phone, email and social media, through our signposting helpline, by providing a web form on our website and by attending meetings of community groups and forums.

We will 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 and will make hard copies available at our public events.

Statutory statements

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 the Barnet Borough Partnership Board, the Barnet Cardiovascular Disease Task and Finish Group and the Fit and Active Barnet Partnership Board. We also take insights and experiences to decision-makers in the North Central London Integrated Care System, for example through our work with the North Central London Voluntary, Community and Social Enterprise Alliance. In addition, we share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Barnet is represented on the Barnet Health and Wellbeing Board by Sarah Campbell, Healthwatch Barnet Manager. During 2024/25, our representative has effectively carried out this role by providing input for a range of workstreams on the basis of feedback we have received from residents and patients. This has included, for example, contributions to the 2025-2035 Barnet Health and Wellbeing Strategy, particularly in relation to digital inclusion, healthy eating and culturally competent community outreach. We also provide regular input to Barnet Council's Adults and Health Overview and Scrutiny Sub-Committee – in 2024/25 this included a presentation from Healthwatch Barnet in September, and our participation in the Sub-Committee's Primary Care (GP) Access Task and Finish Group.

From 1 June 2025, the Healthwatch Barnet contract moved from Inclusion Barnet to Public Voice. As the Healthy Heart funding sits with Inclusion Barnet, this project will continue to be delivered by Inclusion Barnet.

In North Central London, the five local Healthwatch rotate the role of representing the group on the Integrated Care System's Quality and Safety Committee, Primary Care Contracting Committee and Community Engagement Steering Group. In 2024/25, representation was provided by Healthwatch Enfield, and we shared information with them in meetings and written briefings, which was then fed to the committees.

Statutory statements

Enter and View

Location	Reason for visit	What you did as a result
Lansdowne Care Home	To review homes' mealtime provision, and residents' experiences of this.	We shared our findings and recommendations for each home with that home, with Barnet Council's Care Quality Team and with the Care Quality Commission. Homes have committed to implementing our recommendations, to improve their services for residents, including: creating dementia-friendly place settings; providing a broader range of menu options for people from different cultures; and arranging more regular resident feedback meetings.
Rosetrees Care Home		
Shaftesbury Brookside House Care Home		
Meadowside Care Home		
Eastside House Care Home		
Heathgrove Lodge Care Home		

Additional 2024 – 2025 Outcomes

Project/activity	Outcomes achieved
We wrote a report on Edgware Community Hospital's Ophthalmology and Phlebotomy Services	We published a report with recommendations based on interviews with patients and staff. In response, the Royal Free London Trust agreed to review their arrangements for hospital transport and the provision of devices for certain staff.
We gave feedback on NCL Training Hub's Learning Needs Assessment for Digital Transformation in GP surgeries	We helped to ensure that this assessment, of training needs for GP surgery staff, took account of the needs of digitally excluded residents.
We provided input for Locality Matters' Feasibility Study on Grahame Park	We fed back views that local residents had shared with us, about how this part of Barnet could be developed in a way that helps to tackle health inequalities.
We gave a presentation to the Central London Community Healthcare (CLCH) New Innovation Board	We shared learning from our Healthy Heart project, resulting in joint work including Healthy Heart outreach events on the CLCH estate.

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