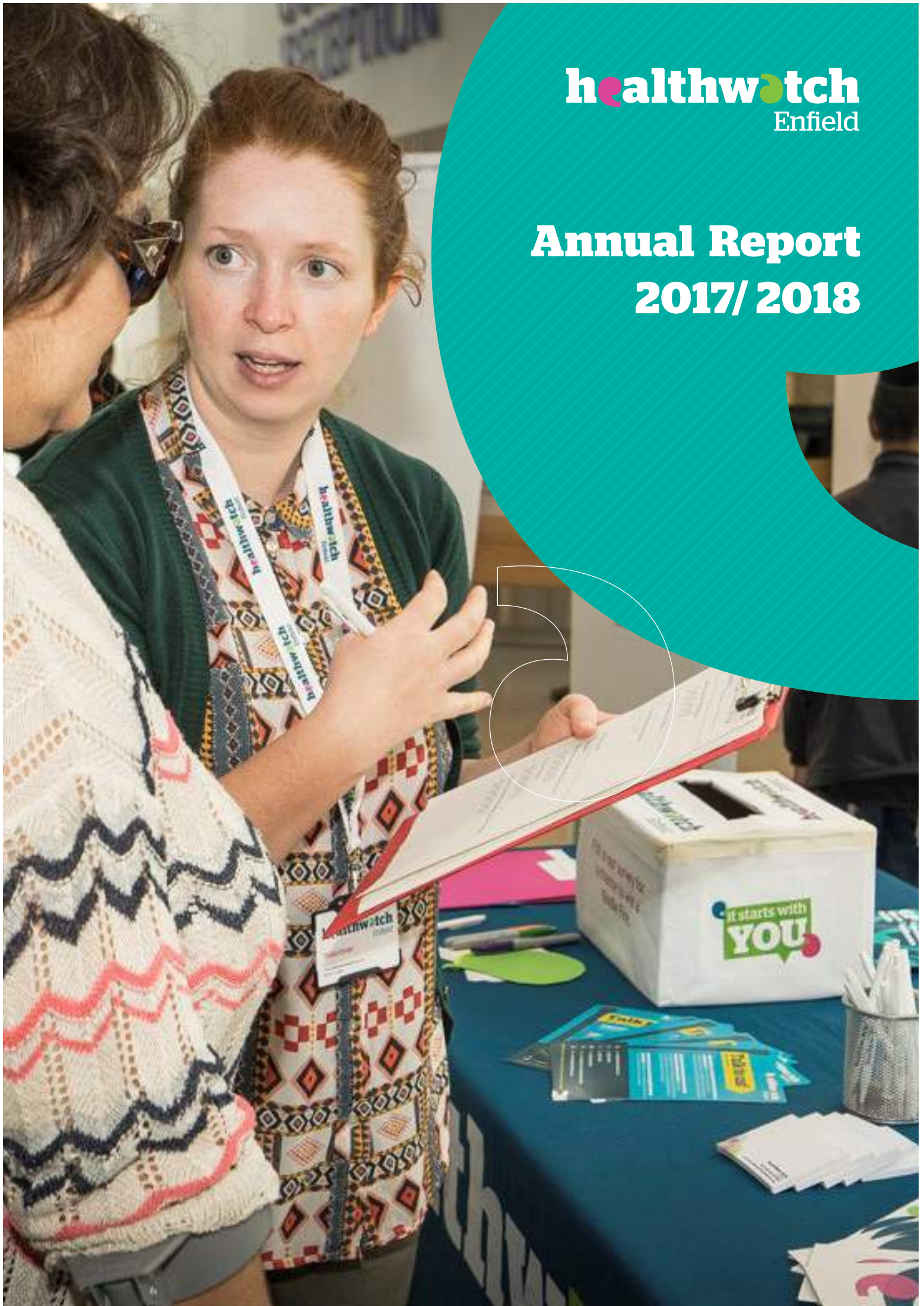
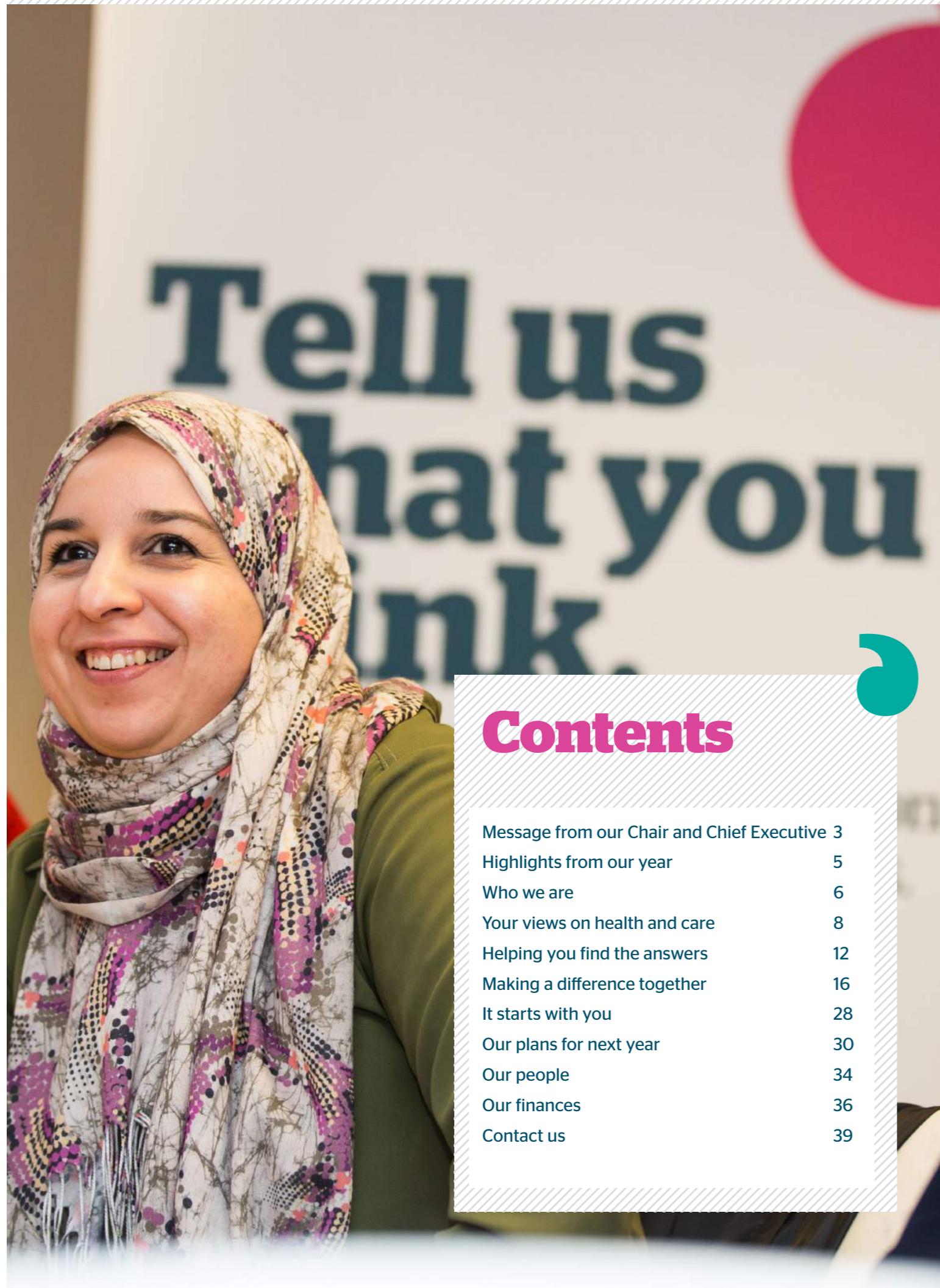




healthwatch
Enfield

Annual Report 2017/2018





Contents

Message from our Chair and Chief Executive	3
Highlights from our year	5
Who we are	6
Your views on health and care	8
Helping you find the answers	12
Making a difference together	16
It starts with you	28
Our plans for next year	30
Our people	34
Our finances	36
Contact us	39

Message from our Chair and Chief Executive

This year Healthwatch Enfield turned five and we have worked hard to mark this milestone.

As the local consumer champion for health and social care, we have definitely come a long way continuing to put your views, experiences, feedback, questions and concerns at the core of what we do.

This annual report highlights the valuable role **your views and insights** play in helping us to perform our unique role of making sure that your voices are heard and help to make a **positive difference to local health and care services**.

We work hard to listen to and hear your views and we try to come to **where you are** and to use communication methods that **work for you**. This year we received your feedback on **184 different services** on a wide range of topics; confirming that you want health and care services which **provide a timely and quality experience** for all local residents and communities.

We provide up-to-date information through a range of methods that work for you. When you told us about the **need for additional information** regarding GP registration, we worked with NHS Enfield Clinical Commissioning Group and Enfield Council to develop resources with help from local

“Thank you to Healthwatch Enfield for working with healthcare services on behalf of the Deaf community. EDA has been trying to raise awareness in this area for many years; I am so grateful to Healthwatch Enfield colleagues for your help with this issues and for your understanding of the Deaf community’s access needs and requirements.”

Liane Burn, Chief Executive at Enfield Disability Action (EDA)

people. To date, we have **distributed 15,000 copies** of our resources and most importantly **have helped people** who need access to healthcare to do so with support and guidance.

We carry out **Enter and View** visits to understand **your perspective**, to share findings and to co-design recommendations for improvement. This collaborative approach means that providers are fully involved in **finding solutions**. In 2017 / 2018, our work at North Middlesex University Hospital NHS Trust, informed by your views and feedback, **improved accessibility** for local disabled people.

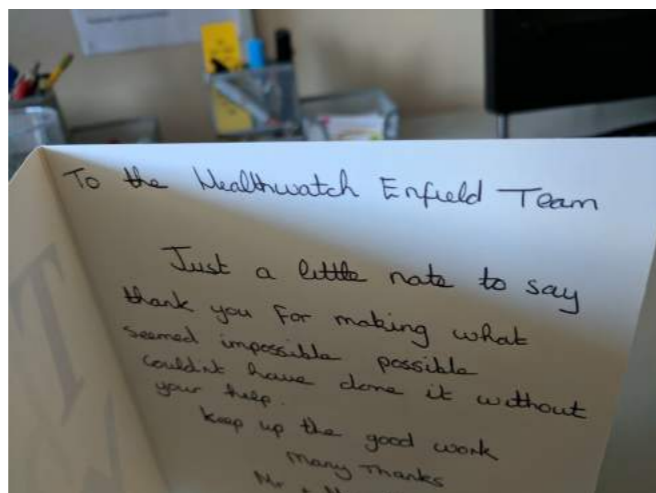
Message from our Chair and Chief Executive

We attend meetings and **raise concerns** that reflect what you tell us. In 2017 / 2018, we highlighted poor ambulance response times at a number of strategic meetings over a period of time. We are delighted to report that **four additional emergency ambulances** now serve the local people in Barnet, Enfield and Haringey. With support from **senior decision makers** across health and care services, who welcomed us to key strategic meetings, **your views and concerns are helping to make a difference.**

We **involve you in local developments.** In December 2017, we hosted an **engagement event** where nearly 90 residents of Enfield as well as health and care professionals worked together to understand 'care closer to home', an initiative intended to move services to the community. We **amplified your voices** by reflecting individual's views in our thematic report; laying the grounds for further work to be carried out to influence decisions to be made.

Our work is delivered by a **hard-working staff team** and a **dedicated team of volunteers**, who value health and care services and commit time to supporting improvements. We are hugely grateful for their dedication and energy.

We believe that in 2017/2018 Healthwatch Enfield has made a **positive difference** to health and care services as outlined in the pages of this



report. However, none of our successes would have been possible without your input and involvement therefore, on behalf of Healthwatch Enfield's team, we want to thank each resident of Enfield for sharing their views, experiences and feedback. **Thank you for helping us** to improve health and care services in the borough.

With the **NHS turning 70** in July 2018, we also want to **thank all staff** who work tirelessly to provide local people with health and care services. At Healthwatch Enfield, we look forward to continuing to work with them in 2018 / 2019 and beyond to deliver **responsive local services** that meet your needs.

Highlights from our year

552,100 engaged with our content through social media



We involved **600** individuals in developing, monitoring and scrutinising local health and care services



We got **15,574** items of feedback on services in Enfield



Local people have told us about their experiences of **184** different services



We heard from **4,454** people

We've given **8,199** people information and advice



Who we are



At Healthwatch Enfield, it is our job to amplify your voice on the key issues that affect you when you use health and care services in the borough.

At Healthwatch Enfield, we exist to ensure that your needs are at the heart of health and social care. We listen to what you and others like about services, and what could be improved, and share it with those with the power to make change happen. Everything we do is designed to make care better for the public, make it better for you.

Health and social care works best when people are involved in decisions about their treatment and care. But this doesn't always happen. We are here to help ensure that those designing, running and regulating health and social care listen to people's views and act on them. We build connections between the public, their experiences, and those with the power to make things better.

Emerging from the Health and Social Care Act 2012, local Healthwatch were set up in every local authority area, to help put patients and the public at the heart of service delivery and improvement across the NHS and social care services. In total, there are currently 152 local Healthwatch across England, facilitated and led by Healthwatch England.

Healthwatch Enfield is here to:

- make it easier for you to find and use the health and care services you need. We do this by providing up-to-date information via telephone, on our website, through attendance at events, presentations, pop-ups and via our Guides
- make it easier for you to raise your concerns about health and care services you receive. We do this by: providing information on complaints processes and through using your feedback to raise your concerns at decision-making and strategic fora which influence the quality of service provision
- make it easier for you to get the best quality health and care services. By listening to your experiences, we make it our job to secure improvements that matter to local people

We are involved in the commissioning, provision or scrutiny of over 420 local health and care services.

Working with relevant bodies like the Care Quality Commission (CQC), we can take action to investigate or undertake a review of services using authoritative, evidence-based feedback instigated by concerns that are brought to our attention.

Meet the team

Our team includes:

Board

- Parin Bahl, Chair *
- Deborah Fowler, Chair **
- Noelle Skivington, Vice-chair *
- Valerie Dinsmore, Treasurer
- Audrey Lucas
- Mark Varian ***

Staff

- Patricia Mecinska, Chief Executive
- Emma Friddin, Policy, Insight and Research Manager
- Michelle Malwah, Information and Signposting Officer and Volunteer Co-ordinator
- Lucy Whitman, Enter and View Programme Manager (until June 2017)
- Fazilla Amide, Community Engagement Manager
- Charlotte Rowles, Communications and Community Engagement Officer
- Faye Oliver, Communications and Community Engagement Officer

Volunteers

Janice Nunn, Jana Knowles, Lis Herschan, Esen Etkin, Renu Khetarpal, Shadeen Rose, Debra Edwards, Laurence Green, Memory Machumi, Jas Gosai, Dijle Timurtas, Raqeebah Agberemi, Chantal Mushiya Kadima, Cristel Da Silva, Mark Warwick, Nimo Hirey, Isabel Lunzonzo, Daniel Pearson and Clare Malyon

We are very grateful to our volunteers who contribute their time, energy and skills to helping us in our work, including outreach to local communities and Enter & View visits.

- * Appointed on 1st August 2017
- ** Stepped aside on 1st August 2017
- *** Appointed on 21st November 2017

Your views on health and care



Listening to local people's views

Through various engagement and outreach activities, we collated 15,574 items of feedback about local health and care provision in 2017/18; a 404% increase compared to 2016-2017 (3,090), as a result of more extensive community outreach work.

You shared your views and experiences of a whole range of topics, from booking GP appointments, to your experience of hospital discharge and finding your way around hospital sites. You told us about what you expect from a healthcare professional and why you choose to attend services like Accident and Emergency (A&E).

Your feedback covered 184 different services such as GPs, local hospitals, dental practices, pharmacies, mental health services, community services and social care services. You told us about care homes, nursing homes, domiciliary care and supported living services.

How we collect your views

To make it easier for you to share your experiences with us, Healthwatch Enfield uses a variety of different approaches:

- Face-to-face interaction at engagement events, 'pop-up' stalls and community events
- 'Tell us your story' cards, which can be filled in and posted to us free of charge. The cards are distributed at all our engagement events and are available at several local services and community organisations

- A designated Feedback Centre which can be accessed online, via telephone, by writing to us or through engaging with us at our community outreach activities. The online version of the Centre gives local people an opportunity to review and / or access information about all health and care services in Enfield, 24 hours a day
- A designated local Information Point, which can be accessed via telephone, mobile, by writing to us, by e-mailing us, via Skype and through our website
- 'Enter and View' visits - a flagship tool in Healthwatch Enfield's portfolio where each visit has a clear purpose and is designed to "collect the views of service users (patients and residents) at the point of service delivery"
- Themed visits - where we visit existing health and care settings to collect the views of services users (patients and residents) about a specific topic, which may not be directly relevant to the service the individuals are using when engaging with Healthwatch Enfield
- Surveys - inviting people to answer a few questions about a particular topic which enables us to rapidly collate local views on a key issue

Your views on health and care

In focus: engagement events and pop-up stalls

In 2017-2018, we engaged with 4,454 Enfield residents at 128 different events. Compared to 2016-2017, we attended 88 more events and have more than doubled the number of people we have engaged with face-to-face.

In focus: Surveys

During 2017-2018, we have been more successful in using surveys as a method of obtaining feedback on a specific topic and/or research question. In the last 12 months, we used 17 different surveys to collate 14,317 items of feedback.

In focus: Online feedback centre

Since its introduction in September 2017, the online feedback centre has expanded Healthwatch Enfield's approach to hearing from local people. 354 local people shared their views and experience of health and care services in the borough through this channel.

'I used Healthwatch Enfield's feedback centre to find a new GP as I knew my choice will be made easier by looking at what others said about GPs in Enfield', local resident

At Healthwatch Enfield, we not only have an important job of listening to local people's views on health and social care; we also need to ensure that we engage with individuals from all walks of life including: young people (under 21), people over 65 and those who are seldom heard or vulnerable.

- + In 2017-2018, we focused on exploring the services young people access and their experiences of using these, including mental health services. We worked hard to develop relationships with those supporting and working with young people in Enfield such as local schools, colleges and specialist youth groups. Intelligence collected is being fed into health and care commissioners to inform planning and development of services that meet the local need
- + Throughout the year, we continued to build on our previous work of engaging with those who are 65 and over, through attending meetings and events, as older people do not always have access to online feedback mechanisms
- + In 2017-2018 we also engaged with local people who are seldom heard, disadvantaged and vulnerable. This included listening to feedback from individuals:
 - who have learning, sensory or other disabilities/impairments
 - who are carers
 - who live with dementia
 - who are homeless
 - from lesbian, gay, bisexual, transgender, queer (LGBTQ) communities
 - from different ethnic backgrounds including Turkish and Somali communities in Enfield

Our unique role in the local health and care system has enabled us to ensure that the voices of these groups are considered at decision-making and strategic fora.

Making sure services work for you

At Healthwatch Enfield, we are keen to ensure our approach to our Enter and View visits reflects best practice and that our assessments are focused and based upon what local people wanted to know. We also want to ensure we complement the work of the Care Quality Commission whilst ensuring that our sole focus is on the views of patients, service users and their families. Therefore, in 2017-2018 we conducted a full review of our processes and areas of focus and aligned our Enter and View work with the criteria developed by Independent Age and Healthwatch Camden¹. In addition we included specific questions from the PLACE² (Patient-Led Assessments of the Care Environment) methodology, to help us to assess how well care settings are set up to support those with various levels of Dementia.

During 2017-2018, Healthwatch Enfield's Enter and View programme continued focusing on visiting Care and Nursing homes in the borough, as adult social care is one of Healthwatch

Enfield's ongoing priority areas. We conducted two Enter and View visits making 21 recommendations for improvements and identifying 30 areas of good practice.

Overall, we published five Enter and View reports and updates (from visits carried out in 2016-2017), ensuring that information was communicated to the providers, NHS Enfield Clinical Commissioning Group, Enfield Council as well as Healthwatch England and the Care Quality Commission (CQC).

1. Independent Age, together with Healthwatch Camden developed a set of quality indicators which are now being promoted nationally to improve the quality of information provided about Care and Nursing Homes. These can be accessed at https://healthwatchcamden.co.uk/sites/default/files/independent_age_healthwatch_evaluation_report_-_published_002.pdf

2. More information on PLACE - Patient-Led Assessments of the Care Environment can be accessed at <https://www.england.nhs.uk/2013/02/place/>



In the photo: Healthwatch Enfield's Community Engagement Officer and volunteer collecting local people's feedback on health and care services in the borough

Helping you find the answers



Through community outreach and face-to-face interactions with local people, we provided information to 2,672 Enfield's residents.

How we have helped the community get the information they need

In 2017-2018, Healthwatch Enfield focussed on disseminating up-to-date, high quality information on health and social care through a variety of channels responding to access needs and preferences of Enfield's diverse communities.

Our Information Point signposted 357 individuals who contacted us with questions and experiences relating to local health and/or social care services; this is more than twice the number of people supported, when compared to 2016-2017.

Through community outreach and face-to-face interactions with local people, we provided information to 2,672 Enfield's residents.

Our e-newsletters, packed with the latest news on the work being carried out by Healthwatch Enfield whilst also covering any health and social care related stories, were viewed by 5,170 people, a 5% increase from last year (4,918).

In 2017-2018, we invested in the development of a new website where we offer residents of Enfield accessible, up-to date information about local services. We continue to publish monthly infographics of performance data alongside

featuring a directory of all publicly funded health and care services available in the borough. The directory not only includes information such as contact details or the latest CQC ratings for each service. It also features local people's feedback on said providers enabling others to make informed choices when considering local health and care services.

We have also made a better use of social media, tools often used by those who are seldom heard and by professionals living or accessing services in Enfield. By disseminating through channels that are instantly available, we were able to provide up-to-date information that helped local people to make decisions about their wellbeing and find the support they need. On Twitter, our reach has more than tripled with Healthwatch Enfield recording over half a million impressions (552,100 in 2017-2018; 168,480 in 2016-2017). Almost four times more people interacted with our Facebook page (20,695 in 2017-2018; 5,274 in 2016-2017).

In the photo: Healthwatch Enfield's 'pop up' at Chase Farm Hospital, part of Royal Free London NHS Foundation Trust. One of the ways we use to listen to people's views of health and care in Enfield.

Helping you find the answers

Case study: Making the most of local primary care services

In 2017-2018, NHS Enfield Clinical Commissioning Group introduced and promoted extra GP appointments in the evenings and at weekends. However, when asked, just 28% of patients we engaged with at Healthwatch Enfield, knew about this new provision.

Healthwatch Enfield decided to work in partnership with local patients, NHS Enfield Clinical Commissioning Group and Enfield Council to ensure that local people have access to high quality information and advice when accessing primary care services.

The project saw Healthwatch Enfield lead on the development of several, locally-relevant information resources. The resources focused on providing targeted information on GP registration and the recently introduced out-of-hours GP appointments whilst the GP Guide was developed to ensure that local people:

- + made the right choice when using primary care services i.e. seeing the right professional working within General Practice for their healthcare needs

- + understood their rights (including registration for those without a permanent address or who are homeless) and could easily navigate the complex process, particularly where access to interpreters and registering without a proof of address were concerned
- + knew about ways to get involved in improving their practice and understood the complaints process

So far, we have distributed over 15,000 copies of our information resources through libraries, ward forums, community centres, GP practices, pharmacies, within various departments at local hospitals, at community outreach events and through our voluntary and community sector partners. 100% of people who took part in the evaluation of the GP Guide stated that the content of the document was useful and would help them to access the right support for their healthcare needs.

In the photo: Healthwatch Enfield's Community Engagement Officer at our listening event with Empowered Ready Women Association (ERWA). One of the ways we use to listen to people's views of health and care in Enfield



Making a difference together



How your experiences are helping to influence change

Through Healthwatch Enfield's Enter and View reports, we make co-designed recommendations based on the feedback gathered from service users and their families. The recommendations may comprise small changes that can make a big difference to the experience of patients or services users. For example, we may recommend staff learning more about their residents' histories and background, so they can deliver a more personalised service. We may also make more substantial suggestions, such as improving the environment or carrying out structural work.

The success of our Enter and View interventions is based on a partnership and the service provider's commitment to joint working to secure the best outcome for patients, service users and their families.

"We would like to thank Healthwatch Enfield for their report which has been helpful and provides a good reflection of progress to date. The recommendations made are recognised as supportive in developing the service and have been taken on board.

Along with other development plans in place, the recommendations will enable us and the staff team at the house to work with residents and their families to deliver high quality care and support that meets the needs of the most vulnerable in our community."

Local provider reflecting on Healthwatch Enfield's Enter and View visit carried out in 2017/2018

Case study: working with a local hospital to improve accessibility for disabled people

In March 2016, Healthwatch Enfield visited Accident and Emergency (A&E) department at North Middlesex University Hospital NHS Trust to establish its accessibility to people with visual impairments, who are deaf or have mobility issues. A report of the visit was published in October 2017 however throughout 2017-2018 we have been working alongside the leaders at the Trust to deliver the recommendations that have been co-designed with local people.

We were delighted to report that several of our recommendations have been implemented by North Middlesex University Hospital NHS Trust, namely:

- + frontline clinical and non-clinical staff completed Deaf Awareness training whilst additional funding has also been secured to mentor all reception staff in disability awareness; according to the latest data available, there are 47,979 disabled people living in Enfield
- + remote British Sign Language for emergency attendees has been procured and is currently being implemented
- + screens with patients' names have been purchased and are in the process of being installed. This means individuals who are deaf, hard of hearing or non-native speakers of English, will be able to navigate their way through the pathway
- + an electronic record keeping system has been upgraded to flag communication needs of all patients

Making a difference together

Case study: working together to make a nursing provision more 'homely'

'They [staff] always talk to me and we have a laugh and joke which makes me very happy. We tell staff if we want something but not sure it always happens. It's not homely, bare essentials. My room is lovely and nobody can get in so I feel very safe. Been in homes for long time so any home is the same as the other. I liked the other home but it closed down and we are not always in the same wing as our friends; before we could go anywhere in the home but not her' **Quotes from residents at the nursing home**

In late 2017, Healthwatch Enfield visited Bridgewood House, a 70-bed residential and nursing care home run by Independence and Wellbeing Enfield, a trading arm of Enfield Council. The house opened in May of 2017.

Given that our visit³ took place not long after Bridgewood House opened its doors, we were aware that work was being undertaken to personalise the Home more by adding personal

touches such as pictures, friezes, and asking residents and their families what they would like to make things more 'homely'. In addition to efforts already underway, Bridgewood House has also positively engaged with our co-designed recommendations:

- + fitting all rooms with a call bell to increase resident's safety and improve staff responsiveness
- + securing suitable seating, such as specialist recliner chairs, so residents feel as comfortable as could be
- + improving access to dental treatment improving mouth hygiene for people who are bed-bound

3. A report of our visit to Bridgewood House can be accessed at <https://healthwatchenfield.co.uk/wp-content/uploads/2017/03/Bridgewood-Final.pdf>



In the photo: Healthwatch Enfield's Information and Signposting Officer and our volunteer at Enfield Carers' BAME Awareness Event. One of the ways we use to listen to people's views of health and care in Enfield.



Case study: Working with North Central London Sustainability Plan on Urgent and Emergency Care

The North Central London Sustainability and Transformation Plan places a big focus on changing the way that urgent and emergency care services are run, so that fewer people use Accident and Emergency (A&E) with the aim to support more local residents to stay at home rather than being in a hospital.

Healthwatch Enfield, alongside its counterparts in Barnet, Camden, Haringey and Islington, has been working with commissioners and decision-makers at the North Central London Sustainability and Transformation Plan to involve local people in shaping urgent and emergency care services that meet the needs of the local population.

Through a broad programme of engagement, we used insights to co-design a programme of work derived from lived experience. An action plan has provided a direct link between local people's feedback and specific actions to be taken by commissioners and providers of Urgent and Emergency Care services across North Central London. In the 'patient involvement' world, it is rare to get such direct influence in change at this scale.

Case study: Improving adult mental health services

With almost 500 local people telling us about the quality of adult mental health services in Enfield, Healthwatch Enfield has been working with service users and their carers, Barnet Enfield and Haringey Mental Health NHS Trust, NHS Enfield Clinical Commissioning Group and Enfield Council to secure measurable improvements.

Since its inception in 2013, Healthwatch Enfield has received numerous accounts of people's experiences of adult mental health services. Concerned, this led us to focussing on the quality of such services in 2016/2017 when an extensive engagement project was carried out in order to systematically and objectively collect people's experiences. This project backed up our initial concerns regarding the provision of local mental health services. As a result, Healthwatch Enfield published its second thematic report, 'Listening to local voices on mental health'⁴.

Of the 29 recommendations made through the report, in 2017-2018, 18 of them have either been implemented or work is in progress to implement them. Working with service users and their carers, Barnet Enfield and Haringey Mental Health NHS Trust, NHS Enfield Clinical Commissioning Group and Enfield Council, we:

- + improved support for people with mental health within primary care with NHS Enfield Clinical Commissioning Group providing training for GPs to identify early signs of mental ill health and to give guidance and/or make prompt, appropriate referrals
- + improved waiting times for access to talking therapies as NHS Enfield Clinical Commissioning Group commissioned additional psychological input. This is evidenced by the Trust's performance data

4. 'Listening to local voices on mental health' report can be accessed at <https://healthwatchenfield.co.uk/wp-content/uploads/2017/04/listeningtolocalvoices.pdf>

Making a difference together

Case study: saving lives - increasing the capacity of the London Ambulance Service in Barnet, Enfield and Haringey

For the past two years, Healthwatch Enfield has been raising concerns relating to the poor ambulance response times in the borough with NHS Enfield Clinical Commissioning Group (CCG) and the London Ambulance Service. The Ambulance Service performance in Enfield was consistently the worst in London over a period of time during 2016 and 2017.

Using opportunities arising from our statutory role, Healthwatch Enfield's Board members highlighted the issues with emergency response times in Enfield through the NHS Enfield Clinical Commissioning Group's Governing Body, the North Central London Joint Health Overview and Scrutiny Committee, the North Central London Urgent Care Group and the London Ambulance Service Patient Forum.

In March 2018, at the North Central London Joint Health Overview and Scrutiny Committee meeting, London Ambulance Service confirmed that four additional emergency ambulances now serve local people of Barnet, Enfield and Haringey.

"At LAS, we take all stakeholder feedback seriously. As a result of Healthwatch Enfield's interventions, we reviewed our performance and have taken action on the points raised; we hope to increase the number further, to meet local needs. Our performance in Enfield has already improved, and I'm hopeful that we will continue to see improvements in how quickly we are able to respond and to convey people to hospital when needed", Peter Rhodes, Assistant Director of Operations, London Ambulance Service NHS Trust



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

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

- + 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.

Throughout 2017/2018, Healthwatch Enfield shared with the CQC inspectors, numerous instances of feedback from Enfield residents to help them to understand the experiences of local people, including as part of a comprehensive inspections at Barnet, Enfield and Haringey Mental Health NHS Trust and North Middlesex University Hospital NHS Trust. We have also ensured our activity is co-ordinated, to avoid duplication and maximise our reach across Enfield.

Our focus on gathering feedback from patients and service users, particularly from individuals who are often less heard, provides the Care Quality Commission with a more comprehensive understanding of how Enfield's diverse populations experience local health and care services.



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 have also upgraded our old Customer Relationship Management (CRM) system to share all anonymised instances of feedback. 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.

Requesting information from local organisations

Since its inception, Healthwatch Enfield has developed positive working relationships with Enfield's health and care providers. In most instances, when we make a formal request for information we receive a response in a timely manner. Over the last 12 months, Healthwatch Enfield has faced a small number of delays in response times. In each instance, there were mitigating circumstances leading to the late response. Recognising the context of significant pressures on health and care services, we have worked with local providers to ensure that revised timescales are mutually agreed in order to avoid undue delays to service improvements whilst also agreeing appropriate escalation routes for any areas of continuing underperformance.

Making a difference together

How we've worked with our community

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.

- + 3,380 individuals shared their feedback on the provision of health and care services
- + Our accessible infographics of local performance data reached 7,840 people on social media
- + More than 600 individuals took part in various activities (including 'Enter and View' visits) to develop, monitor or scrutinise local care services

Below are some specific examples of how we worked with our community in 2017-18.

To inform local and national commissioning decisions and service development initiatives, we promoted no fewer than 42 local and national consultations, encouraging local people to have their say. These included the NHS England 'Changes to items available on prescription' consultation. Using available evidence based on local people's experiences of health and care, Healthwatch Enfield responded to more than 20 consultations; four relating to local organisations and 18 relating to national bodies such as NHS England and the Care Quality Commission. By doing so, Healthwatch Enfield amplifies the voices of local people in these decision-making processes.

Case study: Making care closer to home work for Enfield

At Healthwatch Enfield, we have taken an active role in informing the blueprint for Care Closer to Home Integrated Networks (CHINs) and advocating for the need to involve local people; embedding co-production as a preferred method of designing, delivering and evaluating this future delivery model.

CHINs are intended to move services into the community, providing them in a holistic, person-centred and integrated way, whilst co-producing the planning, delivery and monitoring of CHINs with local people.

To date, work on developing CHINs in Enfield has not involved significant input from local people. Given how essential it is to secure local people's input into this work, in December 2017, Healthwatch Enfield hosted an engagement event where nearly 90 residents and health and care professionals working in the borough participated in workshops to start a discussion on how to make CHINs work for Enfield.

Through bringing together local residents and professionals, representing a wide cross section of the community, to co-design solutions, Healthwatch Enfield facilitated some real discussions around the potential scope of the CHIN model for Enfield. However, our work, and that of our statutory partners, does not stop here. Through the pages of our thematic report, 'Making care closer to home work for Enfield', we have asked NHS Enfield Clinical Commissioning Group to work with local people to co-produce Care Closer to Home Integrated Networks that support the population's needs:

- + using ideas and suggestions contained within the report as the basis of conversations with local residents;

- + engaging in an ongoing dialogue with the local communities to test and further develop the CHINs model for Enfield through organising targeted outreach, going to where people already 'meet';
- + working across professional and organisational boundaries, involving local people in decisions around commissioning, delivering and evaluating CHINs

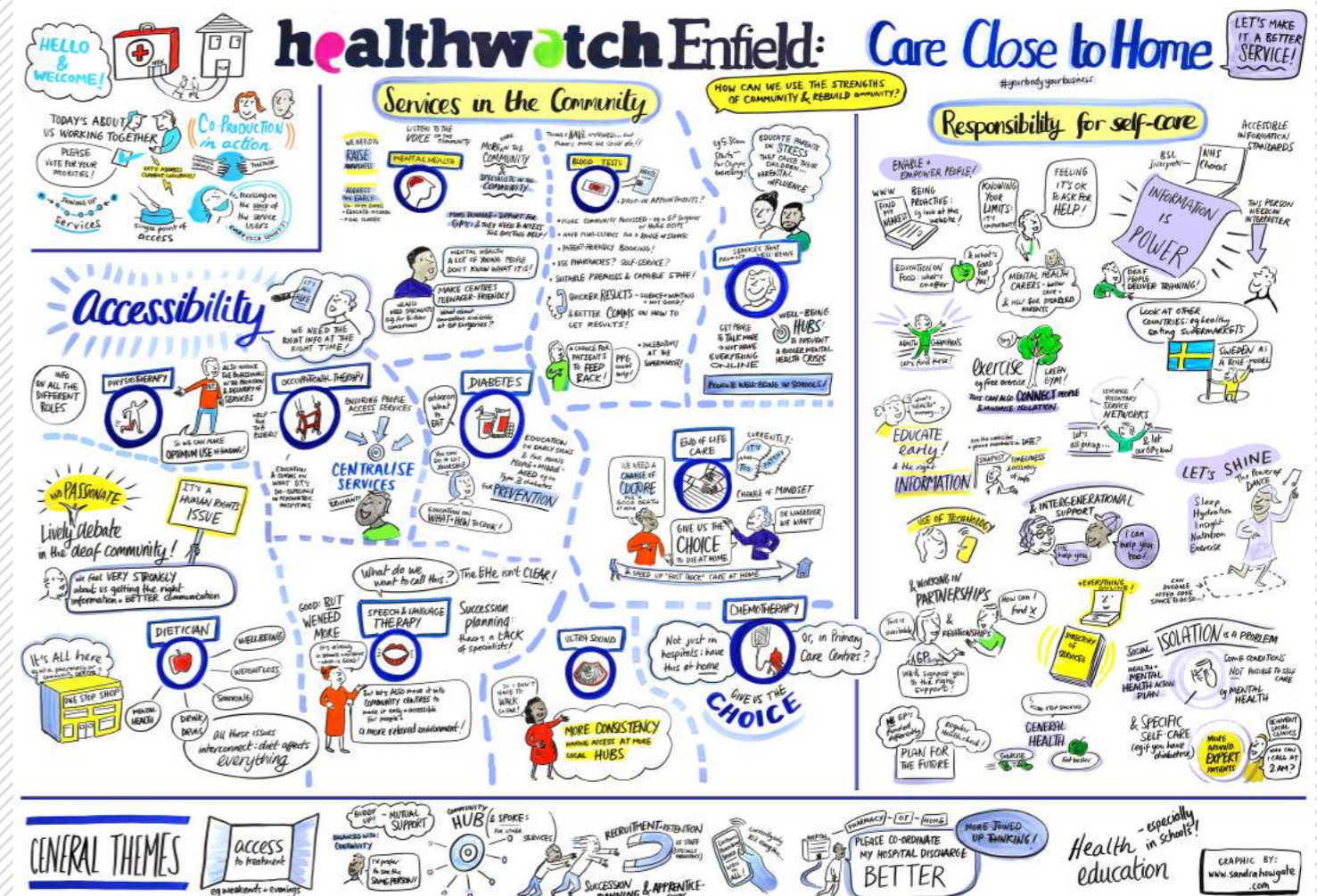
Throughout 2017-2018, Healthwatch Enfield has been working alongside its statutory sector partners to embed 'Experts by Experience' in commissioning, provision and management of local services. Experts by Experience are people from all walks of life who have experience of using health and social care in Enfield; they are individuals passionate about improving quality of services for their local communities.

Our involvement with the development of the North Central London Sustainability and Transformation Plan where, with our

counterparts in Barnet, Camden, Haringey and Islington, we continuously advocate for the need to involve local people in shaping the future of NHS provision, saw us involved in recruiting Enfield residents to inform work on:

- + redesigning mental health services
- + improving Urgent and Emergency care services
- + reviewing planned procedures for orthopaedics

Since October 2017, Healthwatch Enfield has been working with Enfield Council to support the review of the model for providing adult social care support in the borough. We have recruited a local service user who, to date, has attended 12 workshops with professionals and senior decision-makers to bring a personal perspective to the conversations and to secure improvements that matter to people who use adult social care services in Enfield.



Making a difference together

Case study: Service Champions working with Barnet Enfield and Haringey Mental Health NHS Trust

In August 2017, Healthwatch Enfield deployed its first group of Experts by Experience [Service Champions] to work with Barnet Enfield and Haringey Mental Health NHS Trust on the re-design of the adult mental health pathway. The initial evaluation of the Service Champions involvement with the local mental health services provider to influence change:

- + recognises the value this approach brings and the sustained impact it will have
- + suggests that that Service Champions are helping staff at Barnet Enfield and Haringey Mental Health NHS Trust to innovate, improve and think differently
- + confirms benefits for experts by experience and their carers whilst also helping professionals to re-energise their efforts for the benefit of service users

Through involving our Service Champions in the adult mental health pathway redesign, we:

- + contributed to eliminating out-of-area placements for Enfield's residents meaning:
 - o services are cheaper to deliver for the Trust
 - o it is more cost-effective and convenient for families and friends to visit patients
 - o individuals have ongoing access to their local support networks
- + improved communications between Barnet Enfield and Haringey Mental Health NHS Trust and service users, as all materials have been co-designed with our Service Champions and

were reported as a marked improvement by local people

- + improved approaches to delivering more person-centred care through the introduction of new therapeutic tools on several inpatient wards i.e. '10 things about me' passport that is being used to record individual's likes and dislikes alongside therapeutic goals and outcomes



In the photo: Our Chief Executive and volunteers at Barnet Enfield and Haringey Mental Health NHS Trust's Celebrating Excellence Awards 2017

In November 2017, Healthwatch Enfield promoted, organised and hosted an event for Barnet Enfield and Haringey Mental Health NHS Trust giving 48 local people an opportunity to review the accessibility of mental health services to individuals from protected characteristics, as defined under the Equality Act 2010. By bringing Enfield residents with the leadership at the Trust, we gave individuals a voice; an opportunity to plant a seed that more work needs to be done by mental health services to cater for needs of Enfield's diverse communities. 'It has been an eye-opener and we need to do something to change so that we provide [mental health] services for all communities in Enfield', Barnet Enfield and Haringey Mental Health NHS Trust's senior manager comment after the event.

Last year, we reported on hosting an event, commissioned by NHS Enfield Clinical Commissioning Group, about proposed changes to treatments available on the NHS in the borough. The proposals attracted much public attention as options outlined included introduction of new eligibility criteria for hearing aids and knee replacement. With our explicit remit to involve local people in commissioning of NHS services, Healthwatch Enfield has taken an active role in engaging more than 100 residents of the borough in the review process. On 30th June 2017, Healthwatch Enfield wrote to NHS Enfield Clinical Commissioning Group to amplify local people's voices, influencing the outcome of the consultation process as no changes to criteria for hearing aids and knee replacement were introduced. Our letter has been featured in Enfield Independent.

At Healthwatch Enfield we have also been working to involve local residents in development of new facilities at Chase Farm Hospital, part of Royal Free London NHS Foundation Trust. We reached 1,943 individuals promoting opportunities to get involved in the development of the new hospital's signposting whilst information about redevelopment meetings about Chase Farm reached more than 7,000 Enfield residents.

5. 'Making care closer to home work for Enfield' report can be downloaded at <https://healthwatchenfield.co.uk/wp-content/uploads/2018/03/Making-care-closer-to-home-work-for-Enfield.pdf>

6. 'SERVICE CHAMPIONS: A key to getting it right? Pilot evaluation' report is available at <https://healthwatchenfield.co.uk/wp-content/uploads/2017/10/Service-Champions-report-9-Oct-2017.pdf>

7. There are nine characteristics protected under the Equality Act 2010. They are: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. More information can be found at <https://www.equalityhumanrights.com/en/equality-act/protected-characteristics>

8. In early 2016, work on the redevelopment of Chase Farm Hospital commenced. The new hospital site will offer out-patient services including diagnostic tests, musculoskeletal therapies and women's services. There will also be an urgent care centre, an older persons' assessment unit, endoscopy and services for medical day cases including a chemotherapy unit. The hospital will also be the location for most of elective (planned) surgery with eight main operating theatres, a dedicated day surgery area and 50 surgical in-patient beds to support this.



In the photo: Our Engagement Officers at a 'pop up' at North Middlesex University Hospital NHS Trust. One of the ways we use to listen to people's views of health and care in Enfield.

Making a difference together

Case study: Local hospital listening to local communities

Throughout 2017-2018, we have been working with teams at North Middlesex University Hospital NHS Trust to involve more than 300 patients, their carers and families in service provision and improvements.

Partnering with the Associate Director of Equality, Diversity and Inclusion, we have engaged local people in conversations informing the Trust's new Equality Strategy. Our links to carers living in Enfield have been utilised to influence the review of the existing Carers Policy. Through our attendance at various meetings, we have taken the lead on involving local people in the development of the Patient Experience Strategy, based on the principles of co-production, that will see all objectives informed by feedback and opinions from communities in Enfield and Haringey.

Our role on the Health and Wellbeing Board

Healthwatch Enfield has a statutory seat on Enfield's Health and Wellbeing Board. Our Chair has attended the Board since its inception in 2013 and has consistently promoted the need for greater public voice in the planning and delivery of local services. The Chair was actively involved in the development of the Health and Wellbeing Strategy as well as well as in the review of the Board's working arrangements, undertaken to improve effectiveness.

Our Chair is supported in her role by regular updates on local people's experiences of health and care, and by briefings from Healthwatch Enfield's Chief Executive and other Board colleagues on relevant developments across Enfield. During 2017/18, this included recognition of our work on local emergency and care services as well as our work to promote the views of local people in the development of the local Care Closer to Home offer. We also played a key role in the finalising the local 'Pharmaceutical Needs Assessment'.

The importance of volunteers to our work

Our volunteers have helped us to provide 47 "pop up" stalls giving out information about local services, promoting Healthwatch Enfield's role in amplifying local people's voices, and gathering people's views and comments about the services that they use. These pop-up stalls are a key way in which we collect views from a broad range of local people from right across the borough. We record all points and feedback that we collect and use these to develop our understanding of local people's experiences and views. This, in turn, feeds into our work to influence local service provision.

In 2017-2018, six of our volunteer Authorised Representatives took part in planning, carrying out and reporting on Enter & View visits, helping Healthwatch Enfield to achieve its statutory duty to "collect the views of service users (patients and residents) at the point of service delivery".

Our volunteers also play a crucial role in helping us to develop our evidence base of local people's experiences of health and care services. Apart from asking individuals involved with Healthwatch Enfield to share their comments on the quality of service provision within the borough, the volunteers have been the key to our success in collecting most of the 15,574 instances of feedback we recorded in 2017-2018.

This year we also provided placements to 5 students from the University of Greenwich, the University of Kent and Barnet and Southgate College. This has enabled us to provide engagement and research experience to individuals studying courses relating to health and social care, whilst utilising skills and experiences in delivery of our statutory duties.



In the photos: Our volunteers, Renu Khetarpal and Chantal Mushiya Kadima, who each have contributed over 100 hours of their time to supporting Healthwatch Enfield's activities in 2017 / 2018

it starts with
YOU



It starts with you

Throughout 2017-2018, Healthwatch Enfield continued to use local people's feedback to improve people's experiences of health and care services. Through utilising individual's feedback, we have worked with our NHS and Local Authority partners, providers and commissioners to:

- + improve access to information
- + improve access to services
- + improve quality of services
- + improve patient experience
- + empower individuals to feedback

What you tell us can make a difference

You said: *'You can only book weekday out-of-hours GP appointments from 6pm on the day despite the telephone line being staffed from 8am'*

We acted by highlighting the issue to NHS Enfield Clinical Commissioning Group (CCG). Enfield CCG has reviewed the process and local patients can now book weekday evening appointments from 8am.

You said: *'I don't know how to contact Patient Transport at Chase Farm'*

We responded by providing contact details on our website

You said: *'Being Deaf, I have not seen any improvements to accessibility of my local hospital and I find it hard to access services there'*

We responded by organising a meeting with a local deaf person and the leadership at the hospital to discuss and agree potential

solutions. As a result, the Trust is working on reviewing its materials, introducing new communication channels and developing innovative ways of interacting with British-Sign Language (BSL) speakers.

You said: *'I am a patient awaiting a hip replacement. I have passed 20 weeks of waiting and was advised that the operation would not be carried out at least until 10 weeks later. This means that I will have waited 30 weeks at the minimum. 30 weeks of extreme pain and increasing difficulty in walking is a huge chunk out of my remaining years and is causing problems related to my disability'*

We acted by enabling you to approach the leadership of the hospital to seek explanation about the causes behind the delay. The person had their hip replaced within 3 weeks of making contact with the hospital.

You said: *'I didn't know about out of hours GP appointments'*

We responded by developing a bespoke information leaflet about the service and promoting it through our communication channels. To date, 2,000 copies of the leaflet have been distributed, 630 people read about out of hours GP appointments via our newsletter and we informed 39,810 people about the provision through our social media. Enfield has reported the highest uptake of out of hours GP appointments across North Central London

You said: *'I tried to book a patient transport for an upcoming hospital appointment but was told it wasn't possible and that I would have to take a cab. This was unacceptable due to my mobility issues'*

We acted by making contact with the transport service to reinstate the patient who is now able to attend hospital appointments. We have also provided the individual of the contact details for the relevant department.

You said: *'my next of kin is a service user and I have real concerns whether there is risk to his life. The patient has been recently diagnosed*

with a health condition but may be receiving medication that has a negative effect on the health condition. I don't know where to go or who to ask'

We escalated the matter to the service provider and were advised there is no contraindication with the current prescribed regime for the patient. Relatives were delighted by our prompt action and reassurance that high quality of care is being provided to their next of kin

Case study: It starts with you

J is local resident with experience of using health services in Enfield; less than 15 months ago, J was an inpatient in a local mental health ward. Since August 2017, J has been working with Healthwatch Enfield and Barnet Enfield and Haringey Mental Health NHS Trust to bring J's personal experience to the redesign of the adult mental health pathway.

'My experience wasn't positive and I felt that I could write a letter of complaint but that wouldn't affect changes for others or if I needed the service again. By working with the pathway, I could have a voice and share what didn't work and find ways to do things better with service providers.'

I feel like I was being listened to and taken seriously, it was not a tick box exercise but meaningful engagement. Being involved helped me realise the limitations of the Trust; we often perceive that providers choose not to do things, I saw this is not the case. They didn't do things because they didn't want to but because they couldn't or didn't have the money.'

Being an expert by experience helped me realise I can make a difference; it is great for my self-esteem! I feel passionate about breaking down the barriers - the shame, the hidden nature surrounding mental health; being involved meant me flying the flag of being seen. If I have a breakdown, you can still talk to me; I'm still human.'

In the photo: Healthwatch Enfield's Community Engagement Manager collecting feedback from a local resident at a family fun day. One of the ways we use to listen to people's views of health and care in Enfield.

Our plans for next year



What next?

Our top priorities for the next year

1. Access to appointments within primary care
2. Supporting the development of a Quality Assurance Framework for Adult Social Care
3. Working with North Central London Sustainability and Transformation Plan



Priority 1: Access to appointments within primary care

Across North Central London, work is currently being undertaken to develop a Primary Care strategy that will look at availability of GPs and quality of service provision across the five boroughs. At Healthwatch Enfield, we will focus our resources on looking at what is on offer to patients to access appointments. Our evidence base suggests that there is variation on how local GP surgeries offer access to appointments, with a focus on:

- + understanding the current offer and approach of each practice in Enfield around appointment booking (on-line and via telephone);
- + developing the evidence base around patients' preferences and approaches to booking appointments
- + to develop a shared approach in response to patients' preferences and feedback
- + sharing best practice across primary care provision in Enfield to ensure GP practices are working most effectively

Priority 2: Supporting the development of a Quality Assurance Framework for Adult Social Care

Healthwatch Enfield will work with Independence and Wellbeing Enfield, a trading arm of Enfield Council, to: (1) determine quality of services provided by IWE and any potential areas for improvement to the services, as identified by service users / carers and (2) utilising feedback, IWE expertise and external best practice examples to co-design components of a local Quality Assurance framework in response to the views expressed by service users

Independence and Wellbeing Enfield provides adult social care services for people in Enfield, including: Independence services: Enfield Wheelchair Service, Integrated Community Equipment Service, Outreach, Shared Lives (Adult Placement Scheme), Enablement, Safe and Connected and Handyperson Service and Wellbeing Services: Formont, New Options, Community Link, Rose Taylor, Shopmobility, Park Avenue and Inclusive Cycling Scheme.

In the photo: Healthwatch Enfield's Community Engagement team ready to kick off our stall at a local family fun day. One of the ways we use to listen to people's views of health and care in Enfield.

Our plans for next year

Priority 3: Working with North Central London Sustainability and Transformation Plan

The North Central London Sustainability and Transformation Plan has been designed to instigate changes to services, with an overarching aim to ensure North Central London (NCL) is a place that provides the entire population with access to the best possible health, care and wellbeing services, where no-one gets left behind. The Plan has been operational since 1st April 2017. At Healthwatch Enfield, we will continue to commit resources to help ensure that local people:

- (1) are informed about the North Central London Sustainability and Transformation Plan;
- (2) feel involved with new service development contained in the North Central London Sustainability and Transformation Plan; and,
- (3) feel consulted about changes that arise as a result of the North Central London Sustainability and Transformation Plan.

In addition to the top priority areas, we will continue with our follow-up work on:

- (1) improving mental health services, for both children and adults - having published two thematic reports, we will review progress made by our statutory sector partners where recommendations of local people are concerned to maximise the impact our work has had on quality of services and patient experience

- (2) developing a local Urgent and Emergency Care offer - following the publication of our commissioned report⁹, 'A&E, a 'one-stop shop' for everyday healthcare needs' in March 2018, we will seek to work with NHS Enfield and Haringey Clinical Commissioning Groups, Chase Farm Hospital and North Middlesex University Hospital NHS Trust in response to the solutions identified by local people
- (3) supporting the development of Care Closer to Home Integrated Networks in Enfield - we will continue to commit resources to working with NHS Enfield Clinical Commissioning Group to shape the care closer to home agenda for the borough that is responsive to local people's needs
- (4) supporting implementation of the Accessible Information Standard - 2018-2019 will see Healthwatch Enfield delivering its first co-designed intervention within a local healthcare setting to improve access to services and information for people with communications needs

9. The report can be accessed at https://healthwatchenfield.co.uk/wp-content/uploads/2017/03/20180214_NMUHEDReport-updated-240418-1.pdf



Our people



How we involve the public and volunteers

Local people are at the core of Healthwatch Enfield with 90% of our volunteers, 70% of our Board members and 50% of our staff recruited from the local communities.

In accordance with our Decision-Making and Involvement Procedures, Healthwatch Enfield has engaged with the local public, voluntary and community sector organisations and our statutory partners to help ensure decisions about our activity are made in an accountable, open and transparent way.

(1) We have heard from almost 200 Enfield residents and professionals about their thoughts on what Healthwatch Enfield's work priority areas should be for 2018-2019. 87% of individuals who attended our annual conference had their say about our future priority areas of work, in addition to a further 100 local residents through various engagement and outreach events between October and December 2017.

(2) We facilitated 128 community engagement events to listen to local people's feedback on services; to inform allocation of resources for major pieces of work and to hold us to account for work we promised to carry out.

(3) Our Enter and View project group involves only local people living and accessing services in Enfield. The group has a decision-making remit on activities to be carried out by Healthwatch Enfield, within the overarching strategy agreed by the Board.

In keeping with its legal and legislative framework, Healthwatch Enfield's governance function provides accountability, openness and transparency. All Healthwatch Enfield Board meetings, including decisions about strategy and resourcing, are conducted in public, and all papers for these Board meetings are published on our website.



In the photo: Healthwatch Enfield's volunteers engaging at a local resident's association community day. One of the ways we use to listen to people's views of health and care in Enfield.

Our finances



Income and Expenditure Statement of Activities for the period ending 31st March 2017 for Healthwatch Enfield

Please note that figures presented in the table below include income and expenditure associated with the delivery of Healthwatch Enfield's core contract.

Audited account for COGS - Combining Opinions to Generate Solutions Community Interest Company can be accessed through Companies House and will be available by 31st December 2018. COGS is the legal entity that holds the Healthwatch Enfield contract.

Income	2017/2018 (£)	2016/2017 (£)
Funding received from local authority to deliver Healthwatch Enfield statutory activities	218,667	233,340
Total income	218,667	233,340
Expenditure	2017/2018 (£)	2016/2017 (£)
Operational costs	52,961	47,120
Staffing costs	158,688	171,653
Office costs	6,405	6,513
Total expenditure	218,054	225,286
Balance brought forward	613	8,054



I know that people's comments are forwarded to the appropriate service provider to help improve services. If you care and are compassionate about people at the heart of the community join the Healthwatch Enfield team and make a huge difference to people

Jas Gosai
Healthwatch Volunteer

Contact us

Get in touch

Address: Community House, 311 Fore Street, London N9 0PZ

Phone number: 020 8373 6283

Email: info@healthwatchenfield.co.uk

Website: www.healthwatchenfield.co.uk

Twitter: @HealthwatchEnf

Address of contractors

COGS - Combining Opinions to Generate Solutions
Community House
311 Fore Street
London N9 0PZ

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, the Care Quality Commission, NHS England, NHS Enfield Clinical Commissioning Group, Overview and Scrutiny Committee, and our local authority.

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 require this report in an alternative format please contact us at the address above.

© Copyright Healthwatch Enfield 2018

healthwatch
Enfield

Heathwatch Enfield
Community House
311 Fore Street
London
N9 0PZ

www.healthwatchenfield.co.uk
t: 020 8373 6283
e: info@healthwatchenfield.co.uk
tw: @HealthwatchEnf
fb: facebook.com/HealthwatchEnfield