

**healthwatch**  
Enfield  
Tell us  
about your  
experience

**healthwatch**  
Enfield  
Tell us  
about your  
care home  
social care  
experience  
your health  
and social care  
watchdog  
call us 020 8373 6283  
to share your views  
www.healthwatchenfield.nhs.uk

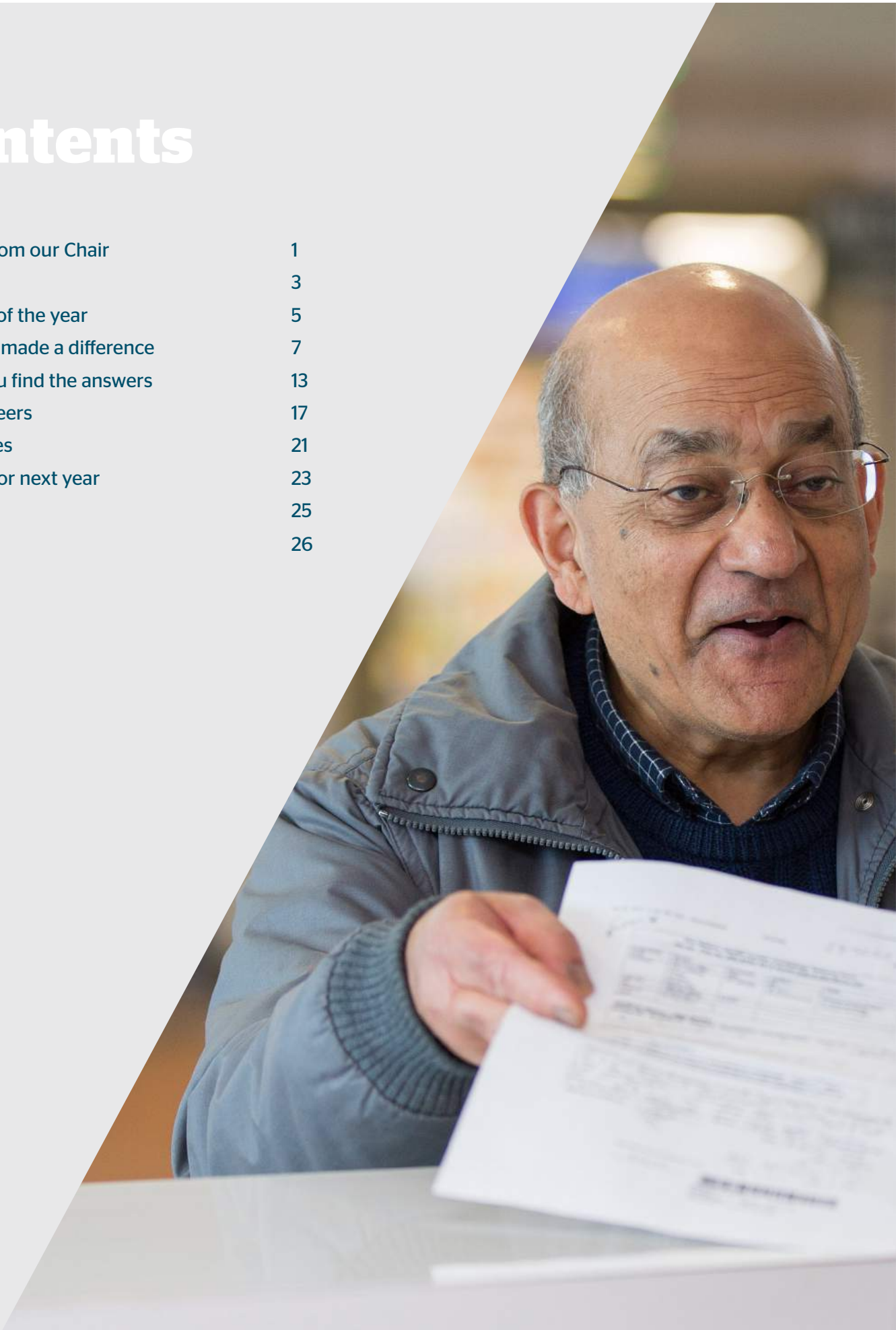
# Healthwatch Enfield

Annual Report 2018-19

Please tell us about your experience of booking your GP appointment  
Please note that any information you provide will be confidential and will not be shared with your GP  
Are you happy for your GP to contact you?  
Name of your GP practice  
When you last booked your appointment  
Phone ☒ Online ☐  
How easy was it for you to book your appointment?  
It was not  
How long did you have to wait for your appointment?  
Did you want your appointment?  
Is there anything you would like to tell us about your GP appointment?  
What was your experience like?

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# Message from our Chair

Healthwatch Enfield has been busy ensuring that we listen to your views about health and social care and we work hard to ensure that your views inform local decision making about key services. Thank you for sharing your experiences, views, giving feedback, filling in our surveys, sharing compliments and concerns.

We know that local people value health and social care services and the staff who deliver these services. We welcome feedback so that our local services continue to evolve to meet the needs of our communities. At Healthwatch Enfield, we know that patients and service users can offer an important insight to quality improvement.

This annual report highlights our increased ‘reach’ achieved through the intensive work we have undertaken to increase opportunities for listening to your views about issues that are a priority for you. We invest time in coming to where you are and also try to make it easy for people to offer on-line feedback. We believe that this inclusive approach allows us to represent all our communities. We have delivered these improvements to listening to your views (despite a reduction in our funding), thanks to our excellent staff team as well as our talented and dedicated volunteers supported by a hard-working group of Board members.

This year we spoke to over 1,000 people about GP appointments. We worked with local residents as well as key service providers to agree a Health and Wellbeing Strategy for the borough; we picked up local concerns about the review of planned surgeries for bones and joints, such as hip and knee replacements and worked hard to capture your views and feed these back to the decision makers. In addition to all this we were

highly commended nationally for our work to improve mental health services in the borough.

We have statutory powers to carry out Enter and View visits. We use our visits to collect service users' views and experiences and use this feedback to support improvements as well as commend good practice.

We are grateful to local health service providers as well as the Council for ensuring that we take part in key local discussions about health and social care services. We value their increasing understanding of the importance of your views in shaping strategies and new services. These partners are also having to deal with funding challenges and we believe that our involvement in discussions ensures that impact on patients is a key consideration in strategic decision making.

Healthwatch Enfield is all about you, your views, your concerns, your compliments. We are pleased to be able to make it easier for your views to be heard and for them to be shared across the health and care community. We have a unique role in making sure that your voices are heard and help to make a positive difference to local health and care services.

Thank you for your feedback, it really does make a difference.

Farin Band.

**Parin Bahl**  
Chair of Healthwatch Enfield

In the photo: Healthwatch Enfield's Community Engagement Manager and a local student at an engagement event



# About us

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; 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.

In the photo: Healthwatch Enfield's event, bringing local people and decision-makers together

## Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



## Our purpose

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



## Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## People at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

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

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.

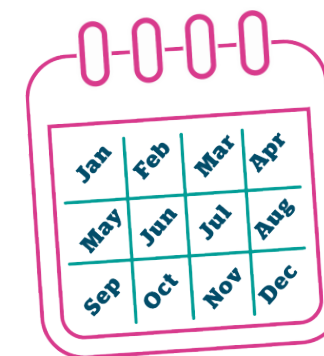




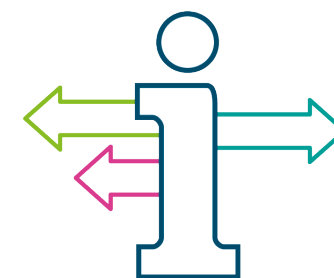
## Highlights from our year



We collated 125,711 items of feedback about local health and care services, 404% more than last year



We have 33 volunteers helping to carry out our work. In total, they gave up 263 days



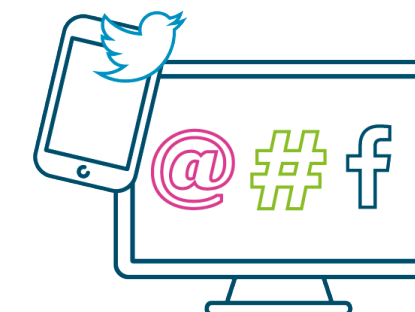
269 people accessed Healthwatch advice and information through contacting our dedicated information point, 25% more than last year.



We visited 154 community events to understand people's experience of care. From these visits, we engaged with 3,635 people.



Local people received information direct to their inboxes 7,668 times through our e-newsletter, 48% more than last year



Our website was visited 23,074 times, 107% more than last year. We reached over 800,000 social media impressions, 27% more than last year.

In the photo: Young people enjoying themselves at Healthwatch Enfield community stall



## How we've made a difference

### Listening to people

Through numerous engagement and outreach activities, you gave us 125,711 items of feedback about local health and care provision in 2018/19; this is an eight-fold increase compared to 2017/18 (15,574), resulting from a more extensive programme of community outreach work.

You shared your views and experiences of a whole range of topics, from booking GP appointments, through using independence and wellbeing services, sharing how you think you can be supported to keep healthy and well.

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, supported living and independence and wellbeing services.

### How we collect your views

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



Face-to-face interaction at engagement events, 'pop-up' stalls and community events, plus focus groups dedicated to a particular topic. In 2018/19, we engaged with 3,635 Enfield residents at 154 different events; that's an additional 28 events when compared to 2017/18



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. Over 600 local people have now shared their views and experience of health and care services in the borough through this channel



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

**ENFIELD**

'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 utilise 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 - during 2018/19, we continued to utilise surveys as a successful method of obtaining feedback on a specific topic and/or research question. In the last 12 months, we used 21 different surveys to collate 25,117 items of feedback; a 75% increase of the items of feedback we received via surveys during 2017/19 (14,317 items of feedback).

## Engaging with all members of the local community

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 hear from individuals from all walks of life including: young people (under 21), people over 65 and those who are seldom heard or vulnerable.



In 2018/19 we engaged with individuals across the borough from over 30 different ethnic backgrounds. This includes (but is not limited to) people who identify as Greek, Turkish, Black British, Eastern European, Somali, Bangladeshi, Chinese and Arab



We listened to experiences of those with Learning Disabilities using day centres and outreach services



We heard from individuals with physical disabilities who use services such as Enfield wheelchair service, Enfield Community equipment service, in addition to local day centres



Throughout the year, we continued to build on our previous work of engaging with those 65 and over through attending meetings and events as older people do not always have access to online feedback mechanisms



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

In the photo: Healthwatch Enfield's pop-up stall at a local hospital



## Improving services

During 2018/19, our Enter and View programme continued focusing on visiting Care and Nursing homes in the borough, as one of Healthwatch Enfield's ongoing priority areas.

We conducted four Enter and View visits, including to a rehabilitation unit, and heard from nearly 100 people, making 31 recommendations for improvements of which 83% have been implemented.

Our visits to Care and Nursing homes confirmed that providers are ensuring they are providing person-centred care and are becoming more flexible to meet the needs of their residents who are presenting with ever increasing, complex needs. According to feedback shared by residents they receive good care in the Homes we visited and relatives and carers were generally happy with the support being provided to their loved ones.

However, we have also uncovered some challenges particularly around dental provision for those too frail to attend external appointments and around access to activities.

2018/2019 has been a year where Healthwatch Enfield has collected an extensive evidence base which enabled us to make recommendations to services to suggest how people's experience of

using health and social care can be improved. All of the suggestions were based on what local residents in Enfield want to see from their services and they were made through:

- + our Enter and View reports, issued to care and nursing homes in Enfield following visits to services
- + our research reports
- + sharing individual's feedback with providers of health and care services and working alongside them to secure positive change



## Case study: Improving patient experience at North Middlesex University Hospital NHS Trust



Throughout 2018-2019, we have partnered with local patients, their family members and carers, and North Middlesex University Hospital NHS Trust to not only co-design a new Patient Experience Strategy for the Trust but also to secure improvements to services. More than 300 individuals shared their ideas and suggestions and all of the objectives of the new Patient Experience Strategy have been based on recommendations from local people.

As part of implementing a new Patient Experience Strategy at North Middlesex University Hospital NHS Trust, we:

involved local people in reviewing outpatients' appointment letters so that they are clear, easy to understand and accessible

- + worked with more than 15 carers in the review of Carers Policy and Carers Information Booklet
- + involved several Experts by Experience and their carers in works involving the re-design of the Accident and Emergency department at North Middlesex University Hospital NHS Trust. The individuals' input was taken on board by the hospital and resulted in changes to layout, colour and signage
- + made outpatient clinics more wheelchair 'friendly'. The changes were instigated by local residents and saw hospital staff taking action to deliver improvements that result in better patient experience

## Engaging with Healthwatch England

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



## Working in partnership with others

### Case study: Developing the new Health and Wellbeing Strategy for Enfield

At Healthwatch Enfield, we have always taken an active role in advocating for the need to involve local people in service or strategy development; embedding co-production as a preferred method of designing and delivering new services.

Our approach was not different when the development of a new Health and Wellbeing strategy for Enfield became a priority for local decision makers in late 2018, early 2019. Working with local Cabinet members, Councillors and leaders at Barnet Enfield and Haringey Mental Health NHS Trust, Chase Farm Hospital (part of Royal Free London NHS Foundation Trust), Enfield Council, NHS Enfield Clinical Commissioning Group and North Middlesex University Hospital we co-designed an approach to involving local people in conversations about their health and wellbeing priorities.

Through outreach activities and a co-design workshop, we brought together over 100 local residents, health and care professionals working in the borough for meaningful discussions around the potential new strategy for Enfield. It is because of our efforts that mental health has become the 4th strand of the Health and Wellbeing strategy for Enfield.





In the photo: Healthwatch Enfield’s event, bringing local people and decision-makers together

Autumn 2018 saw us working with patients and residents, Enfield Council, Chase Farm Hospital (part of Royal Free London NHS Foundation Trust), North Middlesex University Hospital NHS Trust and North London Partners in Health and Care, to involve the stakeholders in the review.



Through face-to-face engagement, an online survey and a community event, over 200 Enfield residents shared their views about the proposals to introduce Centres of Excellence across North London and to reduce the number of hospitals providing planned operations for bones and joints. This work was cited as an example of best practice by North London Partners in Health and Care: ‘Special mention should be made of the response received as a result of work by Healthwatch Enfield, who produced their own questionnaire and materials summarising the draft case for change and ran a series of local events, a number of which were attended by members of the programme team. This generated a significant number of comments’.

The joint work is also influencing decisions to be made: local people’s feedback has been built into the principles of designing new ways of delivering planned operations for bones and joints across Barnet, Camden, Enfield, Haringey and Islington.

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

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

- + 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.

In the photo: Healthwatch Enfield’s volunteer listening to local resident’s views on health and care services



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.

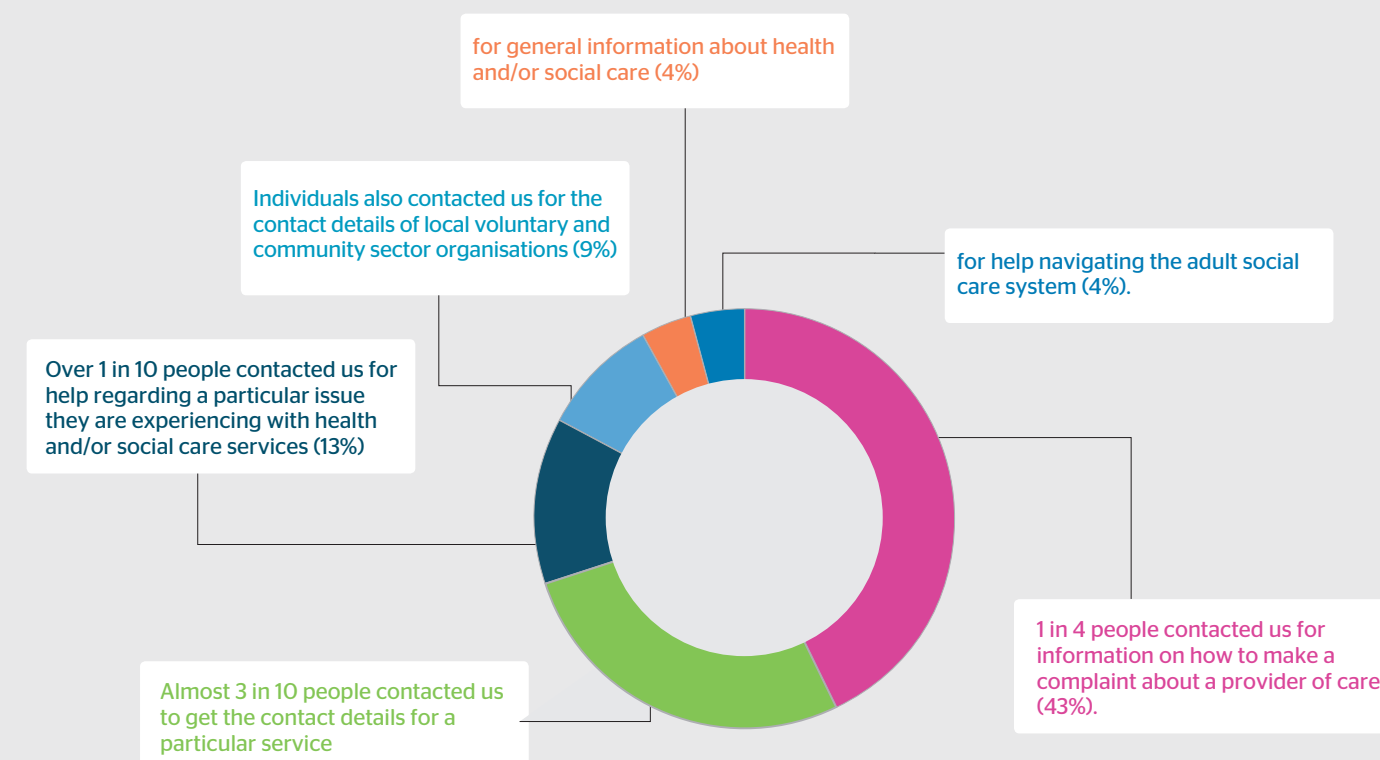


## Helping you find the answers

### How we have helped the community get the information they need

In 2018/19, we 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 269 individuals who contacted us with questions and experiences relating to local health and/or social care services. This is a 35% increase from 2017/18.



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We signposted individuals to over 60 different organisations, including (but not limited to):

- + NHS England
- + North Middlesex University Hospital NHS Trust
- + Barnet Enfield and Haringey Mental Health NHS Trust
- + NHS Enfield Clinical Commissioning Group
- + Royal Free London NHS Foundation Trust
- + Enfield Council's Adult Social Care services
- + The General Medical Council
- + The Care Quality Commission
- + DHL patient transport
- + Primary Care Services England

Our e-newsletters, packed with updates on our work as well as covering other health and social care related stories, were viewed 7,668 times, a 48% increase from last year (5,170).

Our website, providing up-to-date information on health and social care, was visited 23,074 times; that's double the number when compared with 2017/18 (11,123).

In 2018/19 we also made a better use of social media to help Enfield communities get the information they need. On Twitter, we recorded 667,054 impressions; a 23% increase from 2017/18 (552,100). On Facebook, we reached a total of 135,610 users; over a 300% increase from 2017/18 (20,695).



## Our volunteers



### How do our volunteers help us?

How we have involved volunteers and other local people to help us carry out our statutory activities

Local people are at the core of Healthwatch Enfield with 90% of our volunteers, 70% of our Board members and 80% of our staff recruited from the local communities.

Our volunteers have helped us provide 38 “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.

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 25,711 items of feedback we recorded in 2018/19.

This year we also provided placements to 8 students from the University of Greenwich, Barnet and Southgate College and the Institute for the International Education of Students. 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 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.

We have heard from almost 300 Enfield residents and professionals about their thoughts on what Healthwatch Enfield’s work priority areas should be for 2019/2020.

We facilitated 154 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.

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 the photo: Healthwatch Enfield’s volunteers at a pop up stall

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.

#### **How we have promoted or supported the involvement of local people in the commissioning, provision and management of local health and care services**

At Healthwatch Enfield we take an active approach to promoting and supporting the involvement of local people in the commissioning, provision and management of local health and care services.

# 3,361

Individuals shared their feedback on the provision of health and care services

# 9,469

Our accessible infographics of local performance data reach on social media

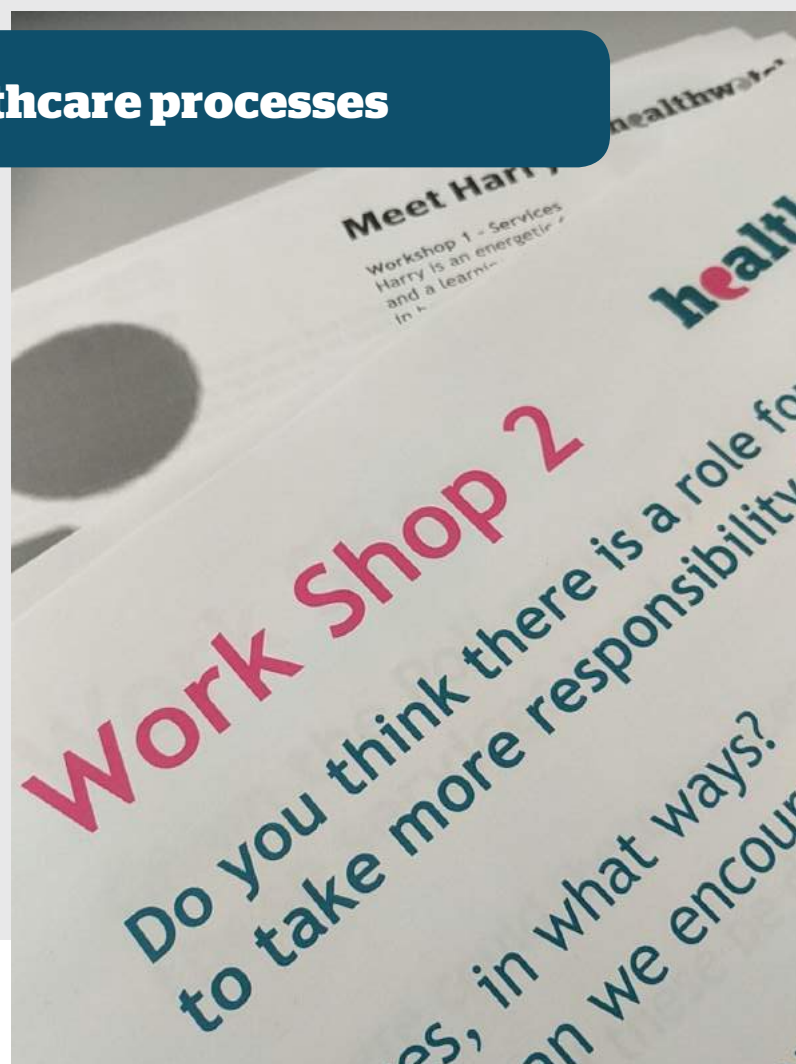
To inform local and national commissioning decisions and service development initiatives, we promoted 60 local and national consultations, encouraging local people to have their say. These included consultations and opportunities for patient engagement from a wide range of organisations such as the North London Partners in Health and Care, Enfield Council, the National Institute for Clinical Excellence, NHS England and the Care Quality Commission to name a few.

Through promoting these opportunities for engagement via our media channels, local residents were able to see these opportunities 306,936 times.

Using available evidence based on local people's experiences of health and care, Healthwatch Enfield responded to 11 consultations; seven relating to local organisations and four relating to national bodies such as NHS England and the Care Quality Commission. This has enabled Healthwatch Enfield to amplify the voices of local people in these decision-making processes.

## **Improving Continuing Healthcare processes**

When local people told us about the delays in receiving Continuing Healthcare payments from NHS Enfield Clinical Commissioning Group (CCG) we couldn't wait to get stuck in! We were aware that the CCG was undertaking a review of its internal processes that were resulting in the delays. Despite this, carers reported funds shortages for three consecutive months. Having first escalated the matter to the leadership at NHS Enfield Clinical Commissioning Group we also opened up an opportunity for a service users to enter into dialogue with NHS Enfield Clinical Commissioning Group: to discuss challenges and co-design future solutions that improve local people's experiences of services received from the commissioning body.



## **Meet our volunteers**

We caught up with a couple of our fantastic volunteers to show you why they decided to volunteer with Healthwatch Enfield

### **Faye Medcalf, Office Assistant Volunteer**

"I volunteer at Healthwatch Enfield to make health and social care services better in Enfield for people with learning disabilities and autism and their families or whoever looks after them"



### **Janice Nunn, Enter & View Volunteer**

"Having an opportunity in retirement to still use all the experience and knowledge that I have gained, as a volunteer, helps me feel useful and fulfilled."

### **Claire Fisher, Communications Volunteer**

I wanted to brush up on my technology skills & return to work after a career break. Volunteering for Healthwatch Enfield has given me the confidence to take the next steps



### How we have promoted or supported the involvement of local people in the commissioning, provision and management of local health and care services

At Healthwatch Enfield we take an active approach to promoting and supporting the involvement of local people in the commissioning, provision and management of local health and care services.

- 3,361 individuals shared their feedback on the provision of health and care services
- our accessible infographics of local performance data reached 9,469 people on social media

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In the photo: Healthwatch Enfield's event, bringing local people and decision-makers together

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 and our Healthwatch Team were actively involved in the development of the Health and Wellbeing Strategy as well as in the review focussed on ensuring that the Board can work more effectively.

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 2018/19, this included contributing to discussions about the role and membership of the Health and Wellbeing Board, commenting on the Strategy for General Practice, taking note of considerable feedback from local people as well as providing feedback on the North Central London review of elective orthopaedics. We have also contributed to discussions about the move towards an Integrated Care System and promoted the need to involve local people in shaping the wide range of changes signalled in the NHS Long Term Plan.





Our finances

How we use our money

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 2019. COGS is the legal entity that holds the Healthwatch Enfield contract.

Income	2018/19 (£)	2017/2018 (£)
Funding received from local authority to deliver Healthwatch Enfield statutory activities	£204,524.00	£218,667.00
Total Income	£204,589.00	£218,667.00
Expenditure	2018/19 (£)	2017/2018 (£)
Operational Costs	£46,250.00	£52,961.00
Staffing Costs	£147,047.00	£158,688.00
Office costs	£8,135.00	£6,405.00
Total Expenditure	£201,433.00	£218,054.00
Balance brought forward	£3,155.00	£613.00

## Message from our CEO

2018/2019 was a busy year for the team at Healthwatch Enfield – local people have set us a challenge and we commenced on a journey to deliver an ambitious programme of work. Our priorities for the last twelve months were:

- + To collect local people's experiences of booking a GP appointment
- + To collect service users' experiences of services provided by Independence and Wellbeing Enfield and seek to secure improvements
- + To continue our work on improving mental health services, both children and adults
- + To support the development of a local Urgent and Emergency Care offer
- + To support the development of Care Closer to Home Integrated Networks in Enfield
- + To support implementation of the Accessible Information Standard

And, in our eyes – we have made some good progress on delivering on these!

1,071 local residents told us about their experiences of booking a GP appointment. This is the biggest piece of research we completed in the borough and one of the biggest samples collected nationally where appetite for digital technology in primary care is concerned!

Over 300 service users, including those with physical disabilities, Learning Disabilities, autism and dementia, shared their views about the quality of care provided by Independence and Wellbeing Enfield. And we are in conversations with them on how the proposed improvements can be implemented.

Despite committing resources to work on a local Urgent and Emergency Care offer and developing Care Closer to Home Integrated Networks, we cannot report tangible outputs or outcomes as such initiatives span years to deploy but we will keep pushing for solutions as identified by local people.



In the photo: Patricia Mecinska, Chief Executive

And on the implementation of the Accessible Information Standard – we have co-designed an approach to support frontline staff with effective communication. Early results of the effectiveness of our solution are promising with 95.83% of NHS staff reporting improved communication skills.

**Patricia Mecinska**  
Healthwatch Enfield, CEO

**Our plans for next year**

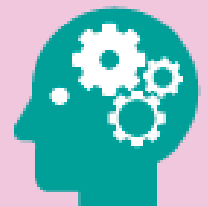
## For 2019/2020 we will work on

GP

Improving local people's  
experiences of booking  
GP appointments



Improving the quality  
of adult social  
care services



Improving mental  
health services



Working with local  
commissioners and providers  
and North London Partners in  
Health and Care to design new  
models of care as outlined in the  
NHS Long Term Plan, including  
integration

We will also focus on engaging young people in conversations about health and social care. All of that on top of delivering our statutory duties and listening to your experiences of all health and care services in Enfield! Thankfully, I have an amazing team of staff and volunteers who cannot wait to hear your stories so please keep sharing them!



# Contact us

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COGS

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Our annual report will be publicly available on our website by 30 June 2019. 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 need this in an alternative format please contact us.

**healthwatch**  
Enfield

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