

# **Combining Opinions to Generate Solutions (COGS) Board Meeting**

Community Interest Company no. 8484607

(COGS carries out the statutory duties of **Healthwatch Enfield (EHW)** and all items on this agenda relate to **Healthwatch Enfield**)

## **Agenda**

Meeting no. 33: Thursday, 14<sup>th</sup> May 2020 14:30pm, to be held in private

Location: Due to the Covid19 outbreak the meeting will be slimmed down and conducted via a virtual Microsoft Teams call

## **MINUTES**

1. Minutes of February's Board meeting
2. Action points from previous meetings

**PUBLIC QUESTIONS - Not applicable this time due to the Covid19 outbreak**

## **ITEMS FOR DECISION**

3. Budget for the year 2020/2021
4. Feedback Centre and Website Development
5. Review of risk register - carried forward

## **ITEMS FOR DISCUSSION**

6. Future agenda items

## **UPDATES AND OTHER ITEMS FOR INFORMATION**

7. Chief Executive's report
8. Finance & Staffing Report
9. Young Healthwatch

10. Volunteering update

11. Statutory duties update

- 11.1. Helping you find the answers
- 11.2. Your views on health and care
- 11.3. Listening to local people's views

12. AOB

**Close**

Meeting no.33: Wednesday 12<sup>th</sup> February 2020 at 1:45pm (held in Room 2, Community House, 311 Fore Street, London, N9 0PZ)

Healthwatch Enfield (HWE) is run by Combining Opinions to Generate Solutions (COGS)

**Present:**

Parin Bahl, Chair (PB)

Noelle Skivington (NS)

Deborah Fowler (DF)

Audrey Lucas (AL)

**In attendance:**

Fazilla Amide (FA), Interim Chief Executive

Michelle Malwah (MM), Information & Signposting Officer, Volunteer Co-ordinator (minutes)

Members of the public: 1

**MINUTES AND UPDATES**

**Welcome and apologies**

The Chair welcomed all present. Apologies were received from Valerie Dinsmore.

**1. Minutes of the previous meeting**

Agreed as an accurate record further to corrections.

**2. Action points from previous meetings**

The board reviewed action points and agreed:

- Item 1- FA has sent the information to VD, should be completed.
- Item 2 - Our volunteers are receiving this information via their monthly newsletter on a quarterly basis. **Action** - MM to remove from action points.
- Item 3 - Our Operations Co-ordinator is working through the policy list. This needs to be approved by the board via email.
- Item 4- Status to remain as ongoing.

### **3. Any Questions from the public about items on the agenda for this meeting**

A member of the public offered some helpful advice about proposals to review contractual arrangements for the Feedback Centre.

They also noted that a link on a website relating to the CQC/ maternity services did not appear to be working. **Action-** MM

They further asked if we could include page numbers on our board reports. **Action-** MM

### **4. Audited accounts**

The board approved the audited accounts. The board discussed reviewing the current contract regarding the appointment of an Auditor. **Action-** VD to review, to be presented at the next meeting.

### **5. Review of risk register**

- Item 1.1.2 - It was suggested that the control measures for this item be changed to “one pay increase over two years” - **agreed.**

### **6. Future Agenda Items**

It was suggested that “budget review” be added to items for discussion and information for February. There was also a discussion about the format of the information provided for this item. **Action** - board to review at the forthcoming strategy day.

### **7. Young People’s Project**

It was suggested that the report not include the personal conditions of the young people, and that the wording be changed to “reflects the local population” for future reports. The board were pleased with the progress made and welcomed the report.

### **8. Interim Chief Executive’s Report**

DF noted that the priorities and follow up work in the report should all be listed under priorities.

There was a discussion as to whether the continuing health care (CHC) project fits within our priority areas of work. FA felt that it did, and the project had so far highlighted some issues faced by CHC recipients and their families.

FA gave a more in-depth verbal update on the feedback centre and highlighted the issues the team were facing in getting the information needed to make a decision as to whether to discontinue using this service. **Action** - FA to report back to the board with costings and basic information within the next 2 weeks, to enable a decision to be made promptly.

The reports about services delivered by Independence and Wellbeing Enfield had been finalised; these now need to be discussed with the appropriate new lead for these services in the council before agreeing next steps. **Agreed.**

The board would also like the Board Report to reflect where any escalations to Healthwatch England or the CQC have originated. **Agreed.**

## **9. Finance and Staffing Report**

The board asked that the title on the agenda be changed to reflect the title of the report. **Action-** MM to change agenda title. The board were not able to read the forecast report in the format used. **Action-** CF to make the cash-flow forecast larger and more legible.

## **10. Stakeholder relationships**

The board welcomed the report.

## **11. External factors**

The board welcomed the report and found it very helpful.

### **12.1 Helping you find the answers**

The board discussed whether it would be helpful to provide twitter alerts about drugs & alcohol and sexual health services as these were the most read web pages.

### **12.2. Your views on Health & Care**

The board discussed the need to encapsulate the report e.g. trends, what's the story. **Action-** board to discuss further what would work best and suggested this could be discussed at the board strategy day in order to present the information in a strategic way.

It was also noted that the report needs to be clearer. For example, the Care Quality Commission reports refer to Enfield GP practices, but a slimming clinic is listed. The board would also like the information to be clearer for points 2, 5, 6, 7 & 8.

### **12.3 Listening to local people's views**

The board noted that the engagement figures were lower than usual for quarter 3. FA explained that they didn't have anyone in post until the end of November 2019 and our activity was also affected by 'Purdah'. **Action-** the board are to think about the data and how they would like it reported. The board stated that they were happy with the report.

### **12.4 Making a difference together**

PB noted that North Middlesex University Trust board had referred to our Enter & View report in regard to Charles Coward ward. She felt our work was valued by their board.

In regard to community outreach, the board would prefer a sentence explaining that we continue to work with hard to reach community groups, instead of a list.

**Action** - the board are to discuss the use of postcodes in board reporting at the board strategy day.

## **13. Volunteering update**

The board discussed whether it would be helpful to find out if our volunteers would be interested in attending meetings on our behalf, based on their interests. The board were happy that the volunteer numbers were creeping up.

## **14. AOB**

The impending **Annual Conference** was discussed. **Action-** MM to book the board onto the Annual Conference

**NMUH-NS** gave an update in regard to the NMUH clinical workshop group, who are in the process of reviewing all their strategies. Their aim is to look at what an integrated service should look like. Focusing on changing the clinical pathways.

**Royal Free** - FA informed all that the community paediatric service for children with special needs were no longer going to be provided by the Royal Free hospital. We have been told there will be no impact in the short term and staff would be TUPE'd over to the new provider. **Action-**PB to raise any issues at the next CCG meeting.

**Urgent Care Centre** - NS informed all present that we had not yet received an update on the Urgent Care Centre.

**Orthopaedic Review** -Audrey reported that the orthopaedic review surveys were now available. PB & FA provided clarification regarding the NCL wide orthopaedic review. NCL will be holding a consultation event on the 14<sup>th</sup> March and we have ensured the accessibility of information to members of the public by simplifying this and will submit all the data collected to NCL.

Board meeting  
Healthwatch Enfield (run by COGS - Combining Opinions to Generate Solutions)  
**Agenda item 2 - February 2020 Action points**

No.	Meeting date	Agenda item no.	Action	Who	By when	Status	Note
1	24/10/2018	5	To visit the office ensure we remain compliant with GDPR and that all necessary actions have been completed	FA, VD	29/02/20	On hold	
2	01/03/2019	2	To review all organisational policies. To be approved by the board via email once completed.	FA	31/03/20	In progress	
3	06/11/2019	2	To circulate a list of all the policies for the organisation	FA	31/01/20	List forwarded to Parin and Noelle for review	
4	01/08/2019	4	To consider the financial position at the Board meeting in May 2020	Board, FA	31/05/20	Included in Board Papers	
5	12/02/2020	4	To review the current contract regarding the appointment of an auditor	VD	14/05/20	Ongoing	
6	01/08/2019	6	To further consider/highlight reporting during supervision meetings	FA, PB		Ongoing	
7	12/02/2020	8	To provide costings & basic information about the pros and cons for the feedback centre	FA	4/03/20	completed	
8	12/02/2020	9	To change the title on the agenda to reflect the title of the report	MM	14/05/20	completed	

Board meeting  
 Healthwatch Enfield (run by COGS - Combining Opinions to Generate Solutions)  
**Agenda item 2 - February 2020 Action points**

No.	Meeting date	Agenda item no.	Action	Who	By when	Status	Note
9	12/02/2020	9	To make the cash flow forecast readable	CF	14/05/20	Once budget agreed by the Board	
10	06/11/2019	5	To review job descriptions	FA/NS		ongoing	

Proposed Healthwatch Enfield budget 1st April 2020 - 31st March 2021		
Account	20/21 budget	Notes
<b>Income</b>		
HW England contract		There may be opportunities via HW England offers across the year & EDS2 so maybe able to generate £5k-£10k of income
Donations		
HW Enfield Grant	£ 180,000.00	
Interests		
Other	£4,000	remainder of cancer awareness budget from LBE
Contract management fee		
<b>Total income</b>	<b>£ 184,000.00</b>	
<b>Expenditure</b>		
Accommodation	£ 4,913.33	
Subscriptions	£ 1,500.00	
<b>Community engagement and outreach</b>		
Booking fees	£ 500.00	
Resources	£ 500.00	
BSL interpreters	£ 550.00	
<b>Annual Conference</b>		
Venue hire	£ 500.00	
Catering	£ 1,000.00	
Resources	£ 1,250.00	
<b>Communications and marketing</b>		
Advertising	£ 750.00	
Leaflets and posters	£ 750.00	
<b>IT</b>		
Software	£ 1,082.75	inc Quickbooks
Support	£ 1,320.00	
<b>Office costs</b>		
Internet and hosting	£ 5,900.00	inc website development
Photocopying	£ 146.67	
Stationery / Equipment	£ 586.67	
Telephones	£ 696.67	
<b>Bank charges</b>		
<b>Professional fees</b>		
Accounting	£ 1,246.67	
Insurance	£ 1,100.00	
Legal	£ 220.00	
Payroll	£ 440.00	
Other	£ -	
<b>Staff costs</b>		
Pension contributions	£ 13,270.00	
Salaries & oncosts	£ 150,168.00	
<b>Staffing costs</b>		
Recruitment		
Travel	£ 1,200.00	assuming no travel in Q1
Training	£ 1,100.00	
Subsistence	£ 250.00	
<b>Volunteers costs</b>		
Travel	£ 450.00	assuming no travel in Q1
Training	£ 500.00	
Subsistence	£ 900.00	assuming no volunteers in office or out and about in Q1
Badges & DBS	£ 900.00	
Governance costs	£ 10,633.33	
Contract management fee	£ 9,000.00	
<b>Total expenditure</b>	<b>£ 213,324.09</b>	
<b>Balance</b>	<b>-£ 29,324.09</b>	

<b>Board Report Title</b>	<b>Website Review update</b>
<b>Governance framework component</b>	Website review update
<b>Date and agenda item</b>	14 <sup>th</sup> May 2020, Agenda Item 4
<b>Author</b>	Claire Fisher
<b>Purpose</b> (for information, decision or consultation)	For decision
<b>Key Recommendations</b> (where applicable)	To opt for HW England website
<b>Attachments</b>	None

Following the board approved decision to withdraw our use of the Feedback Centre based website currently provided by White Bear, a new provider has now been identified.

Of the three options considered, we will be upgrading our existing website to the Healthwatch England provider. This was the most cost-effective option and naturally the Healthwatch England system supports our needs well.

Based on when HW England can support, we hope to commence the upgrade from 18<sup>th</sup> May and it is anticipated to be completed by 31 July 2020. However, we are awaiting further information from them regarding their time frames.

Contingency has been made for a rolling monthly contract with our current provider effective from 1 June 2020 until such time as our new website goes live.

The two other options considered included:

- continuing with White Bear as a stand-alone website, removing the Feedback Centre functionality
- commissioning a new provider

However, both options were more expensive. The Healthwatch England website meets our requirements and our research shows is likely to be the easiest to implement.

### Potential Timelines and Milestones

The timelines detailed on the next page will be dependent upon Healthwatch England and when they are able to support us. We have not yet had confirmation of the date so below is provisional and subject to change.

---

<b>Task/milestone</b>	<b>Resources needed</b>	<b>Whom</b>	<b>By When</b>
Review providers	-	CF/EJ	Complete
Appoint provider	-	CF/EJ	Complete
Site map signed off	16-20 hours	IJ / CF	31/5/20
Draft new content	20-30 hours	CF/EF	19/6/20
Content signed off	8-12 hours	FA	26/6/20
Content signed off	8-12 hours	Board	03/7/20
Delivery of test site			10/7/20
Training	8 hours	CF/IJ/EF	14/7/20
Transfer and upload of content	18-20 hours	IJ	20/7/20
Testing & snagging	10-15 hours	IJ/CF/EF	24/7/20
Final proof & edits	8 hours	Volunteers/staff	29/7/20
Go live		IJ	31 /7/20

<b>Board Report Title</b>	Risk register review
<b>Date and Agenda Item</b>	14 <sup>th</sup> May 2020, Agenda Item 5
<b>Author</b>	Fazilla Amide
<b>Purpose</b> (for information, decision or consultation)	For discussion
<b>Key Recommendations</b> (where applicable)	N/A
<b>Attachments</b>	None

Risk Register is Healthwatch Enfield’s principle document facilitating the identification, recording and assessment of risks detailing all significant risks that threaten Healthwatch Enfield.

**KEY**

L - Likelihood =the chance that the risk may occur, with 1= remote and 5= highly probable

I - Impact = the impact or effect that will result if the risk occurs, with 1= insignificant and 5= extreme / catastrophic

Score: Likelihood X Impact

All risks scores within this register have been RAG-rated, as per the following:

Red - major or extreme/catastrophic risks

Amber - moderate or major risks

Blue or green - minor or insignificant risks

Impact	Extreme / catastrophic	5	5	10	15	20	25
	Major	4	4	8	12	16	20
	Moderate	3	3	6	9	12	15
	Minor	2	2	4	6	8	10
	Insignificant	1	1	2	3	4	5
			1	2	3	4	5
			Remote	Unlikely	Possible	Probable	Highly probable
			Likelihood				

This report reviews all activities completed within quarter four of the year 2019/2020 against key areas of risk.

As agreed in October 2018, all risks rated as ‘red’ are discussed at each Board meeting to consider re-grading whilst also giving the Board assurance that appropriate activities are undertaken to mitigate the risks.

Key Risk	L	I	Score	Mitigating actions completed within the period	Control measures agreed by the Board
Employment issues					
1.1.1 Loss of staff capacity (illness etc.)	3	4	12	<ul style="list-style-type: none"> <li>Number of activities decreased</li> <li>Prioritisation of tasks and activities has been put in place, is reviewed on a weekly basis and reported to the Board on bi-weekly basis</li> </ul>	<ul style="list-style-type: none"> <li>Staff job descriptions are flexible enough to allow for cover. Healthwatch Enfield fosters a culture in which staff are flexible and willing to pick up additional tasks</li> <li>Numerous staff members have been trained to deliver core functions of Healthwatch Enfield</li> <li>Healthwatch Enfield offers flexible working arrangements to preserve staff wellbeing and to minimise the risk of long-term absence</li> </ul>
1.1.2 Loss of experienced staff	3	4	12	<ul style="list-style-type: none"> <li>None completed; review of the current employment offer to be completed in Q1 of 2019/2020</li> </ul>	<ul style="list-style-type: none"> <li>Healthwatch Enfield Board reviewed and agreed a pay increase over two years.</li> </ul>
2. Financial risks					
2.1 Dependency on income source	3	4	12	<ul style="list-style-type: none"> <li>A commissioned piece of work secured and delivered</li> </ul>	<ul style="list-style-type: none"> <li>Sources of income are monitored and considered by the Board</li> <li>Healthwatch Enfield is considering diversifying its income streams through tendering and developing products</li> <li>Business Development Strategy is being developed</li> </ul>

Following staffing changes, the Board are asked to maintain the current status:

In order to mitigate the above, Job Descriptions are being reviewed and a succession planning strategy will be developed by 30<sup>th</sup> June 2020.

<b>Board Report Title</b>	<b>Future agenda items</b>
<b>Governance framework component</b>	N/A
<b>Date and Agenda Item</b>	14 <sup>th</sup> May 2020, Agenda Item 6
<b>Author</b>	Fazilla Amide
<b>Purpose</b> (for information, decision or consultation)	For discussion
<b>Key Recommendations</b> (where applicable)	N/A
<b>Attachments</b>	N/A

As discussed with the Board, the following outlines the proposed agenda items for the next Public Board Meetings for the coming financial year 2020/2021.

Any additions to the agenda can be discussed and agreed with the Board at each public meeting.

<b>Agenda items for discussion and information</b>	<b>Agenda items for decision</b>
<p>May</p> <ul style="list-style-type: none"> <li>▪ Risk register review</li> <li>▪ Young Healthwatch</li> <li>▪ Chief Executive’s report</li> <li>▪ Finance and staffing</li> <li>▪ Listening to local people’s views</li> <li>▪ Quality of health and care in Enfield</li> <li>▪ Helping you find the answers</li> <li>▪ Making a difference together</li> <li>▪ Volunteering update</li> </ul>	<ul style="list-style-type: none"> <li>▪ Healthwatch Enfield budget</li> <li>▪ Project plans for major pieces of work</li> <li>▪ Appointment of an auditor</li> <li>▪ Future agenda items</li> </ul>
<p>August</p> <ul style="list-style-type: none"> <li>▪ Young Healthwatch</li> <li>▪ Chief Executive’s report</li> <li>▪ Finance and staffing</li> <li>▪ Stakeholder relationships</li> <li>▪ External factors</li> <li>▪ Listening to local people’s views</li> <li>▪ Quality of health and care in Enfield</li> <li>▪ Helping you find the answers</li> <li>▪ Making a difference together</li> <li>▪ Volunteering update</li> </ul>	<ul style="list-style-type: none"> <li>▪ Review of risk register</li> <li>▪ Future agenda items</li> </ul>

<p>November</p> <ul style="list-style-type: none"> <li>▪ Risk register review</li> <li>▪ Young Healthwatch</li> <li>▪ Chief Executive’s report</li> <li>▪ Finance and staffing</li> <li>▪ Stakeholder relationships</li> <li>▪ External factors</li> <li>▪ Listening to local people’s views</li> <li>▪ Quality of health and care in Enfield</li> <li>▪ Helping you find the answers</li> <li>▪ Making a difference together</li> <li>▪ Volunteering update</li> </ul>	<ul style="list-style-type: none"> <li>▪ Audited Accounts</li> <li>▪ Future agenda items</li> </ul>
<p>February</p> <ul style="list-style-type: none"> <li>▪ Risk register review</li> <li>▪ Young Healthwatch</li> <li>▪ Chief Executive’s report</li> <li>▪ Finance and staffing</li> <li>▪ Stakeholder relationships</li> <li>▪ External factors</li> <li>▪ Listening to local people’s views</li> <li>▪ Quality of health and care in Enfield</li> <li>▪ Helping you find the answers</li> <li>▪ Making a difference together</li> <li>▪ Volunteering update</li> </ul>	<ul style="list-style-type: none"> <li>▪ Strategic priorities for the coming year</li> <li>▪ Future agenda items</li> </ul>

<b>Board Report Title</b>	Acting Chief Executive's report
<b>Date and Agenda Item</b>	14 <sup>th</sup> May 2020, Agenda Item 7
<b>Author</b>	Fazilla Amide
<b>Purpose</b> (for information, decision or consultation)	For information
<b>Key Recommendations</b> (where applicable)	N/A
<b>Attachments</b>	None

Note that due to the outbreak of the Covid19 virus, our engagement activity in March, as well as that of our key stakeholders, was significantly restricted. However, it was a real achievement to be able to move from being office based to home based for all our staff, one week prior to "Lockdown" being announced, which also included ensuring our telephone line was still available to our local residents. Significant additional Covid19 activity and signposting was undertaken during March 2020 to support our community. This also included being part of our Local Resilience Forum.

### Reports

In quarter four of 2019/2020, we published two reports, namely

- our Enter and View visit to Arnold House - insert link, as well as
- a report from young people about their priorities regarding Health and Social Care

A number of reports were put on hold due to the Covid19 outbreak, namely

- a re-visit to Nairn House looking at the activities they are able to offer to residents, especially those who are less mobile,
- a report on Continuing Health Care,
- a report on services delivered by Independence and Wellbeing

### Healthwatch Enfield strategy implementation progress

Healthwatch Enfield's team members continue to work to deliver Key Performance Indicators (KPIs) of the overall Healthwatch Enfield's strategy alongside undertaking activities associated with priority areas of work. Performance against each area is outlined below: Across 2019/2020 we attended:

#### (1) Involve Q4

Key Performance Indicator	Status
3 community hub pop-ups attended	Exceeded 4 attended
11 hospital pop-ups attended	8 were attended
1 Civic Centre pop-up attended	Achieved
EVA Volunteering Fair	Achieved
2 Ward Forums	Exceeded 3 Ward Forums attended
Over 50s Winter Fair	Achieved
Wellbeing Festival	Achieved
6 new volunteers recruited	Exceeded with 11 volunteers recruited

#### (2) Inform (Year End)

Key Performance Indicator	Status
---------------------------	--------

850,000 Social Media impressions	Exceeded with 883,479
28,000 Website hits	Exceeded with 33,404 hits
280 Information and Signposting calls responses	Partially achieved with 256 calls
12 E-Newsletters issues with 12,000 openings	Exceeded 16 E-Newsletters issued with 17,143 openings

(3) Improve

Priority areas of work

As suggested by local people and agreed by the Board, Healthwatch Enfield's key areas of work include:

Priorities	Follow-up work
Working with young people	Primary Care
Increasing the utilisation of the feedback centre	Supporting the development of a Quality Assurance framework for Adult Social Care
	Working with NCL STP

In quarter four, resources were committed to carrying out work against:

(1) Working with young people

Within the reporting period resources were committed to:

- continuing to develop a cohesive 'Young Healthwatch' team
- who are in regular communication and focused on
- developing a survey to ascertain young people's priorities for the coming year
- and finally, writing a report on our findings

Progress against the project plan was completed on target and the team developed a report on young people's priorities, which were:

- Improving information and services on Mental Health
- Improving information and services on Sexual Health
- Information on how to register with a GP and understanding their rights in Health and Social Care.
- Improving A&E services

(2) Working with organisations and people with disabilities following initial work around the NHS Long Term Plan engagement activity

Within the reporting period resources were committed to:

- Working with the CCG
- Finalising our report

---

Progress against the project plan was completed on target, and the CCG have implemented a new pilot for new recipients of Continuing Health Care and will be looking to work with us to help review the experiences of existing recipients of the service.

However, due to the Covid19 outbreak, we were unable to report back our findings to the Health Scrutiny Panel as the meeting was cancelled. We hope to present this at Health Scrutiny in the Autumn.

In response to changing circumstances, the priorities have been reviewed and the Board are asked to consider and agree revised priorities:

(3) Reviewing the utilisation of the feedback centre

Over the last quarter, we reviewed the effectiveness of the feedback centre. Given our previous analysis of how people provide feedback, set against the cost of the application, and through discussions with the Board, the decision was made to cease the use of the feedback centre and to develop a new, more flexible website that better meets our needs.

Therefore, one of our key priorities for Q1/Q2 of 2020/2021 will be to develop a new website and replace the feedback centre with our online survey tool and CRM.

(4) Supporting the development of a Quality Assurance framework for Adult Social Care

Discussions were had with the Local Authority and we were notified that the Independence and Wellbeing Service was being brought back in-house. We were due to publish the reports already developed, however, publication was put on hold due to the COVID19 outbreak.

(5) Access to appointments within Primary Care

- A successful Annual Conference was held on 4th March around Primary Care Networks and Social Prescribing to support engagement of GP Practices and patient access.

The event, bringing together around 140 people including local residents, service providers, acute Trusts, as well as Primary Care, CCG, LA and the VCS sector, meant that information, and wide views and opinions were heard and shared. Residents stated they were unclear as to the new developments within the Primary Care Networks, as were some professionals. It was clear there was an appetite for the community to learn and understand more, and to be more fully involved and communicated with. We commenced analysis of the feedback in Q4 and a report will be developed and published in Q1 of 2020/2021.

(6) NCL STP.

We continued to work alongside the NCL STP in particular, supporting them with their consultation around plans for improving Orthopaedic surgery across the NCL footprint. We promoted and conducted surveys in support and received over 100 responses, as well as facilitated introductions between the NCL communications team and the voluntary sector, in particular those seldom heard, including those with disabilities etc.

---

In addition, our Chair and Board members continue to attend NCL wide meetings ensuring local residents' views and opinions were being put shared and taken into account.

**Escalations to Healthwatch England**

In quarter three, no issues were escalated to Healthwatch England, other than urgent feedback regarding the Covid19 outbreak.

**Escalations to CQC**

In quarter four, two safeguarding incidents were identified and were escalated to the Care Quality Commission.

---



<b>Board Report Title</b>	<b>Finance and staffing report</b>
<b>Governance framework component</b>	Resources and risk
<b>Date and Agenda Item</b>	14 <sup>th</sup> May 2020, Agenda item 8
<b>Author</b>	Fazilla Amide in consultation with Valerie Dinsmore
<b>Purpose</b> (for information, decision or consultation)	Information
<b>Key Recommendations</b> (where applicable)	N/A
<b>Attachments</b>	N/A

### Staffing

Our Engagement Officer commenced employment on the 6<sup>th</sup> January 2020. There were no changes to staffing, otherwise.

### Finance

Healthwatch Enfield's income and expenditure for the period 1<sup>st</sup> April 2019 - 31<sup>st</sup> March 2020 is in line with the anticipated spending trends for the majority of the expenditure lines; any significant variations have been addressed in the notes (Figure 1).

Healthwatch Enfield generated an income of £194,805 for 2019/2020 against an anticipated budget of £188,400. We therefore exceeded this by £6,405.00.

Our actual expenditure totaled £201,640 against a budget of £206,409. We therefore came under budget by £4,769.

As a result of making some savings, losses were minimised. Whilst the anticipated loss was £18,008, the actual loss was significantly reduced to £6,835 for the year.

HW Bud vs Actual year to Date 31st March 2020

	<u>Apr '19 - Mar 20</u>	<u>Budget</u>	<u>£ Over Budget</u>	<u>% of Budget</u>	<u>Notes</u>
<b>Income</b>					
Contracts	11,805.00	8,400.00	3,405.00	140.54%	
underspend carried forward	3,000.00	0.00	3,000.00	0.0%	
Grants	<u>180,000.00</u>	<u>180,000.00</u>	<u>0.00</u>	<u>100.0%</u>	
<b>Total Income</b>	<b>194,805.00</b>	<b>188,400.00</b>	<b>6,405.00</b>	<b>103.4%</b>	
<b>Expense</b>					
Accommodation	4,635.36	4,745.80	-110.44	97.67%	
<b>Co-Design Workshops</b>					
Catering	500.00	500.00	0.00	100.0%	
Resources	158.90	200.00	-41.10	79.45%	underspend due to decrease in materials needed
Venue Hire	500.00	500.00	0.00	100.0%	
Co-Design Workshops - Other	<u>1,000.00</u>	<u>0.00</u>	<u>1,000.00</u>	<u>0.0%</u>	
<b>Total Co-Design Workshops</b>	<b>2,158.90</b>	<b>1,200.00</b>	<b>958.90</b>	<b>179.91%</b>	
<b>Communications &amp; Marketing</b>					
Advertising	348.98	1,500.00	-1,151.02	23.27%	Printing on hold due to coronavirus outbreak
Leaflets & Posters	<u>448.35</u>	<u>1,500.00</u>	<u>-1,051.65</u>	<u>29.89%</u>	Printing on hold due to coronavirus outbreak

<b>Total Communications &amp; Marketing</b>	797.33	3,000.00	-2,202.67	26.58%	
<b>Community Engagement &amp; Outreach</b>					
Booking Fees	490.00	500.00	-10.00	98.0%	
BSL Interpreters	500.00	500.00	0.00	100.0%	
Resources	1,606.36	1,500.00	106.36	107.09%	
<b>Total Community Engagement &amp; Outreach</b>	2,596.36	2,500.00	96.36	103.85%	
<b>Governance Costs</b>	8,795.95	10,270.80	-1,474.85	85.64%	underspend due to tax code changes
<b>HW Contract management fee</b>	9,000.00	9,000.00	0.00	100.0%	
<b>IT</b>					
software	847.69	875.76	-28.07	96.8%	
Support	1,381.05	1,275.00	106.05	108.32%	
<b>Total IT</b>	2,228.74	2,150.76	77.98	103.63%	
<b>Office Costs</b>					
Internet & Hosting	5,875.27	5,759.90	115.37	102.0%	
Photocopying	112.16	120.00	-7.84	93.47%	
Postage	6.60	0.00	6.60	0.0%	
Stationery	760.70	499.92	260.78	152.16%	over budget due to staff changes/increase
Telephone-Mobile	767.59	991.56	-223.97	77.41%	underspend due to no longer being charged for office calls & change in mobile contracts
<b>Total Office Costs</b>	7,522.32	7,371.38	150.94	102.05%	

### Professional Fees

Accounting	1,192.80	1,416.67	-223.87	84.2%	underspend due to keeping rates the same
Insurance	832.35	1,062.50	-230.15	78.34%	savings made due to negotiating better insurance deal
Legal	0.00	212.50	-212.50	0.0%	
Payroll	<u>315.24</u>	<u>708.33</u>	<u>-393.09</u>	<u>44.51%</u>	underspend due to keeping rates the same
<b>Total Professional Fees</b>	<b>2,340.39</b>	<b>3,400.00</b>	<b>-1,059.61</b>	<b>68.84%</b>	

### Staff Costs

Pension Contributions	12,890.36	12,522.00	368.36	102.94%
Salaries & Oncosts	<u>141,556.15</u>	<u>141,498.60</u>	<u>57.55</u>	<u>100.04%</u>
<b>Total Staff Costs</b>	<b>154,446.51</b>	<b>154,020.60</b>	<b>425.91</b>	<b>100.28%</b>

### Staffing Costs

Recruitment	690.92	0.00	690.92	0.0%	un-anticipated spend due to staff changes
Subsistence	256.44	500.00	-243.56	51.29%	savings made through efficiencies
Training	739.40	500.00	239.40	147.88%	over budget due to staff changes
Travel	<u>1,415.98</u>	<u>1,500.00</u>	<u>-84.02</u>	<u>94.4%</u>	
<b>Total Staffing Costs</b>	<b>3,102.74</b>	<b>2,500.00</b>	<b>602.74</b>	<b>124.11%</b>	
Subscriptions	1,200.00	1,200.00	0.00	100.0%	awaiting NVCO invoice £163.00

Volunteer Costs					
Badges	114.00	300.00	-186.00	38.0%	savings made by negotiating better deals
Subsistence	1,384.66	1,999.96	-615.30	69.23%	underspend due to volunteer not claiming expenses
Training	377.98	749.98	-372.00	50.4%	underspend due to volunteers taking advantage of free training opportunities
Travel	<u>938.58</u>	<u>1,999.98</u>	<u>-1,061.40</u>	<u>46.93%</u>	Savings made via volunteers using concessionary travel
<b>Total Volunteer Costs</b>	<u>2,815.22</u>	<u>5,049.92</u>	<u>-2,234.70</u>	<u>55.75%</u>	
<b>Total Expense</b>	<u>201,639.82</u>	<u>206,409.26</u>	<u>-4,769.44</u>	<u>97.69%</u>	
<b>Surplus for the year</b>	<u><u>-6,834.82</u></u>	<u><u>-18,009.26</u></u>	<u><u>11,174.44</u></u>	<u><u>37.95%</u></u>	

<b>Board Report Title</b>	Young Healthwatch
<b>Governance framework component</b>	Volunteering
<b>Date and agenda item</b>	14 <sup>th</sup> May 2020, Agenda Item 9
<b>Author</b>	Claire Fisher
<b>Purpose</b> (for information, decision or consultation)	Update
<b>Key Recommendations</b> (where applicable)	For noting
<b>Attachments</b>	None

Our team of volunteers aged 16 to 25 has now increased to seven members.

The survey developed to ascertain which priorities young people would like Young Healthwatch Enfield to focus on in 2020 attracted 151 responses. Due to having to re-prioritise our communications during the Covid19 outbreak the findings were published in a low-key, soft launch at the end of March 2020.

The main findings of the report indicate that young adults wanted Healthwatch Enfield to focus our priorities in the following key areas:

- Improving information and services on Mental Health
- Improving information and services on Sexual Health
- Information on how to register with a GP and understanding their rights in Health and Social Care.
- Improving A&E services

There is further qualitative research required in each of these areas and the HEYA volunteers will continue to work closely with Healthwatch Enfield to progress this work.

The young volunteers have developed Healthwatch compliant visual branding under the name Healthwatch Enfield for Young Adults (HEYA) and launched their first social media channel via Instagram. They are also considering the benefits and practicalities of utilising other online platforms.

A small snap survey is currently running online to gather views, concerns and experiences of young adults in relation to health and social care during the Covid19 outbreak. There have been over 40 responses so far.

<b>Board Report Title</b>	<b>Volunteering update</b>
<b>Governance framework component</b>	Volunteering
<b>Date and Agenda Item</b>	14 <sup>th</sup> May 2020 Agenda Item 10
<b>Author</b>	Michelle Malwah
<b>Purpose</b> (for information, decision or consultation)	Information
<b>Key Recommendations</b> (where applicable)	N/A
<b>Attachments</b>	N/A

### Volunteers supporting Healthwatch Enfield

The following provides a summary of efforts to recruit and retain Healthwatch Enfield's volunteers' base in quarter three of 2019/2020:

	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20
No. of application packs sent	24	20	22	20	26	31	9	19
No. of volunteers recruited	5	11	6	6	10	12	2	11
No. of volunteers to leave	3	4	0	9	3	7	2	5
Total no. of active volunteers	25	33	36	32	39	44	44	50

### Volunteer Recruitment/Retention

In Q4, volunteer recruitment activity increased. We recruited five community outreach, three young Healthwatch, one graphic design and two international student placement volunteers.

A Volunteer Day was developed and held by the Community Outreach, Research and Events Co-ordinator on 12<sup>th</sup> March, which was attended by our existing active volunteers, 2 who had not engaged with us for some time, and 1 new volunteer. This was arranged to co-produce a new strategy of outreach, seeking out smaller community groups and organisations we do not already work with right across the Borough, including the large Turkish population. In addition, it was a way to get to know each other, find out each other's interests and strengths, create a 'peer team' and launch the idea of creating volunteer mentoring i.e. volunteer champions.

### Student placements

Unfortunately, our international students were unable to complete their placements as they had to return home due to Covid19.

**Development** In addition to the volunteer day, this quarter our volunteers were sent information about free online courses in England. These range from courses like understanding autism to digital skills at work.

<b>Board Report Title</b>	Helping you find the answers
<b>Governance framework component</b>	Statutory duties
<b>Date and Agenda Item</b>	14 <sup>th</sup> May 2020, Agenda Item 11.1
<b>Author</b>	Emma Friddin
<b>Purpose</b> (for information, decision or consultation)	For information
<b>Key Recommendations</b> (where applicable)	N/A
<b>Attachments</b>	Helping you find the answers - year end data

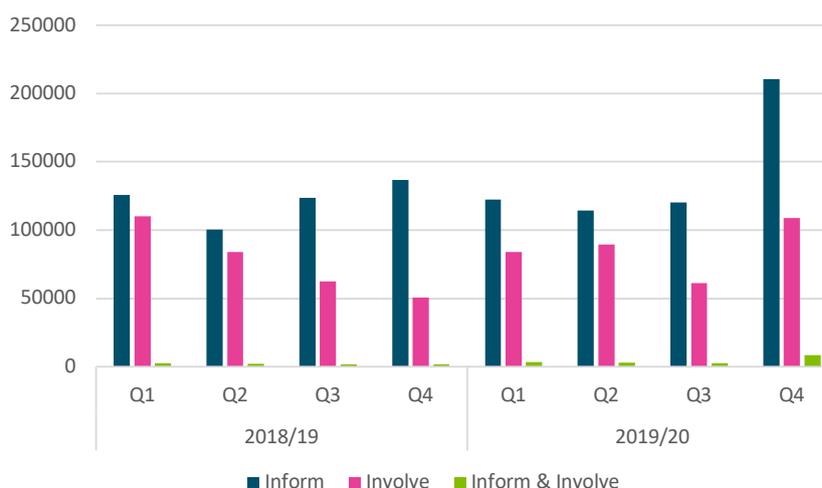
Between 1<sup>st</sup> January and 31<sup>st</sup> March 2020 (Q4 2019/20), we:

- provided information about health and care services to 210,318 individuals (inform)
- promoted opportunities for involvement reaching 108,918 individuals (involve)

Inform	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Signposting service	45	75	74	62
Website	5,231	6,099	6,349	8,344
Social media	116,963	107,992	113,847	201,912
<b>Total</b>	<b>122,239</b>	<b>114,166</b>	<b>120,270</b>	<b>210,318</b>

Involve	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
Website	354	176	231	233
Social media	83,806	89,211	61,063	108,685
<b>Total</b>	<b>84,160</b>	<b>89,387</b>	<b>61,294</b>	<b>108,918</b>

Inform & Involve	Q1 2019/20	Q2 2019/20	Q3 2019/20	Q4 2019/20
E-newsletter	3,454	2,896	2,339	8,454
<b>Total</b>	<b>3,454</b>	<b>2,896</b>	<b>2,339</b>	<b>8,454</b>

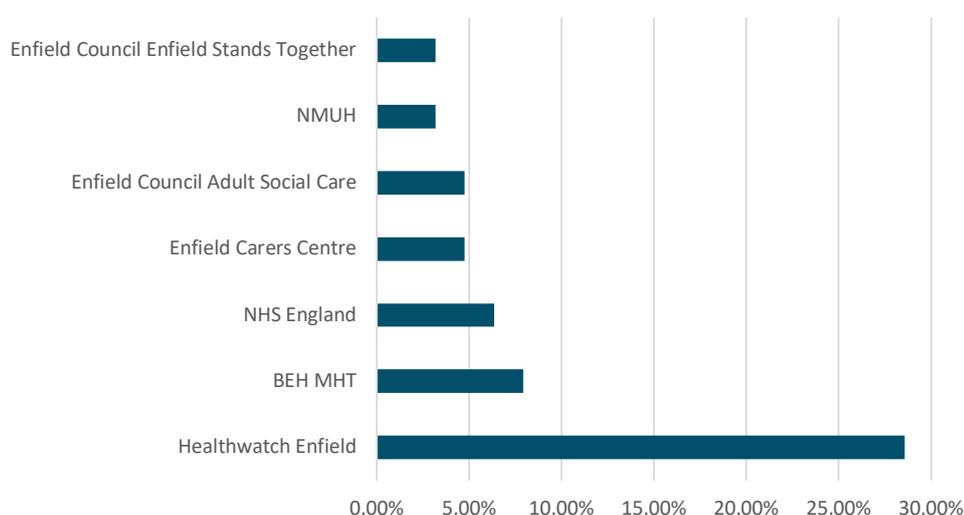


## Helping you find information via our signposting service

### Inform

During Q4 2019/20 we signposted 62 individuals to help them find the information they need. The organisations we signposted to most frequently include Healthwatch Enfield\*, Barnet Enfield and Haringey Mental Health Trust (BEH MHT), NHS England, Enfield Carers Centre, Enfield Council Adult Social Care, the North Middlesex University Hospital (NMUH) and Enfield Council Enfield Stands Together helpline.

\*Please note that signposting to Healthwatch Enfield occurs when individuals contact us via social media and we ask them to get in touch with us via the phone or email for more information. There has been an increase this quarter in the number of individuals contacting us for information and signposting via social media.



We also signposted individuals to: Action against medical accidents, Age UK Enfield, Angel GP surgery, Chase Farm Hospital, The Care Quality Commission (CQC), DHL patient transport, Eagle House Surgery, Enfield Clinical Commissioning Group (CCG), Friends of Parks, Healthwatch Barnet, incontinence service, Mind in Enfield, Moorfields Eye Hospital, One to One Enfield, Public Health Enfield and Silverpoint Sexual Health Clinic.

### Helping you find information via our e-newsletter

During Q4 2019/20, individuals had opportunities to obtain information via opening our newsletter 8,454 times. We sent 6 e-newsletters during this period. Please note that we sent multiple newsletters in March due to Coronavirus.

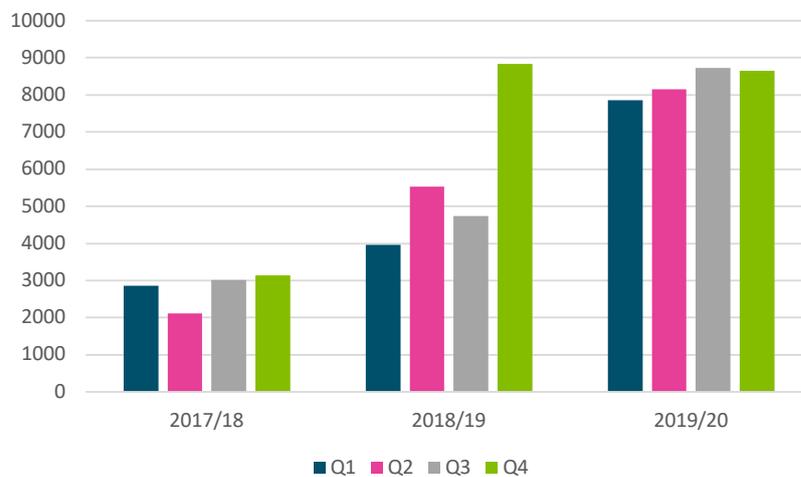
Newsletter	Opens	'Inform' content	'Involve' content
January 2020	1,320		Bookings are now open for the Healthwatch Enfield Annual Conference 2020
February 2020	788	The Care Quality Commission publishes Annual Maternity Survey	Last few tickets remaining for our Annual Conference

		<p>Coronavirus: Public information from Enfield Council</p>	<p>We want to hear from Enfield's young people!</p> <p>Have your say on planned operations for bones, joints and muscles</p> <p>Free Cancer Awareness Sessions for local people</p> <p>Share your views on the Patient Information Forum Quality Mark</p> <p>Tell Enfield Council what you know about their local initiatives</p>
<p>March 2020 (13/03/2020)</p>	<p>1,688</p>	<p>Changes to visiting inpatients at local hospitals due to Coronavirus</p> <p>National guidance about Coronavirus</p> <p>What to do if you have Coronavirus symptoms</p> <p>How to self-isolate if you're asked to</p> <p>Further information</p>	
<p>March 2020 (17/03/2020)</p>	<p>1,360</p>	<p>Healthwatch Enfield's plan to continue supporting you during the Coronavirus outbreak</p> <p>Changes to visiting inpatients at local hospitals due to Coronavirus</p> <p>National guidance about Coronavirus</p> <p>Stay at home if you have Coronavirus symptoms</p> <p>Particular care to minimise social contact has been recommended for</p> <p>How to self-isolate if you're asked to</p> <p>Information in alternative formats</p> <p>Further information</p>	
<p>March 2020 (19/03/2020)</p>	<p>1,519</p>	<p>Getting practical help locally during the Coronavirus outbreak</p> <p>National guidance about Coronavirus</p> <p>Information about Coronavirus in alternative formats</p>	

		<p>Information about which groups of people need to take particular care</p> <p>Information about self-isolating</p> <p>How to self-isolate if you're asked to</p> <p>Information about visiting inpatients at local hospitals</p> <p>Further information about Coronavirus</p>
March 2020 (25/03/2020)	1,779	<p>Stay at home to stop Coronavirus spreading</p> <p>Useful information about Coronavirus</p> <p>Your NHS needs you</p> <p>Getting practical help locally</p> <p>Information about visiting inpatients at local hospitals</p>

### Helping you find information via our website

During Q4 2019/20, 8,654 people used our website.



The most popular webpages include:

Inform	
Webpage	Number of visitors
Information about parking at NMUH	791
New sexual health clinic opens in Enfield	692
Service directory - Enfield drugs and alcohol service Clavering	667

You can now book your blood test online for the NNUH	381
Information on Coronavirus	326
Service directory - Chase Farm Hospital mental health services	247
Service directory - Enfield drugs and alcohol service Vincent House	176
Book your blood test online RFH	172
Information about Coronavirus - getting help locally	162
Changes to how you book an appointment at the Enfield evening and weekend GP service	142
Event -iCan tea and chatter morning 30 <sup>th</sup> January	133
Information about Coronavirus overview page	117
Service directory - Bay Tree House Enfield	115
Latest news on Capetown ward (2016)	104
Service directory - Barnet Hospital	100
Service directory - crisis resolution home treatment team	98
Services directory main page	96
Service directory - Magnolia Unit	95
Service directory - health visiting, Rowan Court	93
New chief operating officer for Enfield CCG	92
Service directory - In Health North London Diagnostics Centre	91
Service directory - Willow House Dental Surgery	91
Information about Coronavirus - visiting local hospitals	90
Service directory - Chase Farm Hospital	89
Service directory - Community services	87
Service directory - health visiting Forest team	77
CQC report for NNUH emergency department	73
Changes to where you can have your GP blood test in Enfield	70
Service directory - complex care team Enfield	70
Service directory - district nurses Rowan Court	68
Service directory - Oaks ward Enfield	67
About health services	66
Service directory - BEH-MHT	65
Service directory - GP practices	63
Service directory - Enfield memory service	63
Service directory - NNUH sexual health clinic	61
keeping you updated about Coronavirus 19 <sup>th</sup> March 2020	60
Service directory - mental health	60
Service directory - hospitals	58
Service directory - looked after children team	58
Information about Coronavirus - government guidance	57
Making a complaint	56
BEH-MHT forms a strategic alliance with Camden and Islington NHS Foundation Trust	54
Changes to patient transport at Chase Farm Hospital	52
Service directory - Suffolk ward	52

Service directory - the Arc personality disorder service	50
Relocation of Moorfield Road health centre in Enfield	49
New wellbeing hub opens in Enfield Town	48
Service directory - Ordnance Unity Centre for Health	47
Information about Coronavirus - Coronavirus links	45
Service directory - Lloyds pharmacy Highlands Village	44
Enfield Stands Together	42
Service directory - health visiting team Evergreen	42
Healthwatch Enfield Coronavirus plan	41
Service directory - Dorset ward	41
<b>Total</b>	<b>6945</b>

#### Involve

Webpage	Number of visitors
News - Annual Conference 2020	115
Information about Coronavirus - how you can help	63
Have your say on changes to planned operations for bones joints and muscles	55
<b>Total</b>	<b>233</b>

#### Other

Webpage	Number of visitors
Contact us	248
About us	223
News	219
Volunteer with us	155
Our reports	106
Events	83
Our guides	75
Our work	62
Get involved - jobs	61
Attend a board meeting	59
Newsletters	57
Enter and view	51
<b>Total</b>	<b>1399</b>

### Helping you find information via Social Media

#### o Twitter

During Q4 2019/20, the information we posted on Twitter reached a total of 272,337 users.

	2017/18	2018/19	2019/20
Q1	83,700	236,700	158,398
Q2	126,400	149,548	156,805
Q3	150,300	158,130	150,492
Q4	191,700	132,676	272,337
<b>Total</b>	<b>552,100</b>	<b>677,054</b>	<b>738,032</b>

The information we posted on Twitter (inform) reached a total of 175,901 users. The opportunities for involvement we posted on Twitter (involve) reached a total of 96,436 users.

○ **Facebook**

During Q4 2019/20, the information we posted on Facebook reached a total of 38,260 users.

	2017/18	2018/19	2019/20
Q1	5,046	23,117	42,371
Q2	15,527	31,847	40,398
Q3	4,861	33,799	24,418
Q4	7,231	46,847	38,260
<b>Total</b>	<b>32,665</b>	<b>135,610</b>	<b>145,447</b>

The information we posted on Facebook (inform) reached a total of 26,011 users. The opportunities for involvement we posted on Twitter (involve) reached a total of 12,249 users.

**Helping you find information via local media outlets**

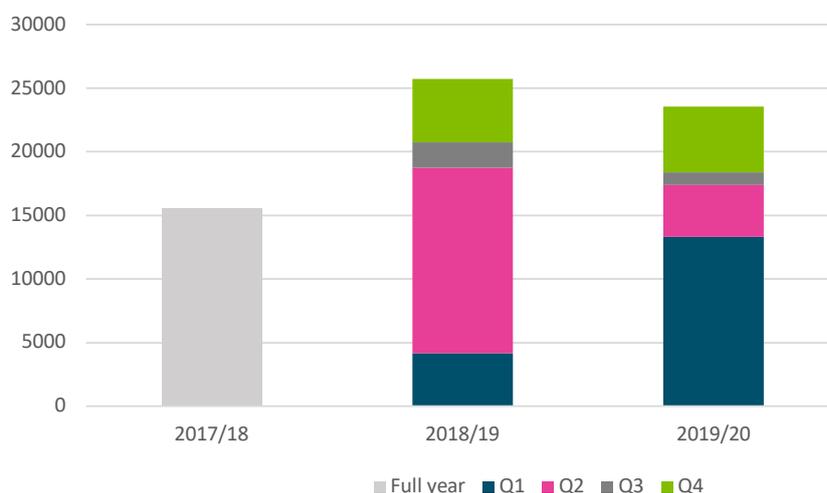
During Q4 2019/20 we had 11 mentions in local media outlets.

Date	Title	Media outlet
01/01/2020	Raising awareness of cancer	Enfield Dispatch
23/01/2020	The changing shape of health services in Enfield - what will it mean for you?	Palmers Green Community
23/01/2020	Healthwatch Enfield Annual Conference 2020	Our Voice Enfield
01/02/2020	Your change to meet local NHS leaders	Enfield Dispatch
05/02/2020	The changing shape of health services in Enfield - what will it mean for you?	Academy of fab NHS stuff
01/03/2020	It's a joints effort	Enfield Dispatch
15/03/2020	Latest advice on Coronavirus from Enfield Healthwatch	Bush Hill Park Residents Association
18/03/2020	Where to get help and advice on COVID19	Enfield Dispatch
19/03/2020	Latest advice on Coronavirus from Enfield Healthwatch	Bush Hill Park Residents Association
25/03/2020	Latest Coronavirus advice from Healthwatch Enfield	Bush Hill Park Residents Association
26/03/2020	Healthwatch Enfield information about Coronavirus	Palmers Green Community

<b>Board Report Title</b>	<b>Your views on health and care</b>
<b>Governance framework component</b>	Statutory duties
<b>Date and Agenda Item</b>	14 <sup>th</sup> May 2020, Agenda item 11.2
<b>Author</b>	Emma Friddin
<b>Purpose</b> (for information, decision or consultation)	For information
<b>Key Recommendations</b> (where applicable)	N/A
<b>Attachments</b>	Your views on health and care - year end data

During Q4 2019/20, we have collected 5169 items of feedback about local services through:

- Surveys - 4987 items of feedback
- Enter & View visits - 94 items of feedback
- Activities - 73 items of feedback
- Online feedback centre - 15 items of feedback



### Feedback from surveys (4987 items of feedback)

Survey name	Impact of survey	Responses	Items of feedback
Service user experiences of using voluntary organisations in Enfield	To inform our voluntary sector work	204	1700
Speak up in 2020	To contribute to Healthwatch England Speak Up campaign	85	420
Young Healthwatch priorities	To inform the priority areas of work for Healthwatch Enfield Young Healthwatch	151	1558
Annual Conference evaluation	To feedback about our Annual Conference	68	553
Have your say on changes to planned operations for bones, joints and muscles	To feed into the North Central London Partners in Health and Care Elective Orthopaedic Consultation	107	756
<b>Total</b>		<b>615</b>	<b>4987</b>

---

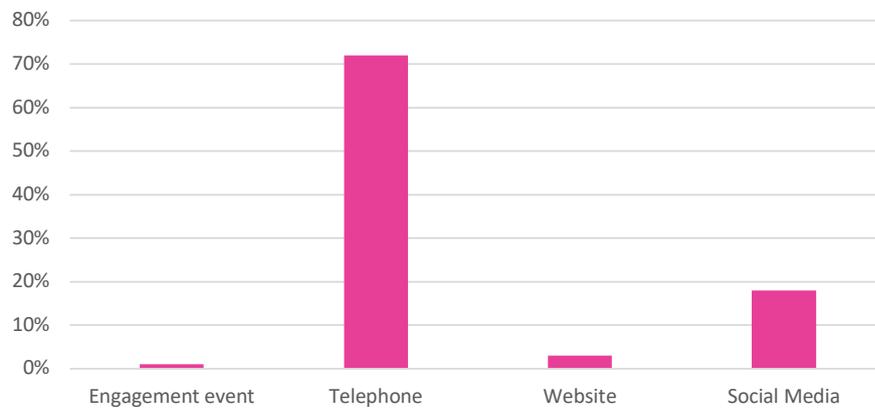
**Feedback from Enter & View visits (94 items of feedback)**

Visit	Responses	Items of feedback
Nairn House	12	94
<b>Total</b>	<b>12</b>	<b>94</b>

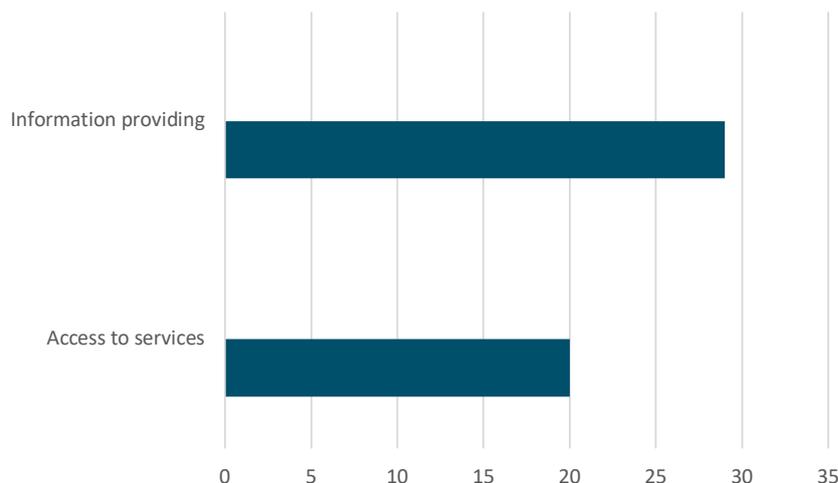
**Feedback from activities (73 items of feedback)**

62% of the people we have heard from through our activities have told us about a negative experience of using services in Enfield. 8% have told us about a positive experience. 2% expressed their point of view and 27% requested information.

1% of feedback has been collected at engagement events, 72% has been collected via the telephone and 8% has been collected via emails. Individuals have also passed on their feedback via social media (18%).



The main themes arising from feedback include information providing and access to services.



---

## Feedback on and quality of services in Enfield<sup>1</sup>

The following sections provide a breakdown (by service or provider) of feedback received by Healthwatch Enfield through its activities any recently published Care Quality Commission's reports on health and care provision in Enfield. Analysis of data is provided where sample sizes exceed 30.

### 1. GPs in Enfield

17 individuals have shared their experiences with us of using GP services in Enfield through our engagement and signposting activities.

#### Care Quality Commission reports

The CQC has published 6 reports relating to Enfield GP practices during this time period

Provider	Date of publications	Current rating	Previous rating	Previous publication
Lincoln Road Medical Practice	13/01/2020	Good	Good	31/01/2017
North London Slimming Clinic*	17/01/2020	Inadequate	Inadequate	29/10/2019
Winchmore Surgery	11/02/2020	Requires improvement	Good	01/02/2018
Park Lodge Medical Centre	11/02/2020	Requires improvement	Good	06/06/2028
The Woodberry Practice	19/02/2020	Good	Good	02/12/2016
Bush Hill Park Trinity Surgery	21/02/2020	Good	Requires improvement	26/06/2019

\*This service is categorised as a 'GP practice' by the CQC

### 2. Dental practices in Enfield

1 individual has shared their experiences with us of using dental services in Enfield through our engagement and signposting activities.

#### Care Quality Commission reports

The CQC has not published any reports relating to Enfield dental practices during this time period.

### 3. Pharmacy services in Enfield

2 individuals have shared their experiences with us of using pharmacy services in Enfield through our engagement and signposting activities.

### 4. Hospitals in Enfield

#### 4.1 North Middlesex Hospital University Hospital NHS Trust (NMUH)

4 individuals have shared their experiences with us of services at NMUH through our activities.

---

<sup>1</sup> As requested, analysis has only been conducted when the items of feedback exceed a 'large' number. We have set this number at 30, in line with the Care Quality Commission's methodology for their reporting of surveys (Care Quality Commission, adult inpatient survey 2018 methodology document, published 2019)

---

**Chase Farm Hospital, part of the Royal Free London NHS Foundation Trust**

2 individuals have shared their experience with us of services at Chase Farm Hospital through our engagement and signposting activities.

**Care Quality Commission reports**

The CQC has not published any reports relating to Enfield hospitals during this time period.

**5. Mental health services in Enfield**

6 individuals have shared their experiences with us about mental health services in Enfield through our engagement and signposting activities

**Care Quality Commission reports**

The CQC has published one report relating to mental health services serving Enfield patients during this time period.

Provider	Date of publications	Current rating	Previous rating	Previous publication
The Priory Hospital North London	10/01/2020	Good	Requires improvement	05/12/2018

**6. Community services in Enfield**

2 individuals have shared their experiences with us about community services in Enfield through our engagement and signposting activities.

**Care Quality Commission reports**

The CQC has not published any reports relating to community services during this time period.

**7. Care and nursing homes in Enfield**

No individuals have shared their experiences with us about care and nursing homes in Enfield through our engagement and signposting activities.

**Enter and View update**

On the 3<sup>rd</sup> March we re-visited Nairn House, a residential care home which we had previously visited in November 2018, in order to look at how they had implemented our recommendations, in particular, regarding residents' activities. There we engaged with 8 residents/relatives and 4 staff. A draft report is being prepared but has been put on hold due to the COVID19 pandemic.

We had also prepared and were due to conduct a visit to Barnet, Enfield and Haringey Mental Health Trust's Suffolk Ward. This was however, also postponed due to the COVID19 outbreak.

In March 2020 we published the final report for our visit to Arnold House and received a response from the home's management, addressing all our recommendations.

---

Provider	Date of publications	Current rating	Previous rating	Previous publication
Anastasia Lodge Care Home	03/01/2020	Good	Good	22/06/2017
Sidney Avenue Lodge Residential Care Home	28/01/2020	Good	Good	11/05/2017
Hazelwood Lodge Limited	15/02/2020	Good	Good	23/06/2017
Eliza House	18/02/2020	Requires improvement	Good	01/11/2018
35/37 Solna Road	18/02/2020	Good	Good	02/09/2017
Abbeydale Residential care Home	20/02/2020	Good	Good	26/04/2017
Cedar House	04/03/2020	Inadequate	Requires improvement	26/02/2019
Murrayfield Care Home	25/03/2020	Requires improvement	Requires improvement	16/02/2019

#### Care Quality Commission reports

The CQC has published 8 reports relating to care and nursing homes in Enfield during this time period.

#### 8. Supported living services in Enfield

No individuals have shared their experiences with us about supported living services in Enfield through our engagement and signposting activities.

#### Care Quality Commission reports

The CQC has published 3 reports relating to supported living services in Enfield during this time period.

#### 9. Home care in Enfield

4 individuals have shared their experiences with us about home care in Enfield through our engagement and signposting activities.

#### Care Quality Commission reports

The CQC has published 9 reports relating to homecare services in Enfield during this time period.

Provider	Date of publications	Current rating	Previous rating	Previous publication
Golen4 Care	13/02/2020	Requires improvement	First rating	
Primavera Domiciliary Care Services Limited	15/02/2020	Good	Requires improvement	05/01/2019
Cheviots Children Centre	25/02/2020	Good	Good	04/08/2017
At Home Support Services	07/03/2020	Requires improvement	Requires improvement	17/12/2018
Caremark (Enfield)	11/03/2020	Good	Good	31/01/2018
Magic House	12/03/2020	Good	Good	25/08/2017
Advance Home and Help Support Services	27/03/2020	Requires improvement	Good	14/03/2017
Westminster Homecare Limited	28/03/2020	Good	Requires improvement	21/11/2018
479 Green Lanes	31/03/2020	Good	Good	20/03/2019

#### Feedback from online feedback centre

A total of 15 reviews have been written on our online feedback centre about services in Enfield during this time period. Services have been given an average rating of 2.5 stars out of 5 stars. The breakdown of services types are as follows:

Service type	Number of reviews
GP practices	8
Dentist	3
Mental health	3
Community services	1

---

**The demographics of the people we heard from**  
(Please note that figures may not tally to 100% due to rounding)

Gender	
Male	26%
Female	69%
Other	1%
Prefer not to say	4%

Age	
Under 18	21%
18-24	9%
25-29	3%
30-34	5%
35-39	3%
40-44	3%
45-49	7%
50-54	8%
55-59	3%
60-64	9%
65-69	8%
70+	23%

Sexual Orientation	
Heterosexual	79%
Gay or lesbian	1%
Bisexual	4%
Queer	1%
Prefer not to state	13%

Religion	
Buddhist	0%
Christian	49%
Hindu	4%
Jewish	3%
Muslim	9%
Sikh	0%
Other	1%
No religion	27%
I'd prefer not to say	7%

Ethnicity	
Asian/Asian British	4%
Bangladeshi	1%
Chinese	1%
Indian	2%
Pakistani	1%
Any other Asian Background	1%
African	8%
Black/Black British	4%
Caribbean	6%
Any other Black Background	0%
White and Black Caribbean	2%
White and Black African	1%
White and Asian	1%
Any other mixed background	2%
English/Welsh/Scottish/Northern Irish/British	46%
Irish	2%
Gypsy or Irish traveller	0%
Any other white background	6%
Arab	0%
Prefer not to state	7%
Any other background	6%

Disability	
Yes	25%
No	75%

Carer	
Yes	25%
No	75%

<b>Board Report Title</b>	<b>Listening to local people's views</b>																																				
<b>Governance framework component</b>	Statutory duties																																				
<b>Date and agenda item</b>	14 <sup>th</sup> May 2020 Agenda item 11.3																																				
<b>Author</b>	Sue-Jane O'Keefe																																				
<b>Purpose</b> (for information, decision or consultation)	For information																																				
<b>Key Recommendations</b> (where applicable)	N/A																																				
<b>Attachments</b>	None																																				
<p>From 1<sup>st</sup> January to 31<sup>st</sup> March 2020, the team at Healthwatch Enfield attended 32 events including the Ponders End Qube community centre re-launch, the Wellbeing Festival, the Over 50's Winter Fair, the Independence and Wellbeing event, and the Understanding Sensory Loss event.</p> <p>The Covid19 crisis meant that all engagement stopped on 9<sup>th</sup> March and many planned events were cancelled: (5 hospital pop ups, 2 training sessions, &amp; 4 events - NCL ortho consultation, Dementia open day, Celebrating Diversity in Enfield, Diversity Living group workshop.)</p> <p>Time had been invested in building partnerships with the Diversity Living Services, Fusion Leisure Centre and the Rumi Mosque to run regular outreach sessions, which were ready to commence. We also had just gained permission to run outreach sessions inside Edmonton Green Shopping Centre.</p> <p>Since 'lockdown' engagement has re-commenced and is now virtual;</p> <p>Number of events:</p> <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Total number of events.</th> </tr> </thead> <tbody> <tr> <td><b>2018/2019</b></td> <td>34</td> <td>49</td> <td>36</td> <td>35</td> <td>154</td> </tr> <tr> <td><b>2019/2020</b></td> <td>50</td> <td>31</td> <td>28</td> <td>32</td> <td>141</td> </tr> </tbody> </table> <p>Number of people engaged with:</p> <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> <th>Total number of people engaged with.</th> </tr> </thead> <tbody> <tr> <td><b>2018/2019</b></td> <td>1,033</td> <td>1,119</td> <td>514</td> <td>969</td> <td>3,635</td> </tr> <tr> <td><b>2019/2020</b></td> <td>1,117</td> <td>865</td> <td>646</td> <td>958</td> <td>3,586</td> </tr> </tbody> </table> <p>Our engagement activities in Q4 included:</p> <ul style="list-style-type: none"> <li>▪ 8 hospital pop up stalls reaching 227 people (Another 5 planned sessions were cancelled due to Covid19)</li> <li>▪ 15 visits to our local voluntary community sector reaching 318</li> <li>▪ 9 other engagement activities including the Civic Centre, Library pop ups and the Carer's Centre GP Health Forum, Ward Forums, Volunteer Day and the</li> </ul>			Q1	Q2	Q3	Q4	Total number of events.	<b>2018/2019</b>	34	49	36	35	154	<b>2019/2020</b>	50	31	28	32	141		Q1	Q2	Q3	Q4	Total number of people engaged with.	<b>2018/2019</b>	1,033	1,119	514	969	3,635	<b>2019/2020</b>	1,117	865	646	958	3,586
	Q1	Q2	Q3	Q4	Total number of events.																																
<b>2018/2019</b>	34	49	36	35	154																																
<b>2019/2020</b>	50	31	28	32	141																																
	Q1	Q2	Q3	Q4	Total number of people engaged with.																																
<b>2018/2019</b>	1,033	1,119	514	969	3,635																																
<b>2019/2020</b>	1,117	865	646	958	3,586																																

HWE Annual Conference, reaching a further 275 people

- 136 Covid-19 interactions between 21-31<sup>st</sup> March 2020, liaising with groups, volunteers and other organisations utilising virtual mediums.

Hospital	Date	Number of people engaged with
North Middlesex Hospital pop up	16/01/2020	16
Chase Farm Hospital pop up	22/01/2020	44
Chase Farm Hospital pop up - Chase Building	29/01/2020	21
North Middlesex Hospital pop up	30/01/2020	36
Chase Farm Hospital pop up	05/02/2020	25
North Middlesex Hospital pop up	13/02/2020	24
Chase Farm Hospital pop up	19/02/2020	29
North Middlesex Hospital pop up	27/02/2020	32

Engagement Activity	Date	Number of people engaged with
Enfield Macular Society Support Group	08/01/2020	15
Civic Centre Pop Up	15/01/2020	38
One to One Cancer Awareness Session	16/01/2020	30
Wellbeing Festival	17/01/2020	30
Blue Watch - London Fire Brigade	21/01/2020	31
Edmonton Green Library - pop up	23/01/2020	2
Highway Ward Forum	05/02/2020	13
Community Coffee Morning	05/02/2020	25
Diversity Living Services - Understanding Cholesterol workshop	06/02/2020	6
Compass - Sort it! Young Healthwatch Meeting	11/02/2020	6
GP and Healthcare Forum	12/02/2020	8
Independence and Wellbeing - Day centre for elderly adults	17/02/2020	9
Cancer Awareness session	17/02/2020	9
Over 50's winter fair	21/02/2020	56
Lancaster Centre - relaunch	27/02/2020	10

Qube relaunch community day	29/02/2020	46
Understanding Sensory Loss event	02/03/2020	35
Partnership development meeting - Diversity Living Services	02/03/2020	2
Healthwatch Enfield Annual Conference	04/03/2020	152
Bush Hill Park Ward Forum	05/03/2020	22
Understanding Cholesterol Workshop	05/03/2020	4
Diversity Living Services- Healthy Lifestyle Workshop	10/03/2020	4
Volunteer Day Event	12/03/2020	11
Winchmore Hill Ward Forum	12/03/2020	31
Outreach (Corona specific signposting and information sharing)	24/03/2020 - 31/3/20	36
Outreach (Direct signposting to the HW Enfield website resources) Love Your Door Step WhatsApp community support group - outside of usual social media mediums	31/03/2020	100