

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. 35: Thursday, 6th August 2020 14:30 - 15:30

Location: Due to the Covid19 outbreak the meeting will be slimmed down and conducted via a virtual Zoom call where members of the public can request to join

MINUTES

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

PUBLIC QUESTIONS

3. Any questions from the public about items on the agenda for this meeting

ITEMS FOR DECISION

4. Finance & Staffing Report - to follow
5. Review of Risk Register
6. Future agenda items

ITEMS FOR DISCUSSION

None

UPDATES AND OTHER ITEMS FOR INFORMATION

7. Chief Executive's report
8. Volunteering update
9. Statutory duties update
 - 9.1. Helping you find the answers
 - 9.2. Your views on health and care
 - 9.3. Listening to local people's views
 - 9.4. Making a difference together

10. AOB

Close

Board Meeting: Minutes, 14th May 2020

Meeting no.34 Thursday 14th May 2020 at 13:45pm (held virtually due to the COVID19 outbreak)

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

Present:

Parin Bahl, Chair (PB)

Noelle Skivington (NS)

Deborah Fowler (DF)

Valerie Dinsmore (VD)

In attendance:

Fazilla Amide, Acting Chief Executive (FA)

Michelle Malwah, Information & Signposting Officer (MM)

MINUTES AND UPDATES

Welcome and apologies

The Chair welcomed all present. Apologies were received from Audrey Lucas.

1. Minutes of the board meeting - February 2020

Agreed as an accurate record.

2. Action points

The board reviewed the action points and agreed:

- Item 1- VD has not been able to visit the office but the GDPR policy is to be reviewed, status to remain as ongoing.
- Item 2 - NS reported that this item is in progress, still need to review maternity policy, this action should be closed by the end of this month.
Action - MM to change completion date to 31st May 2020.

- Item 4 - to be discussed under items 3 & 8 of the agenda of this meeting.
- Item 5 - VD will review the current contract regarding the appointment of an auditor, status to remain as ongoing.
- Item 10 - FA & NS are still reviewing this item - status to remain as ongoing.

Public Questions- Due to our arrangements during the current pandemic there were no members of the public present.

3. Budget for the year 2020/2021

The board welcomed and reviewed the paper. FA noted the Local Authority had confirmed via email, that the contract would be maintained for the current year at £180k. This was welcomed by the Board. An additional £4k was carried over from the previous year to enable the completion of a project, the completion date has been extended.

FA informed the board that the new QuickBooks online automated bookkeeping package did not interface with our bank. Options were being explored and may require additional expenditure. **Action-** FA & VD to consider options and resolve this issue as a matter of urgency.

DF requested that the previous year's budget information be included on the spreadsheet. **Action-** FA to action to include previous budget as well as forecast in future board papers.

NS sought clarification regarding the costs of DBS checks/badges. FA explained the majority of the costs were for DBS checks, based on the number of volunteers we hoped to take on this year. **Action-** amend budget paper and remove the reference to badges.

The board welcomed action taken by FA to reduce costs. The budget was agreed.

4. Feedback centre & website development

The board welcomed and reviewed the paper. The aim is to have a new website offer (supported by Healthwatch England) up and running by the end of July. The Chair noted the board's thanks for all the teams' hard work. It was agreed that the Board will receive regular updates on progress.

5. Review risk register - carried forward

NS was concerned that the register didn't take into account the Covid19 risks and the Board making sure things were put in place for the staff during the outbreak.

Action- FA to circulate the full risk register to PB, NS & VD for their review.

6. Future agenda items

The board reviewed the paper: **Action-** MM to include budget and forecast to the February agenda with the previous year's budget and forecast included as per previous discussion. The board discussed and agreed that the reports prepared by the team should be reviewed by FA, to reduce the time spent on preparation given the pressure on resources. It was noted that the Healthwatch England CRM system is cumbersome.

The board are interested in the themes of the feedback being collected. FA advised the board that this information would be included at the next public board meeting. **Action-** FA & PB to review content of Board Reports. FA to flag the problems with the CRM with Healthwatch England. **Action-** FA to ask EF to contact other Healthwatch organisations to see if they are using CRM and have the same concerns.

7. Chief Executive's report

The Board welcomed and reviewed the paper.

FA noted the work undertaken to ensure the office team were able to work from home very quickly in preparation for Lockdown, whilst also retaining use of the main telephone landline. This meant that the service particularly providing information and sign posting, continued without any interruption, as well as enabling the team to complete year end work, as the lockdown commenced.

The board discussed the time scales around publication of the Independence & Wellbeing Enfield report. PB confirmed given the service had been taken back in house, we still needed to meet with their management. **Action-**FA & PB to discuss further.

A question was raised about the timing for completing the annual conference report. FA informed the board that a draft version would be sent to PB and NS that day.

The board suggested the title for the escalations to CQC should also include the Enfield Council MASH team, to make it clear we also escalate to this agency. **Action-** FA to make changes in the next report.

8. Finance & staffing report

The board welcomed the report. DF believed we needed to change the wording to indicate we are not expecting to make a loss, given we aim to secure additional income. **Action-** FA to amend the wording to reflect this.

9. Healthwatch Enfield for Young Adults

The Board welcomed and reviewed the paper. FA confirmed we wanted to co-design services with young people. The Council Leader and Public Health are interested in our current findings and there is potential for further work in this area if funding becomes available. The Board agreed that a preliminary report needed to be developed by the beginning of June. **Action-** FA to develop an initial findings summary for the board.

10. Volunteer update

The Board welcomed and reviewed the paper. They noted the work being done to support volunteers and the numbers recruited in 2019/2020.

11. Statutory duties update

11.1 - Helping you find the answer

The board welcomed and reviewed the paper. FA highlighted the increase in social media activity. There was a question around one of the organisations being signposted to. It was suggested that we classify signposting differently. FA noted at the commencement of the Covid19 outbreak, the London Healthwatch England lead had stated our website was very informative and one of the best they had seen. **Action-** FA to ask EF to review how signposting to the various services are shown.

11. 2 - Your views on health and care

The Board welcomed and reviewed the paper. It was noted that the number of people we engaged with should also be detailed at the very top of the report, as well as the items of feedback. There was a discussion around our sample size. DF suggested we get some advice from Healthwatch England. **Action-**FA to ask Emma to review and include the number of people engaged with, at the top of that report.

11.3 - Listening to local people's views

The board welcomed and reviewed the paper. The board noted the number of engagement activities undertaken throughout the year across the diverse groups. DF would like more information about what people are telling us and what the top issues are for them. It was agreed that a monthly 'feedback' update would be produced for the board. **Action -** FA to inform EF to explore ways to produce a monthly snap-shot of key themes and feedback.

12. AOB

No other business.

DRAFT

Board meeting
 Healthwatch Enfield (run by COGS - Combining Opinions to Generate Solutions)
Agenda item 2 - May 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	31/05/20	completed	
3	12/02/2020	4	To review the current contract regarding the appointment of an auditor	VD	14/05/20	Ongoing	
4	06/11/2019	5	To review job descriptions	FA/NS		completed	
5	14/05/2020	3	To explore online book-keeping packages that interface with our bank account or bank accounts that are compatible with QuickBooks	FA/VD	31/07/20	completed	
6	14/05/20	3	To include previous budget & forecast in future board papers for February	FA	06/08/20	completed	
7	14/05/20	5	To circulate the full risk register to PB, VD & NS for review	FA	06/08/20	completed	
8	14/05/20	6	To review the contents of the board reports	PB &FA	06/08/20	completed	
9	14/05/20	6	To discuss CRM issue with other Healthwatch organisations re: current concerns	FA	06/08/20	completed	

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

No.	Meeting date	Agenda item no.	Action	Who	By when	Status	Note
10	14/05/20	7	Independence & wellbeing Enfield report published	FA &PB	06/08/20	completed	
11	14/05/20	7	To make changes in the next CEO report to reflect any escalations to Enfield Councils MASH team	FA	06/08/20	completed	
12	14/05/20	8	To amend wording of the this report to indicate we do not expect to make a loss as we aim to secure additional funding	FA	06/08/20	completed	
13	14/05/20	9	To develop an initial HEYA findings summary for the board.	FA	06/08/20	completed	
14	14/05/20	11.1	To review with EF how signposting to various services can be shown in the report	FA &EF	06/08/20	completed	
15	14/05/20	11.2	To review and include the number of people engaged with a the top of this report	FA	06/08/20	completed	
16	14/05/20	11.3	To discuss with EF ways to produce a monthly snap shot of key themes and feedback	FA	06/08/20	completed	

Board Report Title	Risk Register review
Date and Agenda Item	6 th August 2020, Agenda Item 5
Author	Fazilla Amide
Purpose (for information, decision or consultation)	For discussion
Key Recommendations (where applicable)	N/A
Attachments	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"> Number of activities decreased 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 	<ul style="list-style-type: none"> 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 Numerous staff members have been trained to deliver core functions of Healthwatch Enfield Healthwatch Enfield offers flexible working arrangements to preserve staff wellbeing and to minimise the risk of long-term absence
1.1.2 Loss of experienced staff	4	4	16	<ul style="list-style-type: none"> In addition to the pay increases, staff have been cross training skills and knowledge in order to ensure continuity of service and delivery 	<ul style="list-style-type: none"> Healthwatch Enfield Board reviewed and agreed a pay increase over two years. Contingency Plan developed by 30th September 2020
2. Financial risks					
2.1 Dependency on income source	3	4	12	<ul style="list-style-type: none"> A commissioned piece of work secured and delivered 	<ul style="list-style-type: none"> Sources of income are monitored and considered by the Board Healthwatch Enfield is considering diversifying its income streams through tendering and developing products Business Development Strategy is being developed

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

In order to mitigate the above, Job Descriptions have been reviewed and a contingency strategy will be developed by 30th September 2020.

Board Report Title	Future agenda items
Governance framework component	N/A
Date and Agenda Item	6 th August 2020, Agenda item 6
Author	Fazilla Amide
Purpose (for information, decision or consultation)	For decision
Key Recommendations (where applicable)	N/A
Attachments	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.

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

<p>November</p> <ul style="list-style-type: none"> ▪ Risk register review ▪ Chief Executive’s report ▪ Finance and staffing ▪ Listening to local people’s views ▪ Quality of health and care in Enfield ▪ Helping you find the answers ▪ Making a difference together ▪ Volunteering update 	<ul style="list-style-type: none"> ▪ Audited Accounts ▪ Future agenda items
<p>February</p> <ul style="list-style-type: none"> ▪ Risk register review ▪ Chief Executive’s report ▪ Finance and staffing ▪ Listening to local people’s views ▪ Quality of health and care in Enfield ▪ Helping you find the answers ▪ Making a difference together ▪ Volunteering update ▪ Budget & Forecast to be shown with previous years 	<ul style="list-style-type: none"> ▪ Strategic priorities for the coming year ▪ Future agenda items

Board Report Title	Acting Chief Executive's report
Date and Agenda Item	6 th August 2020, Quarter One Agenda Item 7
Author	Fazilla Amide
Purpose (for information, decision or consultation)	For information
Key Recommendations (where applicable)	N/A
Attachments	None

Many challenges presented itself in Q1, due to the outbreak of the COVID19 virus. Our engagement activity in this quarter was significantly restricted. However, we were quick to organise ourselves to work virtually and started to engage with our local communities and stakeholders online and by phone.

To support the community effort to deal and respond to the pandemic, a key part of our role was to ensure our signposting and information was timely, accurate, credible and clear. We experienced the most ever visits to our website during this period. We were also a part of our Local Resilience Forum, providing advice, support and guidance, as well as being a part of the Council's Befriending service.

Reports

In Q1 of 2020/2021, we published two reports, namely

- our Annual Conference report, The Changing Shape of Health Services in Enfield
- our Annual Report for the previous year 2019/2020

Two reports continued to be put on hold due to the COVID19 outbreak, and will be published in Q2, namely

- a re-visit to Nairn House looking at the activities offered to residents, especially those less mobile
- a report on the provision of Continuing Health Care

Healthwatch Enfield strategy implementation progress

We developed our strategy by focusing on what local residents were telling us was important to them. The Board agreed 4 priority areas for Healthwatch Enfield, with a Coronavirus focus throughout:

- Mental Health and, in particular, young people's mental health and wellbeing
- GP access and the focus on Primary Care
- Social Care including a focus on care and nursing homes
- An Enfield Integrated Care System, as well as Continuing Care

In Q1, resources were committed to carrying out work against:

(1) Young people's mental health

Within the reporting period resources were committed to:

- continuing to develop a cohesive 'Young Healthwatch' team

-
- developed and conducted a survey to ascertain the impact of Covid 19 and Lockdown on young people
 - developed an information video for young people around getting a home test for sexually transmitted disease

(2) Working with organisations through Lockdown

Within the reporting period resources were committed to:

- Developing and conducting a survey to better understand the needs of individual community groups and how they were keeping in contact and supporting their members

In this way, we can look at sharing best practice amongst those groups and helping to plan, should there be a second wave or local lockdown

(3) Developing a new website with Healthwatch England

In Q1, we have been developing a new website to replace the feedback centre and current website, in order to simplify information and navigation, as well as move to a more cost-effective solution. We are on track against our project plans.

(4) Continuing Health Care (CHC)

Discussions have been ongoing with the Enfield Directorate of the CCG regarding CHC. A new lead was appointed who has been reviewing the service being delivered. They have noted some areas of concern, which were also highlighted in our draft report, which had been shared with them.

Some progress has been made in terms of improving training amongst staff, reviewing processes and paper-work, as well as some of the previous decisions made last year. We will continue to work with the Directorate and will publish our report in Q2. We still aim to present our finalised report at Health Scrutiny in the autumn.

(5) Access to appointments within Primary Care

- Working at NCL level, we have been part of the NCL Primary Care Network group, representing local residents across the area
- We've also been liaising with the GP Federation around communication and engagement with their communities and the Lead for BEH Community...to develop a short information video about what to expect when wanting to see a GP in Enfield. The video should be finalised in Q2

(6) Integrated Care System.

We have continued to partner with the Enfield Directorate of NCL CCG and other stakeholders including the voluntary sector to explore ways Health, Care, VSCs and local residents can work more closely together with the patient and service user at the heart of service delivery. Work has only recently commenced so there is much to do to make this a reality

Escalations to Healthwatch England

In Q1, no issues were escalated to Healthwatch England, other than urgent feedback regarding the COVID19 outbreak.

Escalations to CQC

In Q1, no safeguarding incidents were identified / escalated to the Care Quality Commission.

Escalations to Enfield Council's Safeguarding team (MASH)

In Q1, no safeguarding incidents were identified / escalated to the Enfield Safeguarding team.

Stakeholder Relationships

We've continued to work closely with North Central London Clinical Commissioning Group (NCL CCG) and attended their Governing Body meeting and in addition, meetings regarding Primary Care post the peak of the Coronavirus pandemic, including raising our concerns regarding Digital access and exclusion, as well as championing the need for patient/resident engagement.

In addition, we've been meeting regularly with the Enfield Directorate of the NCL CCG around Continuing Health Care and the need to support BAME and vulnerable community groups such as those with mental health concerns and/or disabilities. They acknowledge the challenges that the Coronavirus outbreak has highlighted, particularly the pre-existing health inequalities that have existed and which have been exacerbated by the pandemic.

Equally, we have been working with Enfield Council and their Public Health team, as well as the Local Resilience Forum, chaired by the Leader of the Council, highlighting similar issues around health inequalities. We have also been partnering Enfield Council commissioners to support their "Silverline" befriending service, making over 400 calls to nearly 90 vulnerable adults.

Given one of our priorities is around Primary Care, we have also been working more closely with the Enfield GP Federation, following our successful Annual Conference, and we held a successful online meeting between the Federation, and the public helping to enhance two way communication and information.

We have also been working with Dr Mo Abedi, Clinical Director of BEHMHT Community Services, at his Brick Lane surgery developing a video around key messages for patients wanting to book GP appointments. We'll also be continuing to involve the GP Federation in this particular project, in Q2.

In addition, our work with the Acute Trusts continues and we have been in regular meetings with the North Middlesex University Hospital Trust with whom we also held an online virtual meeting, and also The Royal Free London Chase Farm Hospital and Barnet, Enfield and Haringey Mental Health Trusts.

During the pandemic, it was key to share and exchange information, so we also forged closer links with CQC and commenced monthly meetings across Health and Social Care.

Board Report Title	Volunteering update
Governance framework component	Volunteering
Date and Agenda Item	6 th August 2020 Item 8
Author	Michelle Malwah
Purpose (for information, decision or consultation)	Information
Key Recommendations (where applicable)	N/A
Attachments	N/A

Volunteers supporting Healthwatch Enfield

The following provides a summary of efforts to recruit and retain Healthwatch Enfield’s volunteers’ base in quarter one of 2020/2021:

	Q1 19/20	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21
No. of application packs sent	26	31	9	19	6
No. of volunteers recruited	10	12	2	11	3
No. of volunteers to leave	3	7	2	5	19*
Total no. of active volunteers	39	44	44	50	34

Volunteer Recruitment/Retention

In Q1, volunteer recruitment activity decreased due to the Coronavirus Lockdown, though we were able to recruit 2 community outreach and one HEYA volunteer.

*With regards to volunteer leavers, we undertook a volunteer confirmation exercise requesting those who wish to remain on our books to contact us. Nineteen did not respond by the deadline, so were removed from the volunteer register. For the commencement of this new financial year we therefore have 34 active volunteers.

Student placements

We have not been able place any students due to COVID19. We have been contacted to take on new students if we return to the office in September and will be undertaking risk assessments as part of our decision-making for Qs 3 and 4.

Development

This quarter our volunteers were sent information about free online training courses. Some of our volunteers also took part in the Digital NHS Services Research Project, the Local Authority Befriending service and the development of our new website.

Board Report Title	Helping you find the answers
Governance framework component	Statutory duties
Date and Agenda Item	6 th August 2020, Agenda Item 9.1
Author	Emma Friddin
Purpose (for information, decision or consultation)	For information
Key Recommendations (where applicable)	N/A
Attachments	N/A

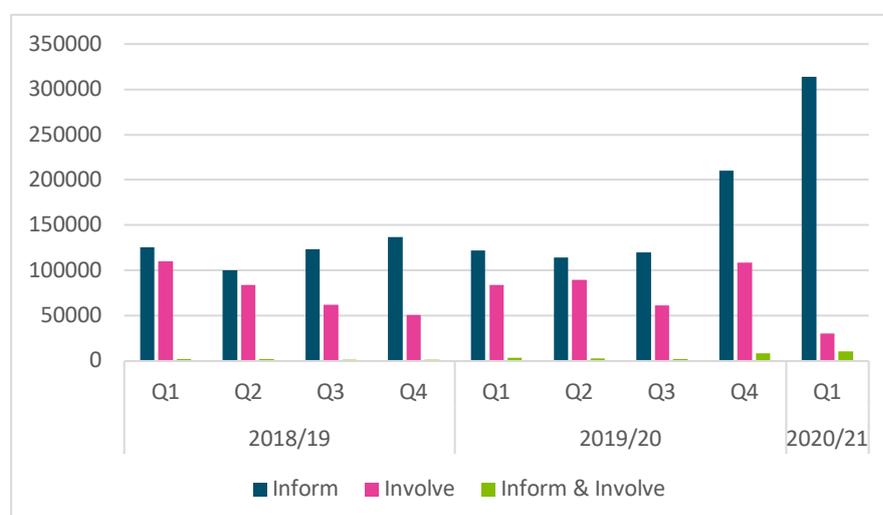
Between 1st April and 30th June 2020 (Q1 2020/21), we provided information and opportunities for involvement to a total of 354,911 individuals.

- provided information about health and care services to 313,615 individuals (inform)
- promoted opportunities for involvement reaching 30,585 individuals (involve)
- provided information and opportunities for involvement through our newsletter reaching 10,711 individuals (inform and involve)

Inform	Q1 2020/21
Signposting service	69
Website	10,316
Social media	303,230
Total	313,615

Involve	Q1 2020/21
Website	478
Social media	30,107
Total	30,585

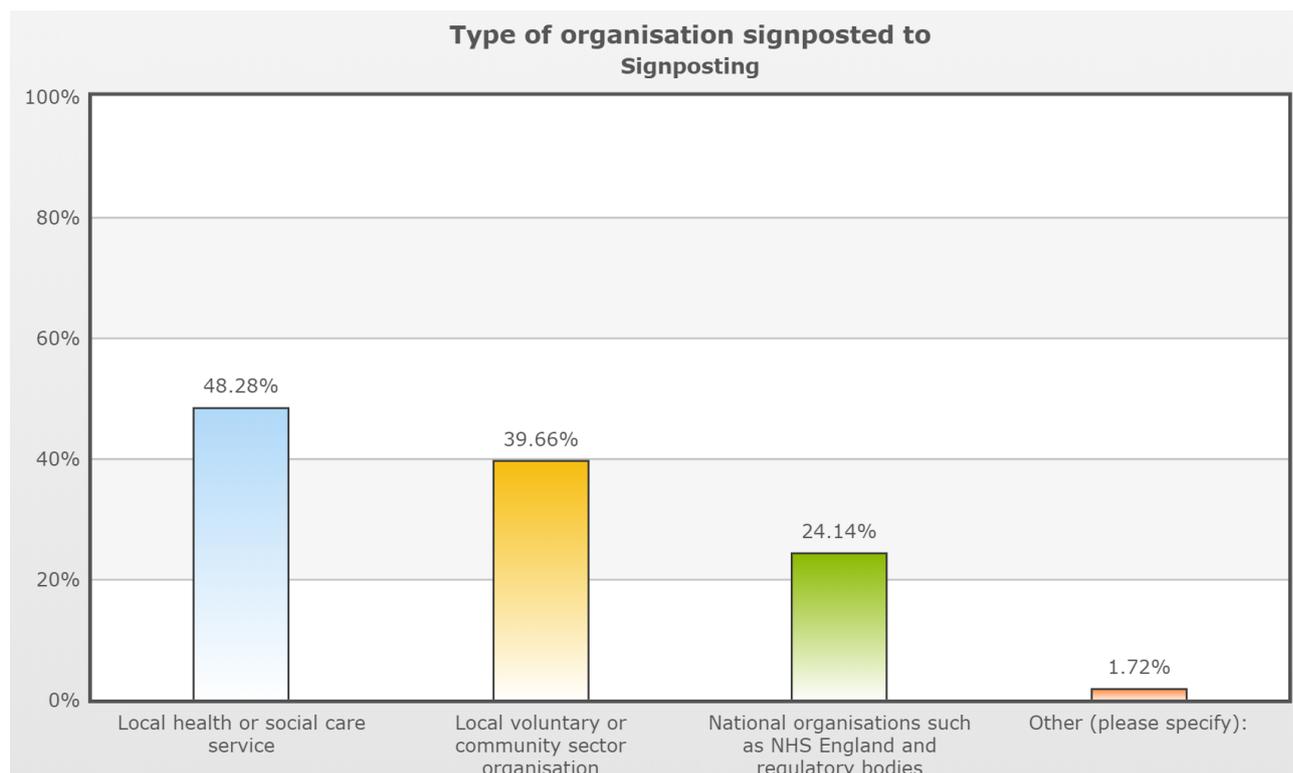
Inform & Involve	Q1 2020/21
E-newsletter	10,519
Instagram	192
Total	10,711



Helping you find information via our signposting service

Inform

During Q1 2020/21 we signposted 69 individuals to help them find the information they need. The organisations signposted to most frequently include local health or social care services such as (but not limited to) local GPs, local Hospitals and Enfield Council (38%), local voluntary or community sector organisations such as (but not limited to) Age UK Enfield, Enfield Carers Centre and Mind in Enfield (40%) and national organisations and regulatory bodies such as (but not limited to) NHS England, GOV.UK, the General Medical Council and Public Health England (24%).



Helping you find information via our e-newsletter

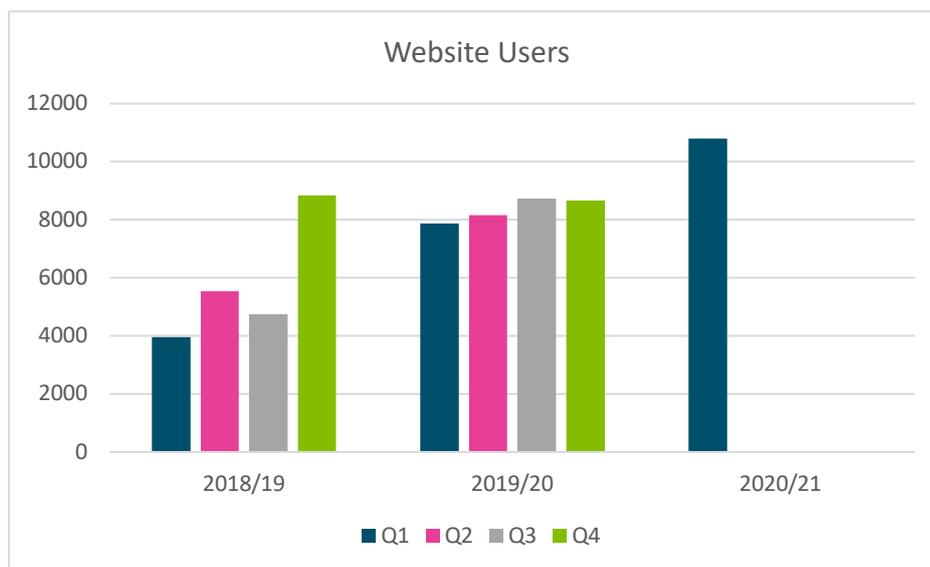
During Q1 2020/21, individuals had opportunities to obtain information via opening our newsletter 10,519 times. We sent 8 e-newsletters during this period. Please note that we sent multiple newsletters each month due to Coronavirus.

Newsletter	Opens	Content
April 2020 1 (03/04/2020)	1,561	<ul style="list-style-type: none"> ▪ Getting practical help in Enfield ▪ Useful information about Coronavirus ▪ Beware of fraud and scams ▪ Volunteer for the NHS ▪ Information about visiting local hospitals ▪ Stay at home to stop Coronavirus spreading
April 2020 2 (09/04/2020)	1,194	<ul style="list-style-type: none"> ▪ Staying safe over the Bank Holiday weekend ▪ Looking after your wellbeing and having fun over the Bank Holiday weekend ▪ Tell the NHS about your experience of Coronavirus ▪ Getting support over the Bank Holiday weekend

		<ul style="list-style-type: none"> ▪ Information about local hospitals
April 2020 3 (23/04/2020)	1,341	<ul style="list-style-type: none"> ▪ We are still here for you ▪ How to continue using NHS services during the Coronavirus outbreak ▪ Coronavirus testing now available for front-line care sector workers in Enfield ▪ Stay home and continue to help save lives ▪ A message from Healthwatch Enfield for Young Adults ▪ Local hospital updates ▪ Tell the NHS about your experience of Coronavirus ▪ Getting practical help in Enfield
May 2020 1 (06/04/2020)	1,632	<ul style="list-style-type: none"> ▪ Let's keep going! ▪ At home shouldn't mean at risk ▪ If you need medical help over the Bank Holiday weekend ▪ Looking after your wellbeing and having fun over the Bank Holiday weekend ▪ We are still here for you ▪ How to get help from an NHS Volunteer Responder
May 2020 2 (21/05/2020)	1,014	<ul style="list-style-type: none"> ▪ We want to hear from you! Tell us about the impact Coronavirus has had on your health and wellbeing ▪ Have your opportunity to ask questions and hear from local NHS services about how they are dealing with the Coronavirus crisis ▪ Coronavirus testing now available to all ▪ Stay Alert ▪ Information about face coverings ▪ Mental Health Awareness Week ▪ If you need medical help over the Bank Holiday weekend
May 2020 3 (29/05/2020)	1,602	<ul style="list-style-type: none"> ▪ Join our online event (GPs)
June 2020 1 (12/06/2020)	1,185	<ul style="list-style-type: none"> ▪ Join our next online event (hospitals)
June 2020 2 (26/06/2020)	990	<ul style="list-style-type: none"> ▪ Mental Health Services: Don't miss your chance to put questions to senior leaders ▪ Read the questions and answers from our online event with local GPs ▪ Upcoming changes to those that have been shielding from Coronavirus ▪ Other changes in Government guidance ▪ Face coverings are now compulsory at local hospitals in Enfield

Helping you find information via our website

During Q1 2020/21, 10,794 people used our website.



The most popular webpages include:

Inform

Webpage	Number of visitors
Coronavirus testing now available for front line care sector workers in Enfield	1,075
Information about Coronavirus: things to do at home	789
Information about Coronavirus: testing	645
Information about Coronavirus: getting help locally	620
Adult blood testing at Chase Farm and Barnet Hospital	594
Service directory - Enfield drugs and alcohol service Clavering	464
Parking at the North Middlesex University Hospital	403
Information about Coronavirus: visiting local hospitals	335
Information about Coronavirus: government guidance	296
Information about Coronavirus news story	260
About us	259
Information about Coronavirus: more information about testing	248
Tottenham stadium hosts outpatient maternity services for North Mid	219
Information about Coronavirus landing page	215
New sexual health clinic opens in Enfield	213
News	199
Contact us	183

Involve	
Webpage	Number of visitors
Information about Coronavirus - how you can help	109
Get involved: volunteer with us	104
Tell the NHS your experience of Coronavirus	104
Join our online GP event	58
Attend our board meeting	57
Join our online hospital event	46

Helping you find information via Social Media

○ Twitter

During Q1 2020/21, the information we posted on Twitter reached a total of 286,568 users.

	2018/19	2019/20	2020/21
Q1	236,700	158,398	286,568
Q2	149,548	156,805	
Q3	158,130	150,492	
Q4	132,676	272,337	
Total	677,054	738,032	286,568

The information we posted on Twitter (inform) reached a total of 259,946 users. The opportunities for involvement we posted on Twitter (involve) reached a total of 26,622 users.

○ Facebook

During Q1 2020/21, the information we posted on Facebook reached a total of 46,769 users.

	2018/19	2019/20	2020/21
Q1	23,117	42,371	46,769
Q2	31,847	40,398	
Q3	33,799	24,418	
Q4	46,847	38,260	
Total	135,610	145,447	46,769

The information we posted on Facebook (inform) reached a total of 43,284 users. The opportunities for involvement we posted on Twitter (involve) reached a total of 3,485 users.

○ Instagram

During Q1 2020/21, the information we posted on Instagram was 'liked' 192 times.

	2020/21
Q1	192
Q2	
Q3	
Q4	
Total	192

○ **Social media followers/likes**

	Twitter	Facebook	Instagram
Q1	1,880	398	272
Q2			
Q3			
Q4			

Helping you find information via local media outlets

During Q1 2020/21 we had 27 mentions in local media outlets.

Date	Title	Media outlet
02/04/2020	Where to get help and advice on Covid-19	Enfield Dispatch
03/04/2020	Update from healthwatch	Our Voice Enfield
09/04/2020	Advice from Healthwatch Enfield	Palmers Green Community
09/04/2020	Healthwatch Enfield newsletter	Enfield Racial Equality Council
23/04/2020	Healthwatch Enfield newsletter	Bush Hill Park Residents Association
24/04/2020	Update from healthwatch	Our Voice Enfield
24/04/2020	Healthwatch Enfield newsletter	Enfield Racial Equality Council
28/04/2020	Covid-19: Free remote healthcare services to help GP practices	Health Services Journal
04/05/2020	Seek help when you need it	Enfield Dispatch
06/05/2020	Enfield Diabetes newsletter update	Enfield Diabetes Group
07/05/2020	Healthwatch Enfield Coronavirus information	Palmers Green Community
08/05/2020	Update from healthwatch	Our Voice Enfield
15/05/2020	Healthwatch Enfield Coronavirus information	Palmers Green Community
21/05/2020	Let Healthwatch know how the virus is affecting you	Palmers Green Community
21/05/2020	Let Healthwatch know how the virus is affecting you	Enfield Council VCS bulletin
21/05/2020	Healthwatch Enfield newsletter	Enfield Racial Equality Council
23/05/2020	Update from healthwatch	Our Voice Enfield
28/05/2020	Healthwatch update	Palmers Green Community
29/05/2020	An opportunity to ask questions and hear from local GPs in Enfield	Enfield Racial Equality Council
01/06/2020	Help is there for those that need it	Enfield Dispatch
03/06/2020	Healthwatch (talk to a panel of local GPs)	Our Voice Enfield
05/06/2020	SURVEY - the impact Coronavirus has had on your wellbeing	Enfield Racial Equality Council
12/06/2020	Questions to North Mid	Bush Hill Park Residents Association
13/06/2020	Healthwatch - online event with North Middx Hospital on Wednesday 24th June	Our Voice Enfield
26/06/2020	Healthwatch Q&A event 7 th July 2020	Alpha Care

26/06/2020	Information and booking details from Healthwatch about their Mental Health Services Q&A event	Our Voice Enfield
28/06/2020	Mental Health Services: Don't miss your chance to put questions to senior leaders Healthwatch Online Q&A event	Enfield Racial Equality Council

Board Report Title	Your views on health and care
Governance framework component	Statutory duties
Date and Agenda Item	6 th August 2020, Agenda item 9.2
Author	Emma Friddin
Purpose (for information, decision or consultation)	For information
Key Recommendations (where applicable)	N/A
Attachments	Care Quality Commission (CQC) reports published for Enfield services Q1 2020/21

During Q1 2020/21, we have engaged with a total of 1,090 local people and have collected 2,168 items of feedback about local services through:

- Surveys - 2080 items of feedback
- Enter & View visits*
- Information and signposting service - 88 items of feedback*

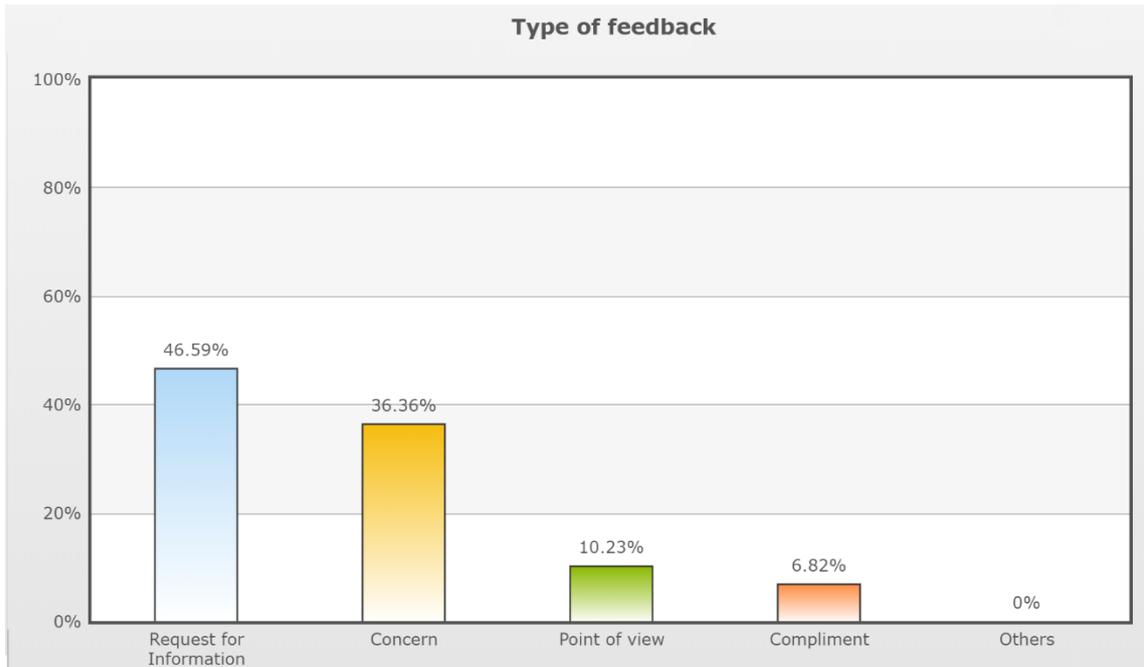
*Please note all Enter & View and face to face engagement activities were postponed in Q1 2020/21 due to the Coronavirus pandemic

Feedback from surveys (2080 items of feedback)

Survey name	Responses	Items of feedback
Tell us the impact Coronavirus has had on your wellbeing	148	1072
Impact of Coronavirus on young people	43	288
Online GP event evaluation - 11.06.2020	15	96
Online Hospital event evaluation - 24.06.2020	13	70
Engaging with local community groups	34	238
Telephone befriending	316	316
Total	569	2080

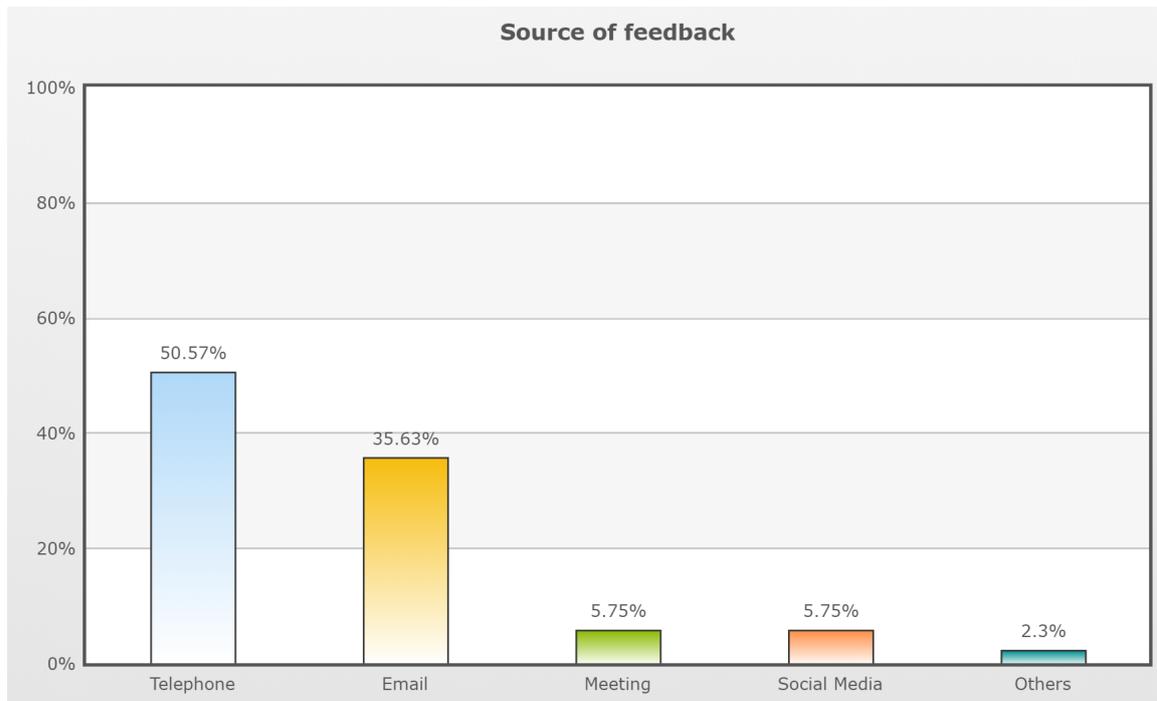
Information and signposting service (88 items of types of feedback)

36% of the people we have heard from through our information and signposting service told us about a negative experience of using services in Enfield. 7% have told us about a positive experience. 10% expressed their point of view and 47% requested information.



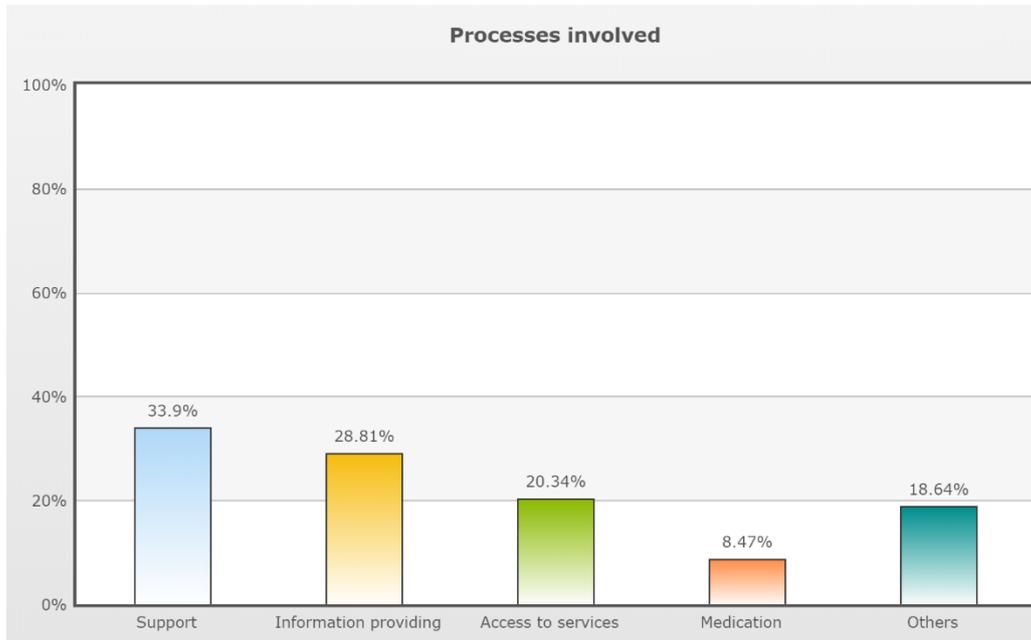
Source of feedback

51% of feedback has been collected via the telephone, 36% has been collected via email, 6% via online meetings and 1% at engagement events. Individuals have also passed on their feedback via social media (6%).



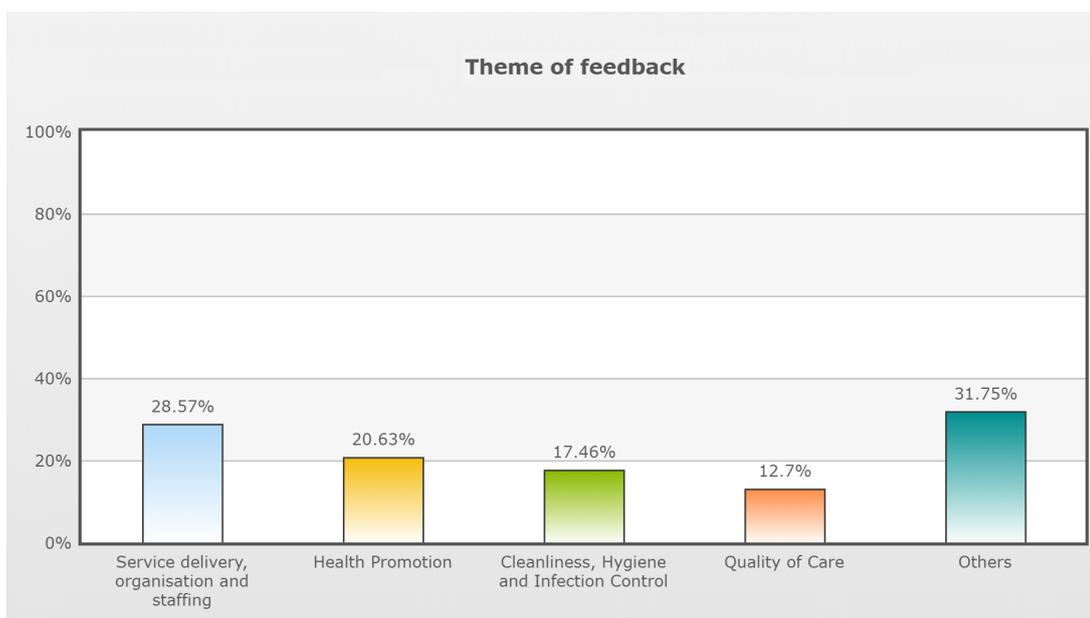
Feedback regarding processes

The main topics arising from feedback include: support (34%), information providing (29%), access to services (20%) and medication (8%). 'Other' processes include: referrals, administration, booking appointments, diagnosis and prescriptions.



Themes of feedback

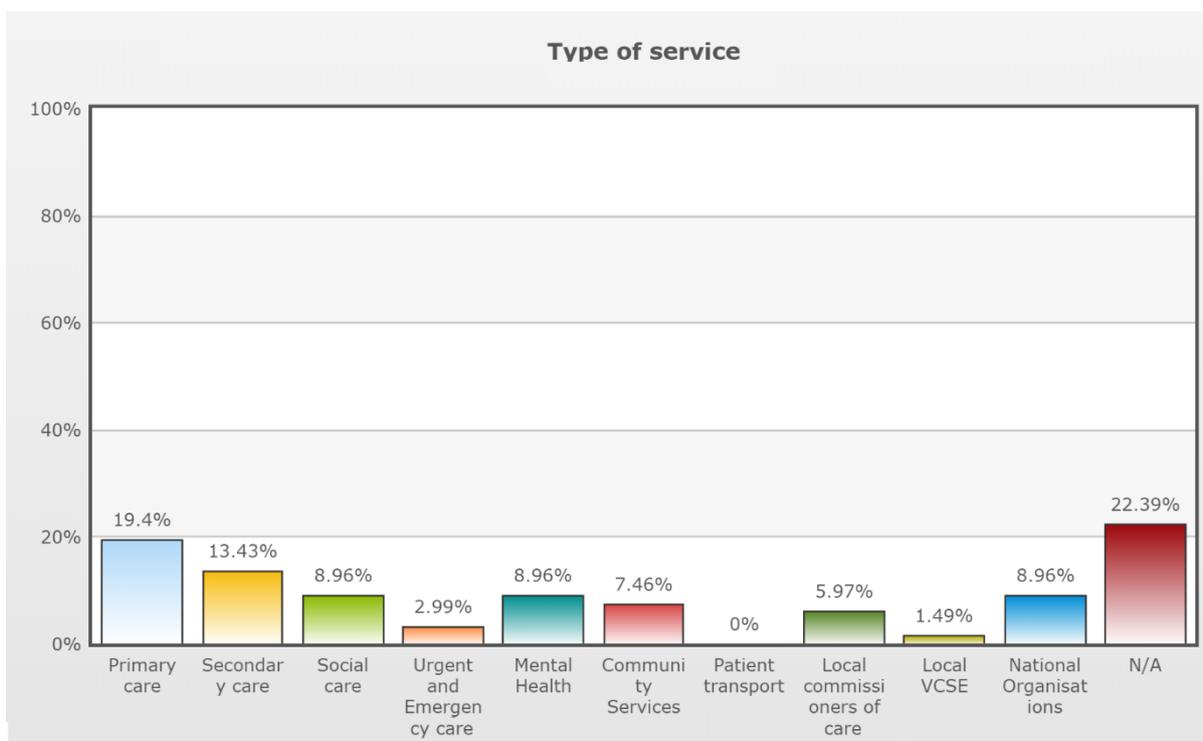
The main themes arising from feedback include: service delivery, organisation and staffing (29%), health promotion (including Coronavirus information and advice, 21%), cleanliness, hygiene and infection control (including queries relating to personal protective equipment, 18%) and quality of care (12%). 'Other' themes include: health protection (including queries relating to Coronavirus testing), communication between staff and patients, patient records, consent to care and treatment, continuity of care, food/nutrition, health and safety, public involvement and quality of staffing.



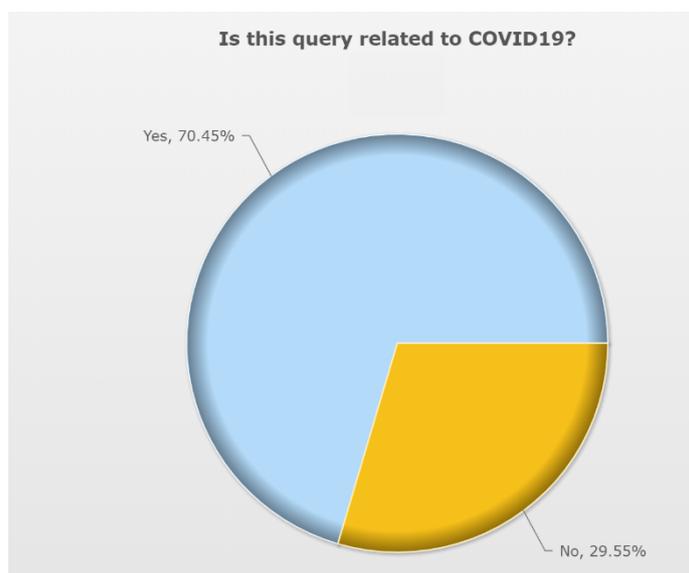
Feedback by service

Over 22% of the feedback and information requests we received were not about a particular service; they were queries relating to general information and advice. The majority of these were related to Coronavirus, including requests for information about support during the pandemic.

When feedback and information requests were related to a particular service, individuals contacted us mostly about primary care services (19%), followed by secondary care (14%). They also fed back about national organisations such as GOV.UK and Public Health England and NHS UK (9%). Other feedback was about social care, mental health services, community services and local providers/commissioners.



On the whole, 70% of feedback and signposting was related to Coronavirus.



1. GPs in Enfield

10 individuals shared their experiences with us of using GP services in Enfield through our engagement and signposting activities. 9 related to a concern and 1 was a point of view. The main themes arising include access to services, referrals, medication/prescriptions, patient records and quality of care.

2. Pharmacy services in Enfield

3 individuals shared their experiences with us of using pharmacy services in Enfield. 1 related to a concern and 2 were requests for information.

3. Hospitals in Enfield

5 individuals shared their experiences with us of using hospital services in Enfield. 2 comments were about the North Middlesex University Hospital Trust and 3 comments were about the Royal Free London NHS Foundation Trust. 3 related to a concern, 1 was a point of view and 1 was a request for information.

4. Mental health services in Enfield

4 individuals shared their experiences with us about mental health services in Enfield through our engagement and signposting activities. 2 were requests for information, 1 related to a concern and 1 included a point of view.

5. Community services in Enfield

5 individuals shared their experiences with us about community services in Enfield through our engagement and signposting activities. 3 were requests for information and 2 related to concerns.

6. Home care in Enfield

4 individuals have shared their experiences with us about home care services in Enfield through our engagement and signposting activities. 2 related to a concern, 1 was a request for information and 1 was a compliment,

Demographics of individuals engaged with

Gender	
Male	20%
Female	80%
Other	0%

Age	
Under 18	11%
18-24	8%
25-29	1%
30-34	1%
35-39	4%
40-44	4%
45-49	7%
50-54	6%
55-59	6%
60-64	12%
65-69	9%
70+	32%

Sexual Orientation	
Heterosexual	82%
Gay or lesbian	2%
Bisexual	1%
Queer	0
Prefer not to state	8%

Religion	
Buddhist	0%
Christian	43%
Hindu	2%
Jewish	6%
Muslim	1%
Sikh	1%
Other	1%
No religion	32%
I'd prefer not to say	11%

Ethnicity	
Asian/Asian British	4%
Bangladeshi	1%
Chinese	0%
Indian	1%
Pakistani	0)
Any other Asian Background	1%
African	4%
Black/Black British	6%
Caribbean	3%
Any other Black Background	0%
White and Black Caribbean	1%
White and Black African	0%
White and Asian	0%
Any other mixed background	1%
English/Welsh/Scottish/Northern Irish/British	61%
Irish	1%
Gypsy or Irish traveller	0%
Any other white background	11%
Arab	0%
Any other background	3%

Disability	
Yes	26%
No	74%

Carer	
Yes	17%
No	75%

Attachment 1: Care Quality Commission (CQC) reports published for Enfield services Q1 2020/21

Provider Name	Org Name	Org Inspection Directorate	Org weblink	Overall Rating	Last Publication Date
Medstar Domiciliary Care Services Limited	Beaconsfield Road	Adult social care	http://www.cqc.org.uk/location/1-6161239617	Good	18/04/2020
Glenpat Homes Limited	Glen Pat Homes	Adult social care	http://www.cqc.org.uk/location/1-199569578	Requires improvement	24/04/2020
Keats Surgery	Keats Surgery	Primary medical services	http://www.cqc.org.uk/location/1-498006035	Inadequate	16/04/2020
Freezywater Primary Care Centre	Freezywater Primary Care Centre	Primary medical services	http://www.cqc.org.uk/location/1-543928600	Good	20/04/2020
Winchmore Surgery	Winchmore Surgery	Primary medical services	http://www.cqc.org.uk/location/1-566830480	Requires improvement	07/05/2020
Dr Mohammad Choudhry	Latymer Road Surgery	Primary medical services	http://www.cqc.org.uk/location/1-7569355476	Good	29/04/2020

Board Report Title	Listening to local people's views
Governance framework component	Statutory duties
Date and agenda item	6 th August 2020 Agenda item 9.3
Author	Sue-Jane O'Keefe and Fazilla Amide
Purpose (for information, decision or consultation)	For information
Key Recommendations (where applicable)	N/A
Attachments	None

From 1st April to 30th June 2020, all face to face engagement and planned events were cancelled. The team at Healthwatch Enfield held or attended 19 virtual events.

Two events we held were virtual online public events with service providers to facilitate two-way communication between them. Given their success we will continue with these.

Linking into local Community Aid groups i.e. Love Your Doorstep Enfield and local faith groups via WhatsApp, has opened up opportunities for new working relationships and support for our telephone befriendees, which has been invaluable. In total, we interacted with 950 people, virtually.

As part of the Local Resilience Forum, we took on some telephone befriending calls on behalf on Enfield Council and engaged with 14 of our volunteers and made 316 calls to an additional 89 people.

Time has also been invested in building strong virtual partnerships with numerous voluntary sector organisations Young Healthwatch has rebranded (HEYA) and were also very active.

Number of events:

	Q1	Q2	Q3	Q4	Total number of events.
2019/2020	50	31	28	32	141
2020/2021	19				

Number of people engaged with:

	Q1	Q2	Q3	Q4	Total number of people engaged with.
2019/2020	1,117	865	646	958	3,586
2020/2021	1,039				

Our engagement activities in Q1 included:

- 316 Telephone Befriending calls, contacting 89 people.
- 2 Events we hosted - GP/Primary Care and North Middlesex Hospital Event reaching 70 people.
- 86 interactions by HEYA (including 43 survey responses).
- 31 surveys & conversations with local community groups
- 6 targeted BAME group emails
- 168 emails (2 email shots) to care homes offering information about PPE and testing for Covid-19.
- 17 Online engagement activities, including Our Voice, Enfield Town School Partnership, Age UK, Carers Centre, Enfield Diabetes Support group, engaging with 212 people.
- 25 Volunteer and Enter & View interactions
- 125 Covid-19 survey responses

Engagement Activity	Date	Number of people engaged with
Our Voice - Parents Video Conference	19/05/2020	19
Enfield Town Schools Partnership (PSA meeting)	21/05/2020	8
Enfield Saheli Online Meeting	22/05/2020	15
Enfield Diabetes Support Group Meeting	09/06/2020	10
Local Resilience Forum	11/06/2020	21
Age UK Enfield Falls Prevention Awareness Event	17/06/2020	24
Carers Centre - Dementia carers teleconference	18/06/2020	5
Enfield Carers Centre - Daytime Carers teleconference chat	19/06/2020	3
Enfield Town Schools Partnership meeting	23/06/2020	9
Enfield Thrives Together	23/06/2020	30
Carers Centre GP forum meeting	24/06/2020	2
Age UK Enfield Tea & Chatter session	25/06/2020	12
Integrated Care Partnership meeting	26/06/2020	21
Carers Centre Mental Health meeting	29/06/2020	3
Local Resilience Forum	29/06/2020	15
GP Video Filming	30/06/2020	7
Age UK (Dementia Group)	30/06/2020	8

Board Report Title	Making a difference together
Governance framework component	Statutory duties
Date and Agenda Item	6 th August 2020, Agenda Item 9.4
Author	Fazilla Amide
Purpose (for information, decision or consultation)	For information
Key Recommendations (where applicable)	N/A
Attachments	N/A

As defined by Healthwatch statutory duties, Healthwatch Enfield is required to demonstrate:

- examples where you have used a collaborative approach with service providers, commissioners, regulators and other partners to bring about change
- how we have promoted or supported the involvement of local people in the commissioning, provision and management of local health and care services
- how we have involved volunteers and other local people to help you carry out your statutory activities

This paper provides a summary of key activities carried out between 1st April 2020 and 30th June 2020 to ensure compliance. Due to the Coronavirus outbreak and lockdown, much of our work had to be re-designed and re-configured to adapt to the exceptional circumstances we all found ourselves in.

Volunteers have continued to help us carry out our statutory duties by taking part in Enter and View project group meetings providing feedback on services; undertaking virtual and telephone community outreach; and collecting patient/resident experiences.

We promoted the involvement of local people in the commissioning, provision and management of local health and care services through promoting 4 consultations. Note there was a significant reduction in consultation activity from Providers due to Lockdown. However, those that ran included national organisations such as NHS England, Healthwatch England and The National Maternity Voices network. These consultations covered topics including (but not limited to): Coronavirus, digital services and experience of maternity services.

During Q1, the focus of our activities to support the involvement of local people in health and care services involved:

- improving Continuing Healthcare

Following local residents sharing concerns around Continuing Healthcare and our discussions with them regarding our findings from our report, the Enfield Directorate of the NCL CCG appointed a new lead who has been reviewing the service being provided. They have already introduced refresher training for staff, re-instated their evaluation programme and are reviewing some of the decisions made in 2019.

- Enter and View Visits

Due to Lockdown we were unable to conduct any visits. Given the severity of the impact of the outbreak in Care and Nursing Homes, we offered signposting and support to them including helping them access PPE.

- Community Outreach

Throughout the quarter we continued to actively seek local people's views on a number of issues regarding their experiences of Lockdown and the impact on services, and ensured we were also reaching those groups whose voices are less often heard such as but not limited to:

- EDA
- The Saheli group
- Age UK
- Enfield Diabetes support group
- Enfield Town Schools Partnership
- Parents and Carers of children and young people with a disability

- Digital Primary Care services

A number of our volunteers joined a pilot to review access to digital services in Primary Care looking at for example, Dr Zoom. The analysis and report is due out in Q2.

- Healthwatch Enfield for Young Adults (HEYA)

One of the concerns that young people told us about in our survey in the spring of 2020, was that there wasn't sufficient information around sexual health for them to access. They also stated they didn't have a platform for getting this kind of information. Therefore, the HEYA team developed an Instagram account where important information is posted regularly. They also developed a video on how to access a home testing kit to check for sexually transmitted diseases.
