



Together

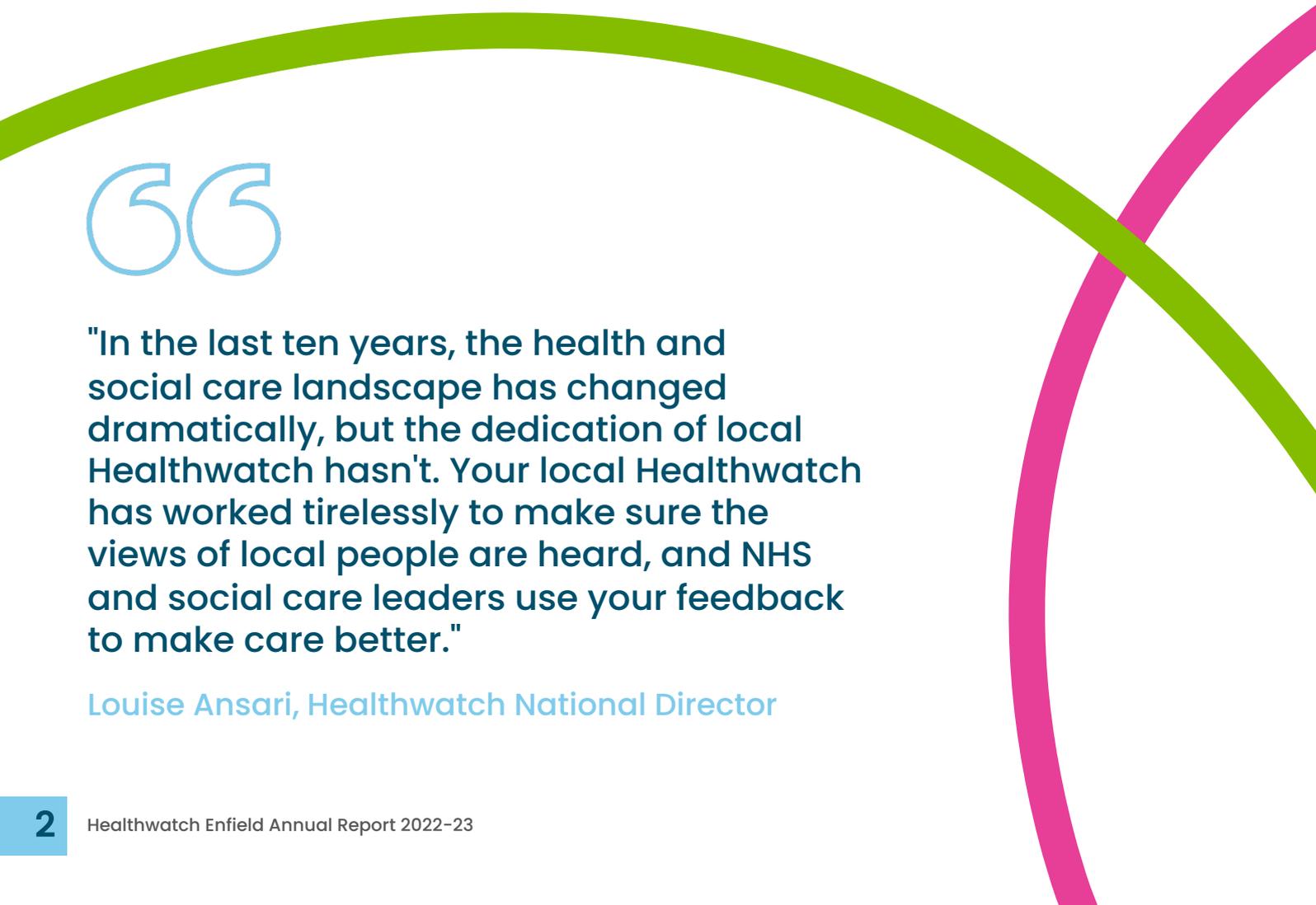
we're making health
and social care better

Annual Report 2022–23

healthwatch
Enfield

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"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

I'm delighted to share with you our 2022/23 Annual Report for Healthwatch Enfield.

This has been a difficult year for health and social care services following the pandemic and people have often struggled to gain access to the services they need. It has therefore been a busy year for Healthwatch Enfield and we are proud of the many ways we have reached out to local people and the impact our reports are having on how services are delivered.



Christine Vigars
Healthwatch Enfield Chair

We have worked with North Central Integrated Care Board to deliver the Community Powered Edmonton project to identify what matters to different communities in Edmonton and have made recommendations for improving access to services. Our volunteers have been active in working with local people on access to dental care, on the operation of the NHS 111 service, and on the response of the London Ambulance Service. We have recently started to look at improving awareness of the dangers of high blood pressure.

We have worked with Enfield Council on how adult social care is performing and what could be improved. This will result in better communication with families and more emphasis on listening to service users. Our dedicated group of volunteers have continued with their visits to local care homes and the feedback from these Enter and View visits is vital in helping to monitor standards and in providing feedback to managers.

I would like to thank all the volunteers who give their time, enthusiasm, and experience to support us in our work and also to the small dedicated staff team; I am constantly amazed at all they achieve. I would also like to thank our partners and funders for all their support. We have worked productively with the local NHS and Enfield Council as well as the voluntary sector.

We look forward to another busy year ahead when we will continue to extend our reach to the diverse communities of Enfield and ensure that all voices are heard.

About us

Healthwatch Enfield is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

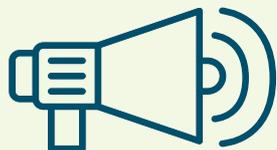


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Year in review

Reaching out



493 people

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

244 people

came to us for clear advice and information about topics such as mental health and the cost of living crisis.

Making a difference to care

We published

6 reports

about the improvements people would like to see to health and social care services.

Our most popular report was

Community Powered Edmonton

which identified the health priorities of local people in Edmonton.



Health and care that works for you



We're lucky to have

14 volunteers

outstanding volunteers who gave up 60 days to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£144,973

which is 19.7% more than the previous year.

We currently employ

3 staff

who help us carry out our work.

How we've made a difference this year

Spring



We identified what matters to local people, to help improve services through Community Powered Edmonton



We worked with the NHS to understand how NHS 111 services could be improved for local people.

Summer



We collaborated with Enfield Council to identify where there are gaps in their health and social care service provision.



We were out in the community at breakfast mornings and meetings to keep people informed.

Autumn



We launched our hypertension project, raising awareness about high blood pressure and how to do checks.



We strengthened our links in the community and increased our visibility by speaking to local people.

Winter



When people struggled to see their dentist we worked with local people to find out how services could work better for them.



We collaborated with the London Ambulance Service to find out how well local ambulance services are working for local people.



Healthwatch Hero

Celebrating a hero in our local community.

Shadeen is a Healthwatch Hero and the local contact for London and the South East Royal National Institute of Blind People. She supports people with visual impairments in a range of ways in her local community, from giving talks to professionals to volunteering with a range of local groups, and raising awareness about the support available for people living with a visual impairment or disability.

Shadeen has volunteering with us at Healthwatch Enfield for several years now. She uses her personal circumstances to provide understanding and empathy, and is always a friendly voice at the end of the phone providing support for others.

From all of us at Healthwatch Enfield - thank you for all your work Shadeen!



Shadeen Rose



Listening to your experiences

Service providers can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Community Powered Edmonton

Working with North Central London Integrated Care Board to explore what will make a positive difference to the lives of people living and working in Edmonton.

As local services come under ever more pressure, we wanted to understand what matters to local communities in Edmonton, so that local public service providers can listen to ideas and take informed action. We wanted to know what changes would make a positive difference to the lives of local residents and staff, to support informed and collaborative working relationships between local communities, the NHS, and Enfield Council.

Listening to local people

Over the course of three months, we engaged with more than 150 people in Edmonton through workshops, creative activities, and open access. We worked in partnership with local organisations New Local and Edmonton Community Partnership to carry out this work.



- We held a series of focus groups and ran a survey to capture the perspectives of a variety of groups, from mental health service users to local Turkish women.
- With our partners, we held three workshops to bring together local residents with public sector organisations.
- With Edmonton Community Partnership, we held an event for people to share their lived experiences.

What difference did this make?

This project showed the power of community collaboration – we worked with two local organisations and range of local residents, patients, and carers from across many communities in Edmonton as part of this project.

We explored the barriers different communities face when accessing health and social care services, and identified how the local council and NHS could further collaborate with local people to improve health outcomes.

With our two partner organisations, we produced a report and a comprehensive set of recommendations designed to put ongoing community listening and collaboration at the heart of health and social care changes.

Supporting Enfield Council to improve adult social care provision

Adult social care is often overlooked in conversations about how local health and social care services can be improved to work better for patients. We've been working with Enfield Council to bring about improvements in adult social care services.

As part of Enfield Council's 2022/23 Local Accounts programme, we provided a detailed look into how adult social care is provided in the borough, and reviewed how well the local council is meeting the needs of residents who require care and support.

We looked at:

1. How well adult social care services in the borough are performing
2. Recent changes to service provision and the current challenges being faced by service providers
3. Plans for future engagement and improvement

We used the Better Care Fund (BCF) as the initial scope for our work. We looked at programmes and services funded through the Fund, before looking at similar services bring provided across Enfield. We held a series of interviews and focus groups with local service leads as well as patients and residents in the borough.

What difference will this make?

We found that issues across services were generally as a result of the following:

- Capacity: most services had seen a dramatic increase in demand over the last three years
- Funding: funding issues make delivering a good service challenging. We found that most people were pragmatic about how to approach funding challenges
- Staffing: recruitment was a major issue, with many services struggling to fill vacancies or attract and retain key members of staff
- Communication: partnership working can be challenging, and we found that regular, honest communication needs improving

To improve health outcomes, we worked with Enfield Council to develop better service solutions. These involved placing greater emphasis on the views and experiences of service users, families, and carers, and improving communication between service designers, providers, and patients, residents, and carers.

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Making every contact count

Strengthening our relationship with Enfield's Bulgarian community to identify how well health and social care services are working for them



Over 16,000 people are not registered with a GP in Enfield, many of whom are from ethnic minority communities in the borough. We've been building on our work from 2021/22 to strengthen our relationships with local Eastern European community groups to support them to access health and social care services, have accurate and up-to-date information and resources, and overcome barriers relating to language and digital health tools.

Helping services work for people

Identifying the needs and priorities of local communities in Edmonton



We've been working with North Central London Integrated Care Board to identify the needs and priorities of local people in Edmonton, so that local public service providers can take informed decisions on how to improve services so that they work better for local communities. We held a series of interviews and focus groups, collaborated with other local organisations, and produced a report and set of recommendations to support service providers to make positive improvements to their work.

Improving care over time

Using our statutory powers to assess care home service provision



As a local Healthwatch, we have statutory powers to 'Enter and View' local services to assess how well they are working and whether they are meeting the needs of service users. This year, we carried out three Enter and View visits to local care homes in the borough to listen to the experiences of residents and staff, and identify how care homes can improve their service offering.



Advice and information

If you feel lost and don't know where to turn, Healthwatch Enfield is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Supporting people to check their blood pressure

Assessing dental care in Enfield

This year, we've been engaging with local people in Enfield to find out how well dental care services are working in the borough. This work builds on previous work carried out in 2021 and 2022 that identified several issues with local dental care services.

Through this work, we identified a number of issues with local dental care services. These include:

- Many local people are unable to access local NHS dental treatment, despite attempts to register with a dental practice
- Lots of information on dental care available online is inaccurate or out of date
- Those without NHS cover include new patients not yet in the system, and those who have been de-registered by their practice who are now obliged to pay

We found that some groups of people in the borough were more affected by these issues than others. In particular, we found that local people who receive universal credit or other state benefits, and parents on low income who were seeking treatment for their children were most adversely affected. Other groups who were affected included people over the age of 65, people with dementia, a disability, or a long-term health condition, pregnant people, and new parents.

Reviewing NHS 111 service provision

NHS 111 is often the first port-of-call for people accessing health services. We developed a programme of work to review how well NHS 111 services actually work for local people in Enfield.

With funding from North Central London Integrated Care Board, we carried out a programme of engagement listening to local people about their experiences of using the NHS 111 Urgent Care Service. We wanted to find out how well the service is working for local people, and what barriers prevent people from using the service.

To ensure we heard from a diverse group of people, we held focus groups with support groups of people with mental health conditions, people with learning disabilities, people with a visual impairment, and people who speak English as an additional language.

We identified three key themes from our engagement:

1. Language: the availability of translation and interpreting services often prevented people from using NHS 111
2. Awareness: many people we spoke to were not aware of NHS 111
3. User experience: many people told us the call menu on NHS 111 was too long and complicated



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local services to help them improve
- Reviewed GP and dentist websites to review accessibility
- Collected the most up-to-date information on changes to services, such as whether NHS dental appointments were available at a practice

Caroline

Caroline began volunteering with us in 2020. During the COVID-19 pandemic, she worked extremely hard to help us support local people. She is a total all-rounder who is always willing to support us in any way she can. It's always a pleasure to see her and her dog Milo, who for some reason she seems to love more than us!



Charles

Charles is partially sighted and is keen to be active and involved as much as possible in his local community. He often helps us with our community outreach – on stalls, talking to local people, and sharing our work. We met Charles thanks to our Healthwatch Hero Shadeen through her work as RNIB Community Connection Coordinator. Thanks for all your work this year Charles!



Patience

Patience is a trustee at the Enfield Carers Centre and a Local Committee Member here at Healthwatch Enfield. She's a Healthwatch representative on our host charity Listen to Act's board, and brings a wealth of public sector experience to her volunteering with us. We're delighted to have Patience working with us!



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchenfield.co.uk



020 8373 6283



admin@healthwatchenfield.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Local authority funding	£144,973	Staff costs	£172,866
Additional income	£78,989	Operational costs	£47,507
Total income	£223,962	Total expenditure	£220,373

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023–24

1. Improving GP access for patients.
2. Raising awareness of hypertension and the support available.
3. Collaborating with the Care Quality Commission to tackle digital exclusion.



Statutory statements

Listen to Act delivers Healthwatch Enfield. Listen to Act, 37 Chapel Street, London, NW1 5DP

Healthwatch Enfield uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Listen to Act Board consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 6 times and made decisions on matters such as the name of the hosting information and the recruitment of a new CEO.

We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to London Borough of Enfield Health and Wellbeing Board and meetings with NHS and local council colleagues.

We also take insight and experiences to decision makers North Central London Integrated Care System. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made 3 of Enter and View visits. We made 71 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
Bridgewood House nursing and residential care home	Routine visit to monitor standards	Wrote a report with recommendations to be followed up on a return visit
Nairn House nursing and residential care home	Routine visit to monitor standards	Wrote a report with recommendations to be followed up on a return visit
Eliza House nursing and residential care home	Routine visit to monitor standards	Wrote a report with recommendations to be followed up on a return visit

Healthwatch representatives

Healthwatch Enfield is represented on the Enfield Health and Wellbeing Board by Christine Vigers, Board Chair, and Albie Stadtmiller, CEO. During 2022/23 our representative has effectively carried out this role by attending meetings of the Health and Wellbeing Board and presenting information gathered during our engagement programmes.

Healthwatch Enfield is represented on North Central London Integrated Care Partnerships and Enfield Integrated Care Boards by Christine Vigers, Board Chair, and Albie Stadtmiller, CEO.



healthwatch
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