



Speaking up for better care

Healthwatch Enfield annual report 2025/26

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“Through strong partnerships with residents and local organisations, Healthwatch has amplified lived experiences and helped ensure they shape lasting improvements in decision-making. I offer sincere thanks to our dedicated staff, volunteers and partners, whose passion, insight and commitment make this vital work possible.”

Caroline Collier

*Chief Executive Officer
Inclusion Barnet*

A message from us



As we reflect on the past year, we are proud of the impact Healthwatch Enfield has made across our community. We are deeply grateful for the commitment of our team and volunteers, whose dedication has helped address important issues relating to access, quality of care, and support for local residents. In this report, we are pleased to share some of our key achievements:

Over the last year we engaged with people experiencing homelessness to better understand their experiences of registering with GP practices. We also developed an emotional wellbeing guide for adults, building on the success of our young people's mental health guide. The new guide has been distributed widely across the borough through community services and local events. It provides information on a range of local and national services, offering support with issues such as social isolation, debt management, and housing.

We have also championed the voices of our community to improve awareness, education, and support for people at risk of developing or living with Type 2 diabetes in Enfield. Type 2 diabetes was identified by local residents as a major health priority, with many reporting difficulties in managing their condition and accessing appropriate support. We organised five workshops attended by a clinical diabetes nurse and a dietitian.

These sessions helped residents gain a clearer understanding of their long-term condition and the support available to them

As we look ahead, we remain committed to listening to local people and driving positive change across our community. Thank you for your continued support and trust in our mission. Together, we can achieve even more in the year ahead.



Michelle Malwah
Manager of Healthwatch Enfield

About us

Healthwatch Enfield is your local health and social care champion.

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



Our vision

To bring closer the day when everyone gets the care they need.



Our mission

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



Our values are:

Equity: We're compassionate and inclusive. We build strong connections and empower the communities we serve.

Collaboration: We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

Impact: We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

Independence: Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

Truth: We work with integrity and honesty, and we speak truth to power.

Our year in numbers

In 2025/2026 we reached out to 46,878 people (online and in-person) to have their say and get information about their care. We employed 2.7 staff and, our work was supported by 22 volunteers.



Reaching out:

1182 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

199 people came to us for clear advice and information on topics such as hospital discharge and mental health support.



Championing your voice:

We published 7 reports about the improvements people would like to see in areas like care homes, GP support for the Homeless Community, and Understanding type 2 Diabetes.

Our most popular report is **Understanding Type 2 Diabetes in Enfield** highlighting residents' awareness in managing and preventing the long-term condition.



Statutory funding:

We're funded by London Borough of Enfield Council In 2025/26 we received **£144,973.00** which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Enfield. Here are a few highlights.

Spring

We created an adult wellbeing guide to promote good mental health, emotional resilience and connections to available support.



Our Dental care factsheet has provided residents with a range of insights about how NHS dental care works, who is eligible, what treatments cost, and how to find an NHS dentist.

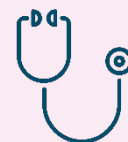


Summer

Coordinating NHS App workshops for local community groups, in collaboration with Medicus.



We contacted 39 GPs in Enfield to evaluate their support on registering homeless people.



Autumn

We spoke to 12 homeless people about their experiences of accessing and registering with a GP practice and what challenges they face..



Created a GP referral guide for annual health checks for people with Severe Mental Illness (SMI).



Winter

We carried out 5 workshops in the community, and invited diabetes specialist nurse and dietician to provide advice and guidance in managing Type 2 Diabetes.



We distributed 1780 copies of the Mental Health and Wellbeing guide into the wider community, with more requests for more orders.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Enfield are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at West & North London Integrated Care Board (WNL ICB).

This year, we've worked with Healthwatch across North London to achieve the following:



A collaborative network of local Healthwatch's:

We are in a network of 5 local Healthwatch across North Central London, helping to change health and social care services at a regional and national level. We meet regularly to discuss issues, themes and with WNL ICB to receive updates on their work.



Building strong relationships to achieve more:

Over the past year, Healthwatch Haringey has been the North Central London's WNL ICB representative on a number of committees. Their role was to be the patient voice in all the meetings they attended, to report any significant changes that would impact our boroughs to the neighbouring Healthwatch's and to update the community engagement forum on our work across North Central London.

As part of this work, we provided Healthwatch Haringey with updates on the projects we were working on but also got updates on any concerns that we needed to know about.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Improved Type 2 Diabetes awareness and prevention in the community

Last year, we championed the voices of our community to improve awareness, education, and support for people at risk of or living with Type 2 Diabetes in Enfield.

Type 2 Diabetes (T2D) was identified as a top health priority by local residents, with many reporting difficulties in managing their condition and accessing the right support. To better understand residents' awareness of T2D, their confidence in managing or preventing it, and the barriers they face.

What did we do

- Community workshops with local organisations, bringing together 89 residents from higher-risk groups to share lived experiences and receive expert advice
- An online survey to capture wider community views, reaching an additional 30 residents
- Collaboration with the North Middlesex University Hospital Community Diabetes Team, who provided specialist guidance during sessions.

In total, 119 residents in total share their experiences and feedback.

Key Findings:

- Residents shared that they would like an explanation and understanding of T2D rather than being told the next steps.
- Participants cited confusion around clinical information such the symptoms vs risks, the role of HbA1c test, and the importance of diabetes health checks.
- Participants wanted guidance on how to manage T2D while maintaining their cultural food practices.
- Residents wanted practical support, such as advice on diet, affordable healthy food, and lifestyle changes

- Emotional challenges such as low motivation, loneliness, and anxiety made managing diabetes difficult.
- Digital exclusion remains to be a big barrier. Individuals without access to smart devices, or with limited digital skills, will struggle to access information and services.

Impact of the workshops:



70%

of the participants were from South Asian and Black backgrounds.

21%

increased in confidence in managing and preventing T2D

54%

of participants said they had gained a better understanding after attending the workshop.



“It was very useful education [&] is important.... would go to classes in my area.” – Resident

“They were absolutely brilliant, and good at explaining.” – Resident

What difference did this make?

Our work has made a positive difference by showing how diabetes education can support residents. By bringing in specialists and making information easier to access, people feel more confident in managing their health every day.

Emotional Wellbeing & Mental Health Guides

To help residents better understand and access mental health support, we developed the Enfield Adult Mental Health and Wellbeing Guide. The guide was created in response to long NHS waiting times and the need for clear, accessible information on local, non-clinical support services.

The guide provides practical advice, promotes early intervention and self-help, and helps reduce health inequalities by making information easier to understand and access.

Key things we heard:

1780

Guides shared with GPs, Community Groups, libraries and other community spaces.

381

People reached online and in person



“What an incredible guide! It’s so informative but simple... easy to understand without feeling overwhelmed.” – Resident

“The guide has made it much easier to navigate services when people feel overwhelmed.” – Mind in Enfield and Barnet

What difference did this make?

The guide has improved awareness of available support and made it easier for residents to navigate services during difficult times. It has been particularly valuable for people experiencing mental health challenges, offering clear, accessible information without adding to feelings of overwhelm.

By working with community partners and distributing the resource widely, we have strengthened early support pathways and helped residents access the right help sooner, supporting better emotional wellbeing across Enfield.

Hearing from all communities

We're here for all residents of Enfield. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- We spoke to a number of unhoused residents about their experience of registering with a GP.
- Coordinated with Medicus, a GP provider, to facilitate NHS app workshops with local voluntary sector organisations.
- helped to co-design and co-produce solutions with disabled people to tackle common barriers they face in accessing secondary care.



Listening to Homeless Community about their experiences of accessing GP services

We spoke to 12 homeless people about their experiences on access GP services and whether they are registered with a practice.

In August, we visited Pymmes Park Visitor Centre, working alongside All People All Places to speak directly with people experiencing homelessness. Participants shared that they often faced barriers, these included not having proof of address and challenges navigating digital registration systems. Several participants said they were unsure of their rights or had been incorrectly told they could not register.

Many participants described feeling stigmatised because of their housing situation. This sometimes discouraged them from seeking care; some spoke about avoiding services due to fear of being turned away or having concerns about their safety and immigration status.



“What if they ask for a passport? What if they turn me away?”

What participants told us would help:

- Clear information that states you can register without ID or a fixed address
- Support from staff to complete registration forms
- Better access to language interpreters and non-digital ways to register
- A more compassionate and understanding approach from GP staff

What difference did this make?

We shared these findings with the Enfield GP Federation who acknowledged our recommendations. The Enfield Council Adult Safeguarding team has also reviewed the report and committed to strengthening safeguarding processes for people experiencing homelessness. Healthwatch Enfield is invited to present at the Enfield Voluntary Action Cost of Living & Homelessness Network Meeting in July 2026.

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year 199 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



Helping a resident access urgent dental care

Kate* contacted us as she had a half-broken tooth and needed urgent dental care.

Kate had been unable to access treatment after being discharged from a previous practice and refused emergency care.

We supported Kate by identifying NHS dental services currently accepting patients, as well as reassurance about her rights and entitlements.

We used the NHS 'Find a dentist' service to locate two practices near her area and provided direct contact details so she could follow up. We also explained that, as she is in receipt of Universal Credit, she may be entitled to free or reduced-cost NHS dental care.

Following this, Kate was able to contact a practice and successfully book an appointment.



"You are so very helpful. Thank you very much!"

Supporting a disabled resident at risk of homelessness

Lonnie* was facing homelessness within five days. He had already approached the council but remained unsure what further support was available.

Lonnie contacted Healthwatch Enfield and told us he needed urgent support. He lives with multiple long-term physical and mental health conditions and does not have support from family, a carer, or Adult Social Care. We found that Lonnie needed help understanding his options and accessing urgent housing and advocacy support, as well as clear and accessible communication. We signposted Lonnie to relevant services and, with his consent, made a referral on his behalf to help ensure he could access support quickly.



"Many thanks for your help."

Showcasing volunteer impact

Our fantastic volunteers have given 320 hours for their time to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out three enter and view visits to local services to help them improve



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

Charles is a resident of Enfield who is partially sighted and actively volunteers with Healthwatch and his local church to support his community.



“I wanted to be active in the community. I love coming to help, and it feels fulfilling to know that I’m helping people. I support Healthwatch in events, listening to people and help them get connected.

Why I wanted to help Healthwatch is because it’s about the community, it’s about promoting better health. It’s about showing residents where to go and what to do. Just explaining to people that they can get the support they need and that they’re not alone.”

Charles
Healthwatch Enfield Volunteer

Finance and future priorities

We receive funding from London Borough of Enfield under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

<i>Income</i>		<i>Expenditure</i>	
Annual grant from Enfield Council	£144,973.00	Expenditure on pay	£124,694.99
Additional income	£2,500	Non-pay expenditure	£6,430.19
		Office and management fee	£16,347.82
<i>Total income</i>	<i>£147,473.00</i>	<i>Total Expenditure</i>	<i>£147,473.00</i>

Additional income is broken down into:

- £2,500 received from the local ICS for supporting Healthwatch representation across North Central London ICB.

Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Provide local residents with a way to feedback and get involved in with the NHS post-Healthwatch
2. Provide information on Hospital Discharge pathways for patients
3. Identify gaps in oral healthcare for children

Statutory statements

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

Healthwatch Enfield, Community House, 311 Fore Street, London, N9 0PZ.
Healthwatch Enfield is hosted by **Inclusion Barnet**.

The way we work

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

Our host organisation's board consists of eight members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

The Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met four times and made decisions on matters such as financial oversight, updates on services provided by Inclusion Barnet and scrutiny of services across Barnet and Enfield. We ensure wider public involvement in deciding our work priorities.

Healthwatch Enfield also have a local committee of members who meet on a regular basis to give updates about their work, exchange ideas for future projects and receive updates about public health issues.

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 can provide us with insight into their experience of using services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended 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 www.healthwatchenfield.co.uk.

Statutory statements

Responses to recommendations

We didn't have any providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

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

For example, in our local authority area, we take information to the Enfield borough Partnership Board and the Health & Wellbeing board, their partnership boards and voluntary sector community meetings. We also share our insights with our local hospitals.

We take insight and experiences to decision-makers at the West & North London Integrated care board. For example, we meet regularly with the Director and assistant Director of Place, integration, transformation, and delivery. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Enfield is represented on Enfield Council Health and Wellbeing Board by Keely Parnaby Director of Peer Services at Inclusion Barnet & Michelle Malwah, Healthwatch Enfield Manager.

During 2025/26, our representative has effectively carried out this role by providing insights of resident's views and giving updates on our priority areas.

Healthwatch Enfield is represented on the West & North London Integrated Care Partnerships and Integrated Care Boards by Keely Parnaby and Michelle Malwah.

Statutory statements

Enter and view


Location	Reason for visit	What you did as a result
Albany Park Nursing Home	Rated as 'requires improvement' by the CQC	Wrote a report with recommendations which have been put in place.
Green Trees Care Home	Long time since the last visit.	We wrote a report, with recommendations some of which have been implemented.
Minchenden Lodge Care Home	Member of the public raised safety concerns	We wrote a report and revisited the home; 2 out of the 5 recommendations have been put in place.

2025 – 2026 Outcomes

Project/activity	Outcomes achieved/Our Findings
Wellbeing and Mental Health Guide	1780 copies were distributed to schools, GPs Pharmacies, Libraries and Community Centres, and VCSEs.
Investigating GP Support for Homeless People	We evaluated 39 active GP practices in Enfield and spoke to 12 homeless persons. We have discussed findings with the Enfield GP Federation and with Enfield Council safeguarding team. We will present at the EVA Cost of Living & Homelessness Network meeting.
Understanding Type 2 Diabetes in Enfield	89 Enfield residents participated in the workshops; which improved their knowledge and confidence in managing and preventing T2D. We met with Diabetes UK and the Enfield GP Federation; they will use our findings to improve targeted outreach and patient information.
Dental Care	644 residents have engaged with the dental fact sheet.
Annual Health Checks Referral Guide	Improved support from GPs for patients with Severe Mental Illnesses (SMI).

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