



Annual report 2020-21

Working with **you** through the year when everything changed

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Message from our chair

Healthwatch Enfield is about you, your voice, your opinions, your challenges and your compliments. This year, more than ever, your feedback has mattered. It has made a difference.

It has made a difference because during this pandemic, Enfield health services, our GPs, our Council and hospital staff have worked together in a powerful way and have been keen to hear your feedback and respond to it. We worked with them knowing that when we offer challenge, it is taken seriously. We were also able to feedback your thanks to front-line staff and managers.

We have been active in reaching out to you in new ways because face to face meetings were not possible. Our now well established 'webinars' have received positive feedback. We were particularly concerned about the disproportionate impact of the Coronavirus pandemic on black and minority ethnic people. Our report "One size does not fit all" has been helpful in reinforcing feedback from our diverse communities to us. We are really pleased with the work now being undertaken to engage with specific communities in a way that works for them.

Healthwatch Enfield is very dependent on and grateful to, our fantastic volunteers who help us find out what people think. Due to the impact of the Coronavirus pandemic, our volunteers have been flexible and have continued to support our new ways of working. Their positive enthusiasm for supporting local work and initiatives is inspiring.

Healthwatch Enfield will be managed by a new contractor from June 2021. The Board and I have chosen to step down from our roles. Healthwatch Enfield has given me (working with a fantastic Board and staff team) the opportunity to ensure that the local services evolve to meet the needs of local residents. There now appears a strong recognition that involving you in shaping the design and delivery of inclusive services is the right way to develop services. This success is down to the way in which you have been willing to trust us with your opinions and feedback.

Your feedback does make a difference.

Parin Bahl, Chair, Healthwatch Enfield

 **'This year, more than ever, your feedback has mattered. It has made a difference'** 

About us

Here to make care better

We are an independent, statutory organisation that is part of the National Healthwatch network, dedicated to improving health and social care services in Enfield.

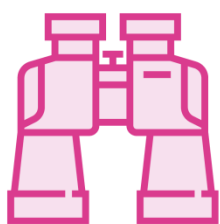
Our three areas of focus are to:

- **Inform:** we make it easier for you to find information about health and social care services in Enfield
- **Involve:** We collect feedback, objectively, and make sure your views and concerns are listened to
- **Improve:** we help service providers to act on your feedback, views and concerns

We gather feedback from Enfield patients and residents in an objective way, and share this with local health and social care providers so they can continually improve and develop their services.

We have statutory (legal) powers, for example, we can visit a publicly funded health or care organisation and assess the service and when we give a report to the people in charge of running that service, they must respond to it by law. They must give a meaningful response to say what action they will take to make things better or if no action can be taken they must explain why not.

Even though we have these powers, we find that we rarely need to use them. This is because most providers are always looking for ways to improve the service they deliver and make things better for patients. Many of the local health and care services even approach us and ask us to independently assess their service. They welcome our feedback and ask for our help to create working groups to get patients involved in helping to design new services so they can get things right first time.



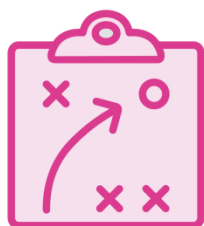
Our vision is simple

Health and care that works for you. We are aiming for a time when people like you, living and working in Enfield, have positive, person-centred experiences accessing local Health and Social Care services, getting the right support, at the right time, in the right way."



Our purpose

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



Our approach

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



How we find out what matters to you

People are at the heart of everything we do. Our staff, board members and volunteers identify what matters most to people by: talking to you about your views and experiences. This year because of Coronavirus we have done this by talking to you on the telephone, sending you our surveys and attending and hosting online events, rather than talking to you face to face.



Find out more about us and the work we do

Website: www.healthwatchenfield.co.uk

Twitter: @HealthwatchEnf

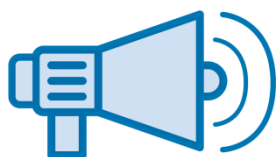
Facebook: @HealthwatchEnfield

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2020-21.



Reaching out



859,935 users reached on social media

our website had visits from 58,196 users and 101,871 page views

Providing support



7,162 instances of feedback

were collected about health and social care services.

364 people

accessed advice and information through the Healthwatch Enfield information and signposting service.

Engaging with you virtually



We engaged with

3,445 local people

to hear your views and experiences, by attending 144 virtual engagement events this year

Health and care that works for you



39 volunteers

helping to carry out our work

We employed

4 staff

three of whom are full time and one is part-time

We received

£180,000 in funding

from our local authority in 2020-21, the same amount as the previous year.

How we collected your views

This year we have had to change how we collect your views. We used to rely on talking to you out in the community, within your groups and at our 'pop up' events across the borough. The Coronavirus pandemic has meant that we have not been able to talk to you face to face. Working alongside you, we have developed new ways to collect your views.

This year we have collected your views:



Via the telephone

During the year, we made 494 calls to local people to listen to their experiences, some conducted by volunteers in community languages. This gave the opportunity for those who do not have digital access to still feedback to us.



At our online Q&A events

These have given you the opportunity to ask questions to experts and senior leaders about a range of different topics. This year, we held 13 online events which 438 local people attended. All our online events have had the option of joining by telephone for those that do not have digital access.



Using online surveys

We have continued to use a range of different surveys to hear what you really think. This year 975 of you completed our online surveys.



At virtual community events

Whereas before we used to attend events within the community run by your local groups, this year we have been attending these events virtually. We have attended 144 of these events to talk to 3,445 of you and listen to your views and experiences.

Reaching out to everyone

In 2020/21 we engaged with individuals across the borough from over 17 different ethnic backgrounds. This includes (but is not limited to) people who identify as Asian/Asian British, Black/Black British, African and Caribbean.



In September and October 2020 we conducted a survey to hear about the impact of Coronavirus on individuals from particular ethnic backgrounds. We spoke to 195 people from Black, Asian and Minority Ethnic communities and used various methods to ensure that everyone was able to share their experiences, regardless of their first language. Through the help of staff members and volunteers, we spoke to 75 of these people in their first language.



Throughout the year we continued to build on our previous work of engaging with those aged 65 and over by providing opportunities for engagement during the Coronavirus pandemic that do not rely on online access. We have done this by conducting telephone calls and having a telephone option to join all our online events.



We listened to experiences of those with Learning Disabilities through hosting two online events, specifically tailored for them. These were tailor made with a local Learning Disability group to ensure they were topical and accessible.



We also worked with individuals with Learning Disabilities to co-produce a whole suite of accessible materials about making a complaint or leaving a compliment about health and social care services in Enfield. They told us they find videos and Easy Read guides most useful, so we produced a total of 10 videos and 10 Easy Read guides about feeding back about health and social care services in Enfield.



How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Enfield.

Telephone befriending: a valuable service during lockdown

Healthwatch Enfield staff and volunteers supported the London Borough of Enfield telephone befriending scheme in response to the Coronavirus outbreak, during the first national lockdown. The telephone befriending service formed part of the activities of the Community Resilience Board and the 'Enfield Stands Together' partnership, providing support to local communities.

Overall, Healthwatch Enfield volunteers made 413 telephone befriending calls. These calls provided a source of support to local people experiencing isolation from being at home. We listened to their experiences and signposted them to where they could get additional support.

Without doubt, the main issue was the impact of social isolation on health and wellbeing including mental health issues, with those residents with

ongoing health needs being particularly concerned. Food parcels and medicines delivery were really appreciated. The support of family and neighbours was also valued by individuals.

Being part of providing the befriending service gave us an opportunity to listen to the views and experiences of Enfield residents, to really understand the issues impacting local people. We were able to feedback this insight to meetings we attend, to inform the borough's response to the pandemic.



'Considering the fact that she had not spoken to anyone for four days, I felt privileged to be there for her in this small way'
(Healthwatch Enfield Volunteer)

Developing new ways to engage with you virtually

In June last year we started hosting a series of online question and answer events open to members of public. This gave residents the opportunity to hear directly from leaders and experts running health and care services in the borough. And just as importantly, for those providing services to hear directly from individuals in the community.

In total we hosted 13 online events which 438 of you attended.

The events covered a range of topics from general forums with GPs and hospitals about how services were running during the pandemic, to specific issues such as flu, mental health, anxiety, cancer awareness and planning for later life.

We covered some topics more than once, for example, we ran mental health events three times, including one

specifically targeted at children and young people. Two of our events were tailored especially for members of a local Learning Disabilities and Autism organisation who wanted to know more about annual health checks and about getting the flu jab.

Feedback from those attending the events showed us that people felt the sessions were informative and gave lots of information about free support services in the borough that they had not known about. The recordings of all our events are available on our website for those who are unable to attend the event but want to 'catch up'.



'A big thank you to all those involved in organising and those giving up their time to talk to us'

'These events are really good and pleased to know they will continue'

'Thanks again to Healthwatch for putting together a very informative and important meeting. So grateful that you keep us all informed'

'It was great. Really well organised (excellent that questions had to be submitted in advance) and chaired. Very informative. Thank you'

'It is really useful having these online events'



Providing you with reliable, up to date and useful information

In July last year we worked with a group of volunteers to co-design and launch our new website, refreshing all our content in the process and bringing the format in line with other national Healthwatch across England.

We added a whole new section all on Coronavirus with the latest local and government advice as the leading the headline at all times. Only verified advice and links are shared on these pages so users can feel confident that they will only be directed to other sources that are safe and factual. There is support for people who are shielding, vaccine and testing information, tools and resources to help with mental health, information in other languages and formats, GP information and hundreds of useful links for specific health conditions and social care needs.

Elsewhere on the website we have

incorporated a breaking news feature that publishes latest information within hours, such as any new public consultations that are launched, events and public health updates, new services or changes to any local services in the community, for example, new vaccination hubs as they open.

We also have a comprehensive information page on how to make a complaint or leave a compliment about local health or care services, including video and Easy Read formats.

This year we have had 58,196 users visit our new website, a 74% increase from last year (33,404 users) and 101,871 page views, a 63% increase from last year (62,677 page views).



Representing you at meetings and informing the Coronavirus response in Enfield and across North Central London

Throughout the pandemic we have attended many meetings to make sure that local people's needs, views and experiences are at the forefront of the Coronavirus response. Some of these meetings include:

- Health and Wellbeing Board
- Health Scrutiny Committee
- Safeguarding Adults Board
- Partnership Board: Learning Disabilities, Mental Health, Social Prescribing, Enfield Thrives Together, Older People
- Integrated Care Partnership and sub-groups
- Covid meetings: Covid Communications and Engagement MDT, ICP Flu and Immunisations meeting (currently focused on Covid), Covid Resilience Board
- North Central London Clinical Commissioning Group Governing Body (on behalf of North Central London Healthwatch)
- North Central London Integrated Care System meetings

Working in partnership with others

Engaging with Healthwatch England

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

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

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

- Gathering feedback from patients and service users, particularly from individuals who are often less heard
- Sharing all our reports
- Responding to requests for “soft” intelligence on services that the CQC plans to visit
- Flagging up urgently any instances of practice that can cause harm to service users and patients.



Involving local people in the commissioning, provision and scrutiny of local care services

At Healthwatch Enfield we take an active approach to promoting and supporting the involvement of local people in the commissioning, provision and management of local health and care services. To inform local and national commissioning decisions and service development initiatives, we promoted 39 local and national consultations, encouraging local people to have their say. These included consultations and opportunities for patient engagement from a wide range of organisations such as the North Central London Clinical Commissioning Group (CCG), The North Middlesex University Hospital, The Royal Free London NHS Foundation Trust, Enfield Council, the Care Quality Commission, NHS England and the Department of Health and Social Care to name a few. Through promoting these opportunities for engagement via our media channels, local residents were able to see these opportunities 227,425 times.

Working in partnership with others

'I have been hugely impressed by the knowledge and understanding of our local Healthwatch in Enfield. Their insight into NHS working, and how it meets the needs of a complex and deprived local population, is exemplary, and they have always robustly advocated for the best possible services for Enfield residents.

I have commissioned a number of reports from our local Healthwatch, as I have been so impressed with their community reach, analysis, objective and constructive feedback and recommendations – they have definitely helped us shape and improve patient services at North Mid.

Healthwatch Enfield has been proactive, resourceful, enterprising and ambitious on behalf of the population of Enfield. Their leadership has made a huge difference to health in our borough.'

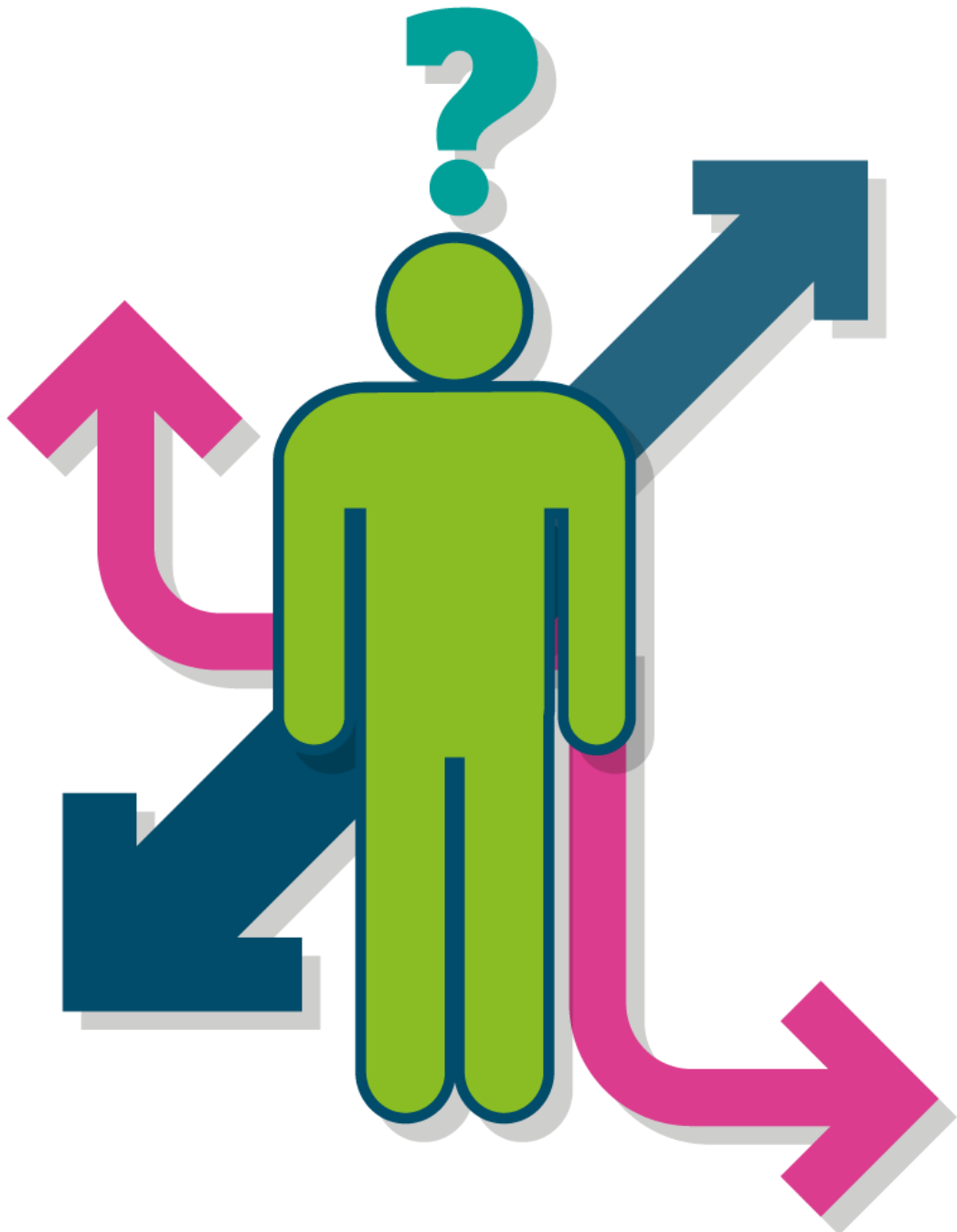
Maria Kane, Chief Executive, North Middlesex University Hospital Trust

'We have worked closely with Healthwatch Enfield colleagues over a number of years and have always valued your role in advocating for the people of Enfield. Both our local mental health services and our Enfield Community Services have benefitted hugely from the constructive partnership with Healthwatch Enfield as you have sought to represent the views of service users, carers and all those with an interest in improving the health and wellbeing of Enfield residents. We have valued your input and advice and have worked together very effectively to keep local people informed about local health services and a range of important issues which local residents have benefitted from.

We have found the whole Healthwatch Enfield team extremely committed, professional and positive partners and we wish you all the very best for the future. Thank you all for your support for BEHMHT, our service users, our staff and our organisation and you should be rightly proud of the very significant contribution Healthwatch Enfield has made to healthcare locally'

Andrew Wright, Director of Planning and Partnerships, Barnet, Enfield and Haringey Mental Health Trust

Helping you find the answers

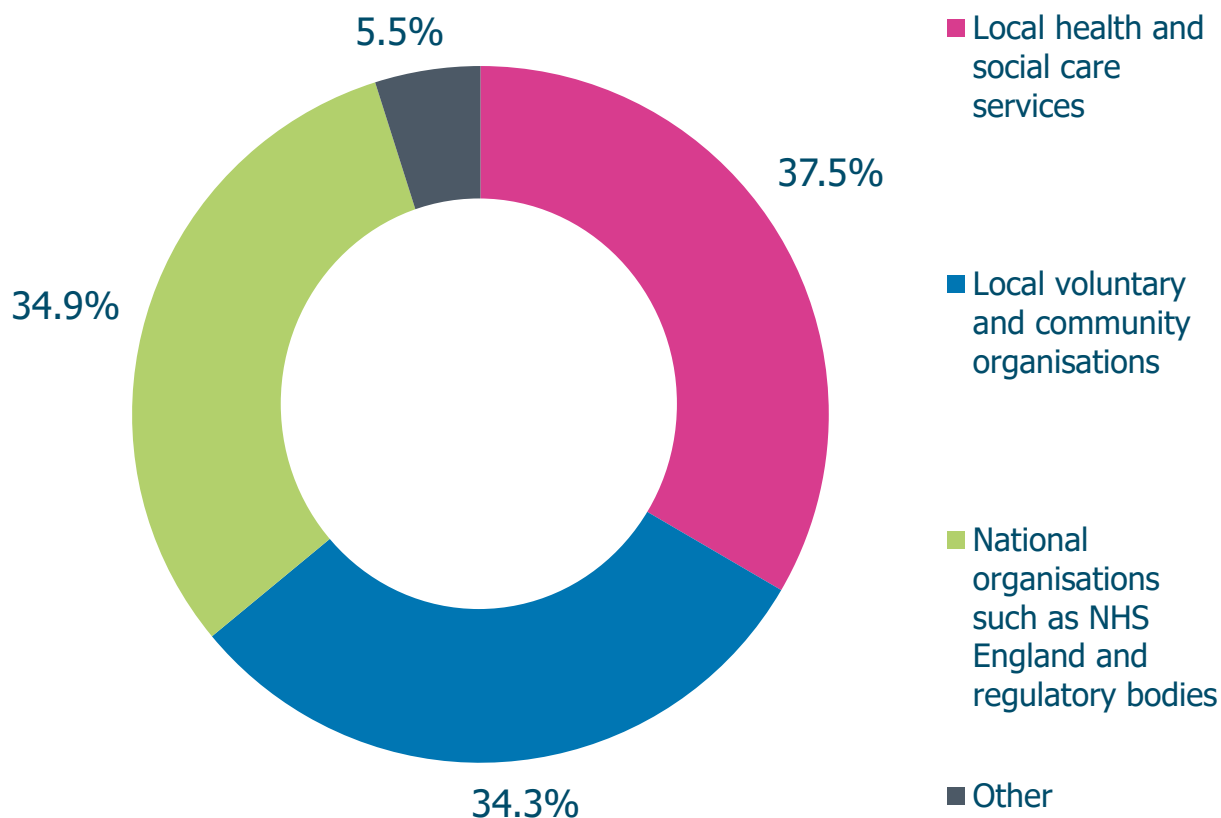


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped **3,809** people get the advice and information they need by:

- Answering people's queries about services over the phone, by email, or online.
- Talking to people at online events.

Here are the places we signposted people to the most



Case study: helping local people access Coronavirus testing and vaccinations

Coronavirus testing was new to us all during the first lockdown, and more recently, access to Coronavirus vaccines has been a minefield to many.

During the first lockdown, our information and signposting service was inundated with enquires about Coronavirus testing – how to access test centres, how to order home testing kits and how to get results.

More recently, we have received queries from local people about how to access the Coronavirus vaccine, especially for those who are housebound, who have been shielding, or who are carers. Individuals have asked us for information and support regarding transport to vaccine centres, what to do if their

appointment is cancelled last minute due to vaccine supply issues and how and when they can expect to receive updates about their second dose.

Over the course of the year, we have helped over 60 local people access Coronavirus testing and vaccinations through our information and signposting service.

We have been able to inform local health and care services about the issues people have been experiencing to help them improve access to testing and vaccines, and to improve the information available to local people.

In addition to providing information through our telephone service, our dedicated website pages about Coronavirus testing and vaccines have had 30,687 views.

'A big thank you to the team who went beyond their call of duty to help' *(Local resident)*





Helping a local person get their denture fixed

An elderly person living with a terminal illness had a fall during the first Coronavirus lockdown and was struggling to find an NHS dentist open to fix his denture. The broken denture meant that he was unable to eat properly. We called over eight dentists on his behalf and managed to book him an appointment to get his denture fixed. The gentleman was very grateful for our help; having a functional denture made a huge difference to his life at an already difficult time.



Helping an individual register with a local GP

An individual who had recently moved to the borough contacted us because they needed to register with a new GP and didn't know how to go about doing this. We were able to explain the process and provide them with details for several GP practices in their area to choose from. The individual was then able to use the information provided to help them choose a GP to register with and was able to successfully register.



Helping local care homes access personal protective equipment

During the first lockdown many care homes reached out to us for help with getting personal protective equipment supplies for their staff. We signposted them to several agencies that were providing interim solutions, as well as directing them toward the Enfield Council led hub that was set up in response to the sudden increase in demand for these supplies. We received many emails from care homes expressing their gratitude for the information we provided.



Contact us to get the information you need

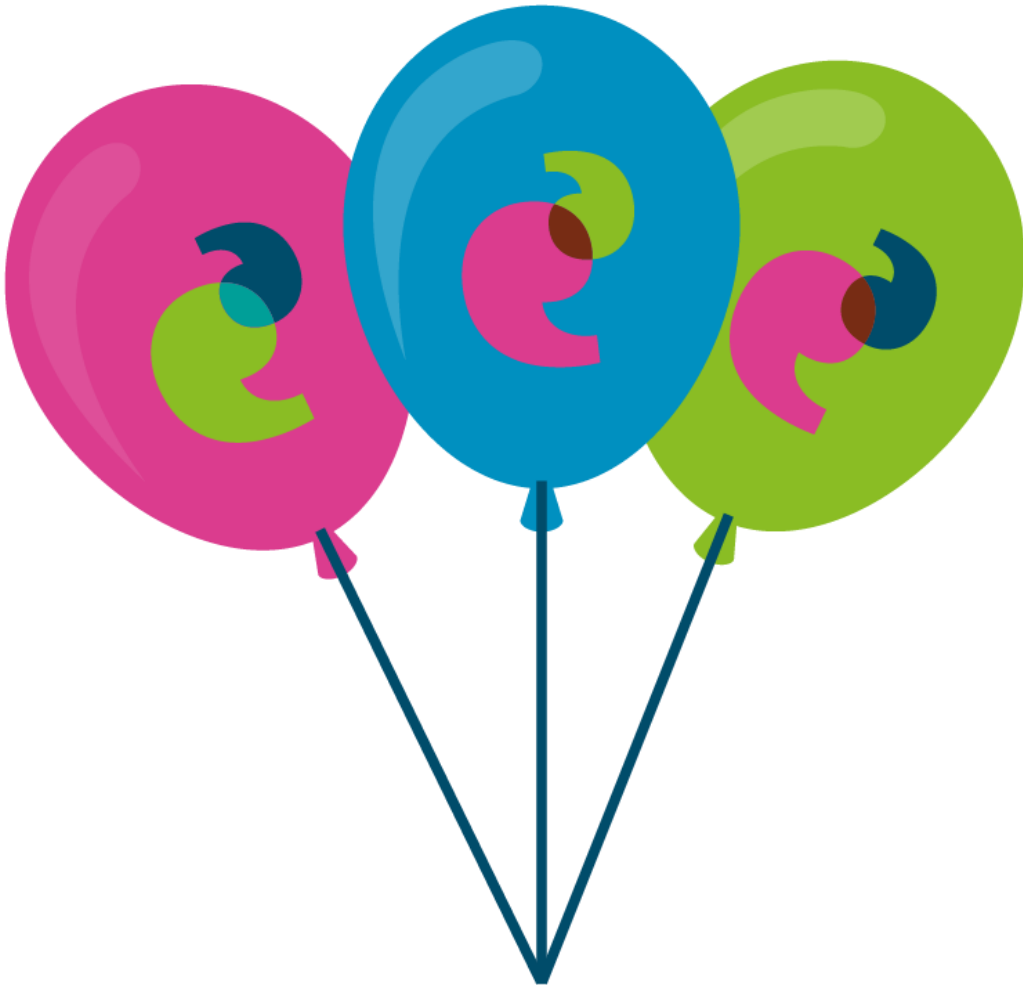
If you have a query about a health or social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Enfield is here for you.

Website: www.healthwatchenfield.co.uk

Telephone: 0208 373 6283

Email: admin@healthwatchenfield.co.uk

Volunteers



At Healthwatch Enfield we are supported by 39 volunteers to help us find out what people think is working, and what people would like to improve, to services in their communities.

The work of our volunteers this year has changed dramatically due to the impact of the Coronavirus pandemic and the need for us to adapt how we engage with local people during times when face to face contact has not been possible. Our volunteers have been flexible with their work and have continued to support our new ways of working. This year, they have assisted with all our research projects, talking to local people online and via the telephone. Our volunteers were essential in helping us support the Enfield Council telephone befriending service, making weekly telephone calls to vulnerable local people to provide signposting, support and a friendly listening ear.

SPOTLIGHT ON: Elif, Healthwatch Enfield volunteer

'It has been a great opportunity to volunteer with Healthwatch Enfield, the experience has been very rewarding. The team are very compassionate and understanding, they always check up on me and make sure I know I have a safe space to communicate my thoughts and express myself. They place mental health first, and members of the team have checked on me multiple times during the Coronavirus period to ensure that I am doing well outside of volunteering.

As a student, I really appreciate how flexible volunteering at Healthwatch Enfield is, they have been very supportive and understanding during stressful study/exam periods. What I value the most is they have always encouraged me to share my ideas and outlook and valued my contribution. Your opinion is always welcomed and appreciated. Where I fall short, they always take time to update me on what is going on and keep me involved.

When thinking of volunteering, you may envision a static, dull work environment where you have little say, making it a rather impersonal experience, but here at Healthwatch Enfield, the team are accommodating and strive to find something

you are interested in and can benefit from, they provide a variety of opportunities.

Since volunteering, I have become more confident in using my initiative when working independently or alongside the team. For example, when helping with the research report focused on different ethnic communities. It was a great way for me to utilise and demonstrate the statistics and research skills I had learnt as part of my degree and allowed me to have first-hand experience in the conduct of quantitative research.

I now feel more confident in my studies as a whole because I have been able to see how they play out in the real world. This experience in particular has been extremely rewarding for me as I will now consider social research as a potential career path for myself because I enjoyed it so much - it has been inspiring to see how much the team are dedicated to helping the community and vulnerable groups.

I have thoroughly enjoyed my time volunteering at Healthwatch Enfield thus far and look forward to continuing with them in the future.'

Hearing from our volunteers

We could not do what we do without the support of our amazing volunteers. Here is what some of our volunteers have said about working with us.

'It has been such an amazing experience volunteering for Healthwatch Enfield, the work you do and the way you care for people is so inspiring. I cannot wait to continue working with you! Thank you for everything.'

'My experience at Healthwatch Enfield has been so useful and amazing and everyone I've met in the team have been absolutely lovely. I still want to stay in contact with Healthwatch Enfield, and will still be willing to offer a helping hand if I am able to, so don't hesitate to reach out to me!'

'The team are always welcoming, professional and attentive in making sure you are enjoying the work, and make you feel like a valued team member. I highly recommend this organisation for anyone in their early/mid-career and looking for a place to learn new skills. Thank you for having me and I hope to be back soon.'

'During the lockdown period, which is for most of the time I have been a volunteer, the staff have found creative ways of continuing to include volunteers in activities by holding Zoom meetings, providing information about projects that one could get involved in and generally offering support.'

'Throughout the project Healthwatch Enfield staff were on hand to give support, advice and information which felt very enabling for the volunteers.'

'Volunteering for Healthwatch Enfield has been a great opportunity for me in retirement. Healthwatch Enfield really makes a difference and it's something that all their staff, board members and volunteers should be really proud of.'

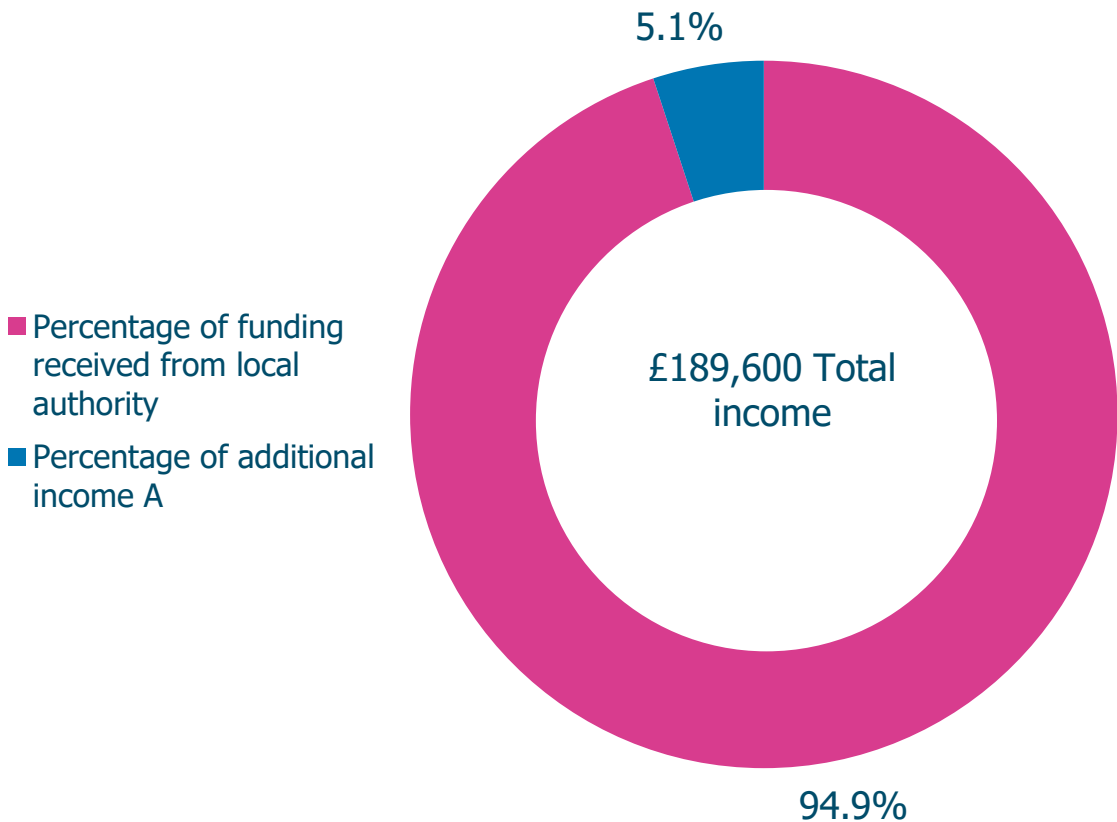
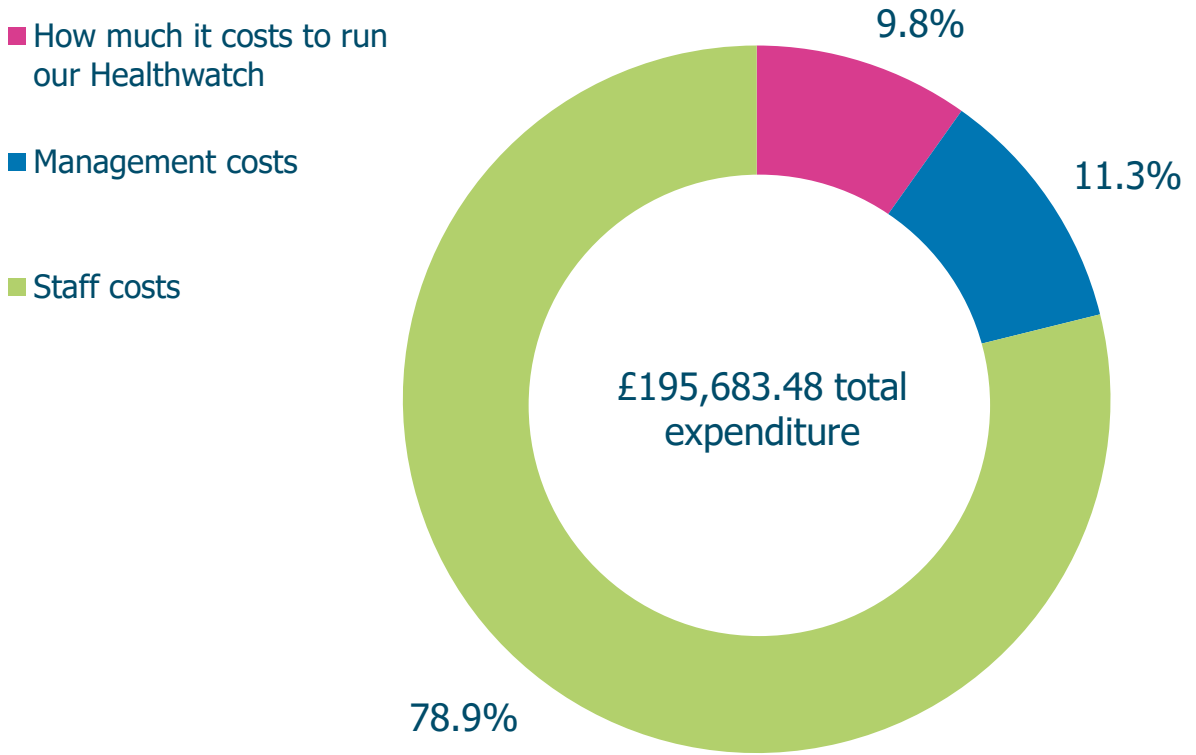
'Healthwatch Enfield has a very strong and solid team with great a passion in the local social and health care and improving services. I felt very welcomed here from the beginning.'

'Volunteering for Healthwatch Enfield has been a really good experience for me. I have met some great people and have been impressed by the depth of knowledge and commitment of my fellow volunteers and the Healthwatch team. I have been able to participate in a real range of activities including pop ups at local hospitals, telephone befriending during lockdown, helping with surveys and I am part of the Enter and View team. I have enjoyed it all and learnt so much.'

Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2020-21 we spent £195,683.48



Our plans for next year



Looking ahead

A message from our Acting Chief Executive

This year has been a challenging year, with Coronavirus and lockdowns impacting greatly on our work. We are proud to have maintained our core activities, that is signposting, gathering information from you and feeding this information back to providers – who have listened and have changed their services. Perhaps the most notable is that car parking charges at North Middlesex University Hospital have – finally – been improved!

We also are delighted that organisations recognise the value of the patient voice. This remains one of the major objectives of any successful Healthwatch and is reflected in the number of times our suggestions / interventions are implemented. This is a huge team effort and as noted previously the staff and volunteers have made significant contributions.

Coronavirus has highlighted inequalities and although we were raising these previously there is no doubt the pandemic has highlighted the issue in key people's minds. Our research into how to successfully communicate with communities where perhaps English is not the first language, has contributed to revision of the communications channels by NHS and Local Authority

We have continued to work with the local GPs and their organisations – sometimes giving feedback they may not want to hear, but also reporting good comments received. Similarly, we liaise with pharmacies, social services, care homes and other health and care

providers to make sure residents' feedback is both acknowledged and understood, and where appropriate acted upon.

Coronavirus has meant that access to services changed rapidly with the roll out of online access to all services. This will be the challenge for the next year – to ensure there is no 'digital divide' and access is equal for all residents especially those with no online access or those who prefer not to use digital access for health and social care. Local residents have already given us feedback – the lack of access in different languages – and with GP, Hospital and Mental Health services all increasing online access your feedback is vital to ensure we can make sure it works for all.

With some sadness the contract for the Healthwatch Enfield provision will move to a new provider on 1st June 2021. We wish the new provider every success. We acknowledge the dedication from the staff and volunteers and believe they will continue to support the objectives of Healthwatch.

As the Chair has indicated, Board Members will step down from that date. Again, we hope the new local committee will achieve significant change for local people.

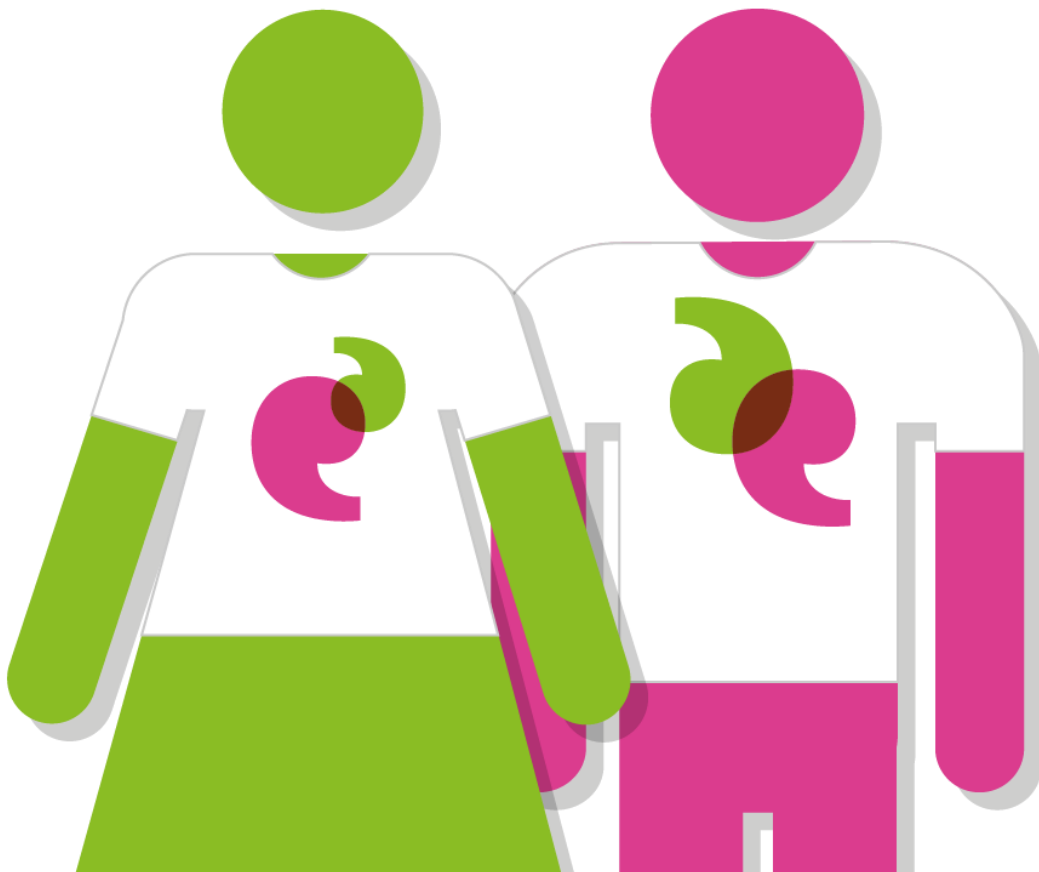
It has been a pleasure to be part of the Healthwatch Enfield team

Noelle Skivington, Acting Chief Executive and Vice-Chair, Healthwatch Enfield

Thank you

Thank you to everyone who is helping us put people at the heart of health and care, including:

- Members of the public who shared their views and experience with us
- All of our amazing staff, volunteers and board members
- The voluntary and community organisations that have contributed to our work
- Local schools and young people's services
- Local care and nursing homes
- Local Authority teams and Councillors
- Local MPs
- Local hospital trusts such as The North Middlesex University Hospital Trust, The Royal Free London NHS Foundation Trust and Barnet, Enfield and Haringey Mental Health Trust
- Local GPs, the Enfield GP Federation and Primary Care Networks
- The North Central London Clinical Commissioning Group



Contact us



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Email us:

admin@healthwatchenfield.co.uk



Our website:

www.healthwatchenfield.co.uk

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