



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Enfield

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"The feedback Healthwatch Enfield hear in their communities and share with us at Healthwatch England is invaluable, building a picture of what it's like to use health and care services nationwide. Local people's experiences help us understand where we and decision makers must focus and highlight issues that might otherwise go unnoticed. We can then make recommendations that will change care for the better, both locally and across the nation."

Louise Ansari, Chief Executive, Healthwatch England

A message from us

As we reflect on the past year, we are filled with pride and gratitude for the meaningful strides our dedicated team and volunteers has made in addressing issues of access and quality of care within our community. We are excited to share some of our key achievements with you.

This year, we engaged with women to understand the barriers to breast and cervical cancer screening, particularly considering the decreased screening coverage in Enfield. Our findings have been instrumental in informing local GPs about the underlying reasons for lower attendance, enabling them to better support their patients.

In response to the growing need for mental health resources for young people, we developed a guide to mental health services available in Enfield and nationally. This guide has been widely distributed to schools, colleges, and youth organisations, receiving overwhelmingly positive feedback.

Our commitment to improving cardiovascular health in seldom-heard communities led us to educate 252 individuals on the importance of regular blood pressure monitoring and hypertension awareness. Through these efforts, many now have the knowledge to better support their health and manage long-term conditions.

Finally, as a Healthwatch representative for the North Central London Integrated Care Board (NCL ICB), we successfully conveyed the views and needs of patients across our borough and beyond, ensuring their voices are heard at the decision-making level.

As we look ahead, we remain committed to making a difference in our community. Thank you for your continued support and trust in our mission. Together, we can achieve even greater heights in the coming year.



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

We've supported more than 3,380 people to have their say and get information about their care. We currently employ 4 staff members, and our work is supported by 20 volunteers.

Reaching out:



Through community outreach, 3197 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

183 people came to us for clear advice and information on topics such as how to make a complaint and finding NHS dentists.

Championing your voice:



We published 9 reports about the improvements people would like to see in areas like Breast and Cervical Cancer Screening, Patient-Led Messaging on GP websites, and NHS Dental Care.

Our most popular report was North Middlesex University Hospital Maternity Service – Enfield Residents Share their Experience, highlighting people's perception with the quality of maternity care received at our local hospital.

Statutory funding:



We're funded by the London Borough of Enfield. In 2024/25 we received £144,973 which is the same amount 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

New community connectors trained by us increased health literacy in their communities by measuring blood pressure in their community.



Engaged young people in creating a guide which has helped to navigate mental health services for young people.



Summer

We engaged with communities to identify barriers in accessing GP services. Key issues included limited appointment windows and communication challenges.



Residents are now aware of the increase in NHS dentists available in Enfield and therefore are now accessing dental care more often.



Autumn

Our Community Connectors programme for the Hypertension project has been a success and inspired NCL ICB to take on Our model.



The maternity project helped parents to share their experiences of North Middlesex Hospital, leading to insights into service gaps and recommendations.



Winter

Our findings on the 'Barriers to Breast and Cancer Screening' report, has helped the NCL ICB to secure further funding for cancer services.



Our research on patient-led messaging on GP websites revealed a need for information on Language and Interpretation, and Translation services.



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 North Central London Integrated Care Board (NCL ICB).

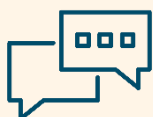
This year, we've worked with Healthwatch across North Central London to achieve the following:

A collaborative network of local Healthwatch:



We worked with our Healthwatch colleagues across NCL, so more people were aware of high blood pressure symptoms and able to access treatment. In Enfield, our team trained 22 Community Connectors. These champions delivered blood pressure checks and raised awareness within their communities, empowering people to take control of their health. This peer-led approach was adopted by the ICB.

The big conversation:



We were commissioned by the NCL ICB to develop a Good Practice Guide, aimed at helping and supporting General Practices to better engage with their patients, and streamline services. We also looked at patient-led messaging on GP websites across North Central London. Such as how patients can find details about booking appointments or is their information about pharmacy first or out-of-hours services on their GP website.

Building strong relationships to achieve more:



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

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

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Enfield this year:

Creating empathy by bringing experiences to life



The Core20Plus5 Healthy Hearts project has empowered local residents to take charge of their cardiovascular health

22 trained Community Connectors delivered blood pressure checks to 252 residents, leading to early detection of high blood pressure, timely treatment referrals, and increased health knowledge. The support within local communities improved health outcomes, built lasting community capacity, and fostered a culture of prevention, influencing health initiatives across Enfield.

Getting services to involve the public



Patients can access and request services through PATCHs app.

We partnered with Sisters in Mind to gather residents' input on GP access and website information. In response, they requested for PATCHS app training to educate their members. Healthwatch Enfield coordinated with Enfield Unity, a General Practice, to arrange a workshop, helping residents navigate the app for easier appointment booking and prescription requests.

Improving care over time



Recommendations leading to more engaging environments for those living in care homes

Our Enter and View volunteers have made a great impact by identifying opportunities to enhance residents' activities. Thanks to their recommendations, one service has welcomed a new activities coordinator, another now enjoys a mobile library, and three other services have placed a renewed focus on enriching activities for their residents.

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.



Listening to your experiences

Co-Creating a Lifeline: Empowering Young People through Mental Health Support

A trusted resource now helping young people and families across Enfield to better navigate mental health support.

When young people told us that mental health, alongside long waiting times within NHS services, was a top concern, we listened.

What did we do?

We co-designed the Young People's Mental Health Guide in partnership with 51 young people and five grassroots organisations, creating a clear, accessible resource tailored to local needs. In response to community demand, we distributed over 5000 copies and expanded collaborations to ensure the guide reaches even more young people across Enfield.



"It's a good guide for young people that prefer not to talk to others about their problems, instead they can get the help that they need via the guide." – **Student**

"We believe it was very useful for parents & carers and perhaps more so for pupils in our Year 5 and Year 6." – **Deputy Head Teacher**

"The young people we work with have been picking up the guide. At times, they have also referred to the guide as a helpful resource when speaking to our staff." – **Charity Lead**

What difference did this make?

The guide empowered young people, their families, carers, and teachers to better understand and access mental health support. It made it easier to find the right help at the right time, reducing isolation, enabling earlier intervention, and driving greater community cohesion.

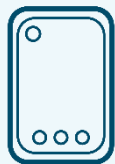
Listening to your experiences

Shedding light on the reasons people do not attend breast and cervical cancer screening

We produced a report on the reasons why women were not attending cancer screening and what would help them attend.

We surveyed 149 women to better understand the reasons why they attend or do not attend their screening appointments. We also ran focus groups targeted at communities who are known to be less likely to take up screening.

Key things we heard:



67%

Of eligible disabled respondents told us they did not attend breast cancer screening.

55%

of respondents not currently attending cervical screening and said that a self-test would make them more likely to take part in screening.



"Through direct feedback, we informed local GP practices, supported change in primary care, and delivered targeted educational sessions to nursing teams" – **Enfield Cervical Screening Lead**

This work, clearly demonstrated the need for better support for Disabled people and those who had experienced trauma. We added to the body of evidence supporting the benefits of a 'self-test' option for cervical screening.

What difference did this make?

Data from the report was used by North Central London Cancer Alliance to inform GPs and practice managers about the reasons people do not attend breast and cervical cancer screenings.

Data from our report was also used by the NCL ICB to secure a successful bid for more funding for cancer screening in the area.

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:

- Visiting shelters and breakfast clubs, engaging with vulnerably housed people.
- Continuous outreach with people with Learning Disabilities and Autistic people.
- Expanding our rapport with young people and parents through youth and children centres.



Hearing from all communities

Understanding difficulties around the translation of medical records

People who don't speak English had a hard time understanding health information because it wasn't in their language. This made it difficult for them to get the right help.

A carer at Sisters in Mind, was having trouble getting translations of health documents from outside the UK for a family member who needed medication. To help, we raised this issue with the ICB on their behalf.

What difference did this make?

The ICB has taken steps to understand the challenges of accessing translation services of health records outside of the UK.



Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 183 people have reached out to us for advice, support or help finding services.

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



Ensuring appropriate access to ear syringing services for those with an ear difference

Cuts to NHS ear syringing services leads to confusion and misinformation being given to those who require specialist services.

Sam's* son needed frequent ear syringing due to an ear difference, after years of having this arranged via the NHS a GP said that she needed to arrange this privately. This concerned Sam as she was worried a private provider would lack the correct expertise.

We contacted the North Central London Integrated Care Board (NCL ICB) who confirmed that a specialist service was available. They asked Sam to follow up with the clinical director to give further details about the GP surgery and her son. Sam followed up with the clinical director who was able to support her to get a referral for her son.



"I raised the query not just for my son but to ensure others are referred, as necessary."

Facilitating access to GP Services for disabled residents

Aron* had difficulty getting a supporting letter from his GP for his Personal Independence Payment (PIP) application due to delays and poor communication.

We directed Aron to the right organisations and gave advice on how to speed up the process with his GP. We also provided contacts for further help, including how to make complaints if necessary. This support helped Aron raise his concerns with the NCL ICB and secure a GP appointment.



"Many thanks for our conversation earlier today. I sincerely appreciate the information, the advice you have shared, your time and your assistance. I have eventually managed to get a GP appointment, and I've also contacted NCL ICB."

*Names are given aliases to protect residents' identity.

Showcasing volunteer impact

Our fantastic volunteers have given 455 hours 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 enter and view visits to local services to help them improve



Showcasing volunteer impact

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.

"In early 2024, I applied for the volunteer role as a Local Committee Board member for Healthwatch Enfield. Later in the year, I started volunteering to participate as part of a team undertaking PLACE assessments at local hospitals. I thoroughly enjoyed the experience; it was very rewarding.

This year, I have also joined the Enter & View team who undertake statutory inspections of Care Homes within Enfield.

Volunteering for Healthwatch Enfield has been very enjoyable and given me a lot of satisfaction, whilst learning about their aims for improvements to local health & social care services."

Catherine



"My internship with Healthwatch Enfield was a deeply eye-opening and humbling experience that gave me a deeper look into the barriers underserved communities face, specifically with digital exclusion, lack of accessible information, systemic inequalities, GP access, poor mental health services etc.

I saw firsthand how public health isn't just about medicine: it's about understanding people, their environments, and what prevents them from getting the care they need."

Romaissae



Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



www.healthwatchenfield.co.uk



020 8373 6283



Admin@healthwatchenfield.co.uk

Finance and future priorities

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

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£144,973	Expenditure on pay	£148,149
Additional income	£47,100	Non-pay expenditure	£12,490
		Office and management fee	£15,330
Total income	£192,073	Total Expenditure	£175,969

Additional income is broken down into:

Integrated Care System (ICS) funding:

Healthwatch across North Central London received funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Core20plus Hypertension Project	£8,800
Primary Care Access Recovery plan	£17,500
Healthwatch representative for ICB	£20,800

Finance and future priorities

Next steps:

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. Supporting residents with information on Adult Mental Health services in the borough.
2. Educating seldom heard groups on the prevention of type 2 diabetes.
3. Supporting GP registration for vulnerably housed people.

Statutory statements

Healthwatch Enfield, Community House, 311 Fore Street, N9 0PZ, was hosted by Listen to Act.

From April 2025, Healthwatch Enfield is hosted by Inclusion Barnet.

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

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

Our Listen to Act board consisted of 8 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

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

Throughout 2024/25, the committee met 6 times and made decisions on matters such as the restructuring of the organisation and strategic planning for the future. We ensure wider public involvement in deciding our work priorities.

We also have a local committee of members who meet on a regular basis to give updates about their work, exchange idea for future project 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 2024/25, 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 had one provider 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 on a regular basis.

We also take insight and experiences to decision-makers at the North Central London Integrated care board. For example, we meet regularly with the Director and assistant Director of Place, integration, transformation and delivery and attended a number of their meetings including the primary care committee, quality and safety committee and their community engagement Forum. We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Enfield was represented on Enfield council's Health and Wellbeing Board by Albie Stadtmiller the Listen to Act CEO.

During 2024/25, our representative has effectively carried out this role by giving update on our priority areas and providing insights of local resident's views on health and social care services.

Healthwatch Enfield was represented on the North Central London Integrated Care Partnerships and Integrated care systems by Albie Stadtmiller.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Wellington Park Nursing Home	Long time since last CQC visit.	The service has now increased their focus on activities for all 30 residents.
Nairn House Care Home	Member of the public raised a safety concern.	The service created their own mobile library, to support residents who liked to read.
Murrayfield Care Home	Rated as 'requires improvement' by CQC.	An additional activities co-ordinator was hired, improving access to activities for 74 residents
Azalea Court Care Home	Member of the public raised a safety concern.	The service improved communication by asking next of kin their preferences.

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Young Peoples' Mental Health Guide	Over 5000 guides shared with community groups, youth centres, schools, colleges, GPs and libraries. Young people, carers and teachers are now aware of mental health services provided in Enfield.
Dental Care Review in Enfield	Speaking with 43 dentists in Enfield, we found NHS dentist numbers have doubled since our 2023 report. Our updated recommendations have been shared with Public Health Enfield and NCL ICB for review.
GP Access in North Central London	Good Practice Guide has been developed and disseminated to practices. ICB is reviewing our findings on patient-led messaging.
Breast Cancer and Cervical Cancer Screenings	The report has been used by NCL Cancer Alliance to inform GP's and practice managers about why women are less likely to attend these appointments. The data we collected has also been used by NCL ICB for a successful funding application.

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