Healthwatch Enfield was established in 2013 to act as the statutory, independent consumer champion for health and social care services in the borough.

We’re here to amplify the voices of local people and to help them navigate the complex systems of health and social care. Everything we say and do is informed by our connections with Enfield’s residents. A key focus of Healthwatch Enfield is on understanding the needs, experiences and concerns of people of all ages, who use services, so that we can speak out on their behalf in order to seek improvements in services.

We aim to ensure that all those who plan and provide services in the borough listen to the voices and experiences of local people directly, or via Healthwatch Enfield, to shape high quality services that meet individuals’ needs.

Each year Healthwatch Enfield undertakes an extensive programme of work, which aims to have a positive impact for individuals, communities and the wider system.
I. Our impact on Enfield’s residents

Improving individual’s access to and accuracy of information
Throughout 2015/2016 Healthwatch Enfield was involved in more than 20 initiatives around information provision within Enfield. We worked with:

(1) North Middlesex University Hospital NHS Trust
(2) Barnet Enfield and Haringey Mental Health NHS Trust
(3) Royal Free London NHS Foundation Trust
(4) Enfield Clinical Commissioning Group
(5) GP practices across Enfield

to ensure all information available within the public domain is accurate and complete impacting the advancement of Enfield’s residents basic human rights, as defined by Article 19 of the Universal declaration of Human Rights, which states “Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.”

Improving accessibility of services to individuals
In the wake of interventions by Healthwatch Enfield, local residents experienced the following benefits:

(1) targeted GP registration campaign

What did local residents tell us? Residents raised issues around difficulty of registering with GPs

What is the impact of our intervention?
Enfield CCG and Public Health Enfield distributed a customised leaflet within five most deprived wards within Enfield, which resulted in 610 more registration across the areas affected. 92% of GP practices across Enfield have visible information about how to register at their practice (over 40% increase within 6 months’ period). Enfield residents are able to register with primary care services. Healthwatch Enfield’s involvement has furthered the prevention agenda.

(2) additional signage and lighting at Chase Farm Hospital, part of the Royal Free London NHS Foundation Trust

What did local residents tell us? Patients, including those with visual impairments, reported they had difficulty finding their way around the site

What is the impact of our intervention?
Patients can arrive on time and / or do not miss their appointments, which has a positive impact on their wellbeing making the experience of utilising facilities at Chase Farm Hospital less stressful.

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Our impact 2015/2016

(3) revision of appointment letters for the North Middlesex University Hospital NHS Trust’s Radiology department

**What did local residents tell us?** The letter inviting patients to attend the Radiology department does not advise individuals to stop taking blood thinning medication beforehand.

**What is the impact of our intervention?**
Radiology scans can be undertaken within scheduled slots saving individual’s time and money whilst also positively impacting on their satisfaction with services provided by North Middlesex University Hospital NHS Trust.

(4) clarification on phlebotomy (blood test) service pathways for housebound residents within private and residential settings

**What did local residents tell us?** Individuals reported difficulty in obtaining blood tests

**What is the impact of our intervention?**
Health and wellbeing of residents is not negatively affected by delays in medication changes, which require blood tests.

(5) consistency of GP charges

**What did local residents tell us?** Local CAB raised concerns about GP practices charging patients for letters and forms

**What is the impact of our intervention?**
Following our escalation to Healthwatch England, British Medical Association issued a nation-wide guidance on fees. People on lower incomes experience charges, which are reasonable and consistent across practices, having a positive impact on their finances and wellbeing.

II. Our impact on Enfield’s communities

**Young people**
Healthwatch Enfield undertook peer-informed research into the provision of mental health services in Enfield, which resulted in publication of “What young people think about mental health support in Enfield” report and recommendations.

**What is the impact of our intervention?**
Young people’s voices, feedback and experiences inform the development of Enfield’s Children and Adolescent Mental Health Services (CAMHS) Future in Mind Transformation Plan making services more accessible.
Our impact
2015/2016

Deaf residents
Healthwatch Enfield worked with:

(1) North Middlesex University Hospital NHS Trust to raise awareness of challenges faced by the deaf community, which resulted in the Trust reviewing its Policy on Interpreters and set up of Working Group on Deaf Patients

(2) GPs with 70% of practices now having information available online on how to book interpreters for appointments (increase of ca.15% on the previous year)

(3) Commissioners around procurement of NHS111 and Out of hours services for North Central London we were able to ensure that the specification included meeting the needs of deaf people

Healthwatch Enfield’s report on barriers faced by deaf people influenced the North London Hospice, which now provides an individual hearing device on its sites.

What is the impact of our intervention?
Enfield’s deaf residents are less excluded from accessing primary and secondary care services and are able to communicate with physicians in a meaningful way. Healthwatch Enfield’s involvement has furthered the prevention agenda.

Non-native speakers of English
Healthwatch Enfield created a leaflet which advises patients and practices on how to book interpreters for GP appointments, including clarification of the contractual arrangements with Enfield’s Clinical Commissioning Groups

What is the impact of our intervention?
Enfield residents who have limited command of English are able to access primary care services and communicate with physicians in a meaningful way. Healthwatch Enfield’s involvement has furthered the prevention agenda.

III. Our impact benefitting Enfield’s providers

Healthwatch Enfield’s interventions across the individual and community levels impacted on the wider health and social care systems within Enfield:

(1) a saving of approximately £160.00 is generated for each North Middlesex University Hospital NHS Trust’s Radiology department appointment which does not need to be rescheduled

(2) Enfield Clinical Commissioning Group saves £88.00² for each Enfield resident, who registered with and attended a GP appointment as opposed to presenting at the Accident and Emergency Department

² according to Personal Social Services Research Unit’s Health and Social Care report it costs £44 to attend a GP appointment versus £132 to present at A&E, as stated within the NHS reference costs 14-15
(3) by promoting the prevention agenda and enabling more Enfield residents to access primary care services, **Healthwatch Enfield improves health outcomes and save costs** (Health England 2009). For example, five minutes of advice in a general practice setting to middle-aged smokers to quit smoking can increase quit rates and save £30 per person for a cost of £11 per person.

Of more than 250 studies on prevention published in 2008, almost 80 per cent cost less than the £30,000 threshold used by the National Institute for Health and Clinical Excellence for cost-effectiveness (van Gils *et al* 2010)\(^3\)

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\(^3\) The King’s Fund “Transforming our health care system. Ten priorities for commissioners”