The value we bring
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 health and social care services, so that we can speak out on their behalf in order to seek improvements in these services.

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

This document provides an overview of the work of Healthwatch Enfield, and the outcomes secured for local people so far:

- through working with and supporting providers of health and social services locally, we have improved the quality of health and social care provision in Enfield
- we have increased local people’s understanding of local health and social care services and pathways
- we have improved and increased access to services through working with and supporting providers
- we have helped individuals to have a voice; especially people whose views and experiences are not always listened to
64 services visited by Healthwatch Enfield representatives to gather public perception and actively pursue improvements that matter to the people of Enfield.

Over 80,000 instances of contact or interaction with the people of Enfield.

£88 saved each time a local resident attends a GP appointment as opposed to heading to A&E.

More than 1,240 instances where we amplified people’s voice to seek improvements to services.

4 key outcomes secured for the people of Enfield according to the existing evidence base.
Outcome 1
Through working with and supporting providers of care services, improving the quality of health and social care provision in Enfield

Over the past two years, staff and volunteers at Healthwatch Enfield have carried out 15 Enter & View visits to health and social care settings making 226 recommendations on how providers can improve their services. The journey to change is never easy and never short but we have been impressed by the commitment of the leaders and managers within Enfield’s health and social care sector to listen to local voices and to secure tangible improvements.

Healthwatch Enfield has now commenced a programme of follow-up activities to ensure the 226 recommendations do not remain just that – statements on a piece of paper, which make no difference to local people. Our first revisit demonstrated that 80% of Healthwatch Enfield’s initial suggestions on how local people would like to see the service enhanced have been implemented.

For over two years, we have worked to improve the quality of information available online for all primary care providers within the borough. Since our intervention the number of practices having a website has gone up by 33%. There was also a 67% increase in the number of GP surgeries in Enfield which have information about booking interpreters on their website, for those whose first language is not English or for individuals with a sensory impairment.

We continue to work with the Care Quality Commission (CQC) to share people’s experience of local health and social care services in Enfield to improve their quality. So far, we have flagged up more than 300 instances of poor practice to the regulator informing the Care Quality Commission’s approach to undertaking local inspections.

Through Healthwatch England, our umbrella organisation operating at national and governmental levels, we continue to influence national initiatives, which aim to improve the standards of health and social care provision in Enfield. Our joint intervention about the inconsistency of charges issued by GPs for letters and forms did not only make the national press but has also prompted the British Medical Association to issue fee-charging guidance.

On our first visit to Suffolk Ward, a mental health ward at Chase Farm Hospital, we found that the atmosphere was noisy and unsettled. While patients were eating their evening meal, an extremely loud and persistent alarm went off, alerting staff to an emergency in a nearby ward; this meant that patients who were already vulnerable and anxious were not able to eat their dinner in a peaceful and relaxed environment. Healthwatch Enfield recommended that the Trust should consider changing the system for alerting staff to an emergency in an adjacent ward, so as to maintain a calm atmosphere. When we returned a year later, we found that the member of staff on-call now has a mobile ‘bleep’, and there is a flashing light in the office – no more loud alarms!

---

1 Enter & View visits are an opportunity for patients, service users and carers to tell Healthwatch Enfield about their experiences of care in local hospitals and other services, and for Healthwatch Enfield to share their views with the service providers, and make recommendations for improvements.
2 Suffolk ward is a female acute ward provided by Barnet Enfield and Haringey Mental Health NHS Trust
One of the challenges facing local people, which became apparent early on in Healthwatch Enfield’s journey, has been **the complexity of health and social care services and ways to navigate them**. With the ever-changing systems, websites and telephone numbers (not to mention entry criteria, entitlement thresholds and legislative changes), Enfield’s residents have turned to us for help. We have an existing evidence base on how Healthwatch Enfield’s services have assisted individuals with: assessments, direct payments and appeals, referral routes, identifying domiciliary care agencies, assessing providers’ performance and understanding data; and that’s just to name a few!

We have **answered over 1,600 enquiries from local people and organisations**. Where to go? Who to contact? How to complain? How to register? How to access? What to do when everything else fails? Two days are never the same!

We have developed a **monthly e-newsletter, which provides a timely and regular spotlight on local changes to health and social care services alongside regional and national developments**. The content we generated has been viewed 19,452 times. Our open rate is double and our click rate is treble the industry average.

Face-to-face, we **have interacted with over 3,000 people through more than 30 engagement events and 40 “pop-ups”**. At Healthwatch Enfield’s signature stalls, where we have not only listened to what local people have told us but have also provided them with information, guidance and answered questions about health and social care.

Our **website acts as a central hub of information for local people and has attracted 49,821 pageviews**.
Outcome 3

Improving and increasing access to services through working with and supporting providers of care services

Mark is a 62-year old man who was born Deaf. His first language is British Sign Language, and English is his second language. Mark was unable to attend mainstream education when he was growing up and as a result, he finds it hard to read or understand written English.

When we first met Mark he told us about the challenges he faced accessing health services. It was very difficult for Mark to arrange an appointment with his GP as this required booking an interpreter; Mark had no idea how to do it. There was no point in attending the local Accident and Emergency department – getting past the receptionist was an impossible task. And it’s not like Mark could call NHS111.

It became clear that issues faced by Mark were not unique to him. It was time for Healthwatch Enfield to intervene. Over the course of 3 years, we have worked with GP practices to encourage them to have information available online on how to book interpreters for appointments. We have engaged with the 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 setting up a Working Group on Deaf Patients. And finally, we supported commissioners around procurement of a new NHS111 and Out of Hours service for North Central London to ensure that the specification included meeting the needs of Deaf people.

It hasn’t been an easy task and there is still more work to be done but things which a lot of us take for granted, are a bit more accessible for Mark.

Our work supporting Mark demonstrates only a proportion of activities Healthwatch Enfield has undertaken to improve accessibility of services. From reviewing numerous letters used by hospitals and GPs to make them clear and understandable to local people through to developing our own resources for Enfield’s residents to utilise when struggling to access health and social care services, we are now developing an approach to support and monitor compliance with the new NHS England Accessible Information Standard.

A number of local people told us they are not registered with a GP and use North Middlesex University Hospital to meet their health needs. As each visit to an Accident and Emergency department costs the local health economy £132 we worked in partnership with Enfield Clinical Commissioning Group and Public Health Enfield to design and distribute a customised leaflet in the five most deprived wards within Enfield, encouraging people to use primary care services.

Data available to date indicates that 610 more new registrations were recorded. Each time one individual decides to see a GP as opposed to heading to an Emergency Department, the local health economy saves £88. If 610 individuals make the same choice, £53,680 becomes available. Should all the newly registered patients were to visit their GP ten times, the savings would be worth over half a million pounds!

---

3 NHS Reference costs 2014-15
One of our key operational objectives is to develop an evidence-based understanding of local people’s perception of health and social care services and we hold a vast amount of data to that effect. But there is no point in collecting the information, if it doesn’t go anywhere; if it isn’t used for anything.

**We are here to amplify local voices.**

Healthwatch Enfield’s representatives have attended almost 800 meetings and events utilising the feedback gathered from local residents to inform service design, raise concerns about areas of underperformance within health and social care providers and influence decision making to take into account individual perspectives. Where possible, we have invited local people to accompany us to those meetings, not only to ensure the messages do not get diluted but also to empower community members to take part in the process of influencing change.

To help Enfield’s residents engage with service re-design and to shape both local and national policies, we have publicised 181 consultations and have utilised our evidence base to respond to 54 of them directly.

Over **400 local people** speak through the pages of our three major thematic reports: “Improving services for Deaf patients in Enfield”, “What young people think about mental health support in Enfield” and “Listening to local voices on mental health”.

www.healthwatchenfield.co.uk @HealthwatchEnf www.facebook.com/healthwatchenfield
If you require further information or support, or would like to give us some feedback about the service you receive, please contact us on:

Tel. 020 8373 6283
Email info@healthwatchenfield.co.uk
Twitter @healthwatchenf
Facebook www.facebook.com/healthwatchenfield