



Annual Report 2019-20

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Public Voice through the Haringey Healthwatch team carried out Haringey Council's statutory Healthwatch functions in accordance with the Health and Social Care Act 2012 and any subsequent relevant legislation.

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Message from our Chair

Once again this year Healthwatch Haringey has faced the challenge of making sure that the voice of citizens is heard against the background of yet more big changes in the way in which services are provided.

The changes in the past year have been national, regional and local, stretching our limited resources to breaking point at times, with the number of committees, working groups, and other forums we are involved in growing exponentially. Whilst we are pleased to have input at so many levels, to be as effective as we would like to be, our resources will need to match the demand. We have shared this problem with Healthwatch England. In turn, we hope they will draw attention of government to the need to review the Healthwatch model, designed as it was in the context of a very different configuration of services.

Nevertheless, we have risen to the many changes in 2019/20. As the NHS Long Term Plan sought to find efficiencies, we drew attention to the effect of new forms of rationing, such as plans for cutting back access to certain kinds of treatments, and attempts to achieve other economies. As the Haringey Clinical Commissioning Group (CCG) was abolished, we worked with other north London Healthwatch to make sure that patients were represented at the new five borough North Central London CCG. For Haringey patients it has been important to ensure that our local hospitals are supported and strengthened and that the vital services they provide are not affected by the new regionalisation agenda. They are no less important than the other institutions which come within the new NCL patch!

At a local level we have been rightly very involved in the Council's review of adult social care services and, as ever, insisting on the importance of co-design and co-production in any future models of care – so that users of those services have an active and influential role

in shaping the services of the future. We look forward to the establishment of the new 'Adult Social Care Redesign Group', and welcome the new national interest in the reform of social care caused by the experience of COVID-19. This could not be more urgent.

I also represented Healthwatch Haringey as a commissioner on the Fairness Commission established locally, set up to consider inequalities of all kinds in the borough. As is well documented, health and social care are key determinants of life chances and equality of access to services is central to our purpose at Healthwatch Haringey.

As the year ended, we found ourselves in unprecedented times as the pandemic took its toll on our borough, revealing still further the vulnerabilities associated with health inequalities. We will need to redouble our efforts to address these alongside patients, services users, and the public in the coming year.

Finally, it is important to note that our resources are so very considerably extended by the willing army of volunteers that help us every week of the year to reach out to the local community. We could not manage without you, and our thanks go out to you. As they do to our board members, who are also volunteers and bring such experience to our decision making at Healthwatch Haringey.



As the year ended, we found ourselves in unprecedented times as the pandemic took its toll on our borough, revealing still further the vulnerabilities associated with health inequalities.”

Sharon Grant OBE
Chair, Healthwatch Haringey

Our priorities

We had five key priorities in 2019/2020, closely aligned to those of Healthwatch England, and relevant to our local area and population. They build on our work in previous years.

1. Primary care, including access to GP services.
2. Children and young people.
3. Mental health.
4. Services working better together.
5. Adult social care.

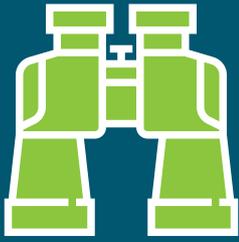
About us

Here to make care better

We are the independent champion for people using local health and social care services. We are here to listen to you, to hear what you like about health and care services and what could be improved, and to ensure local health and social care services in Haringey work for you.

We share your views and feedback with those with the power to make change happen by:

- Writing reports and making recommendations.
- Attending meetings and speaking up on behalf of Haringey residents.
- Sharing intelligence with the people who plan and regulate health and care services to help them do their job better.
- Raising individual concerns with providers so that things can be put right.
- Running meetings and events where patients, service users and carers can be directly involved in planning and designing services.



Our vision is simple

Health and care that works for you. People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need. Our aim is to help make health and social care better for local people in Haringey.



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 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 and volunteers identify what matters most to people by:

- Hearing directly from people in person, over the phone or via email.
- Going out into the community and speaking to people at stalls and events.
- Carrying out surveys.
- Running focus groups.
- Facilitating regular service user groups.
- Visiting services.
- Working with other community groups and organisations.



Find out more about us and the work that we do

Website: www.healthwatchharingey.org.uk

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Highlights from our year

Health and care that works for you



23 volunteers

helped us to carry out our work. In total, they gave up 254 hours.

We employed

6 staff

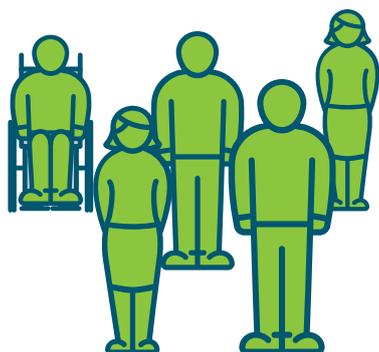
Three of whom are full time equivalent, which is the same as the previous year.

We received

£160,000 in funding

from our local authority in 2019-20, the same as the previous year.

Supporting people



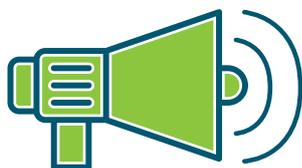
198 people

shared their health and social care story with us.

211 people

contacted us with questions about local health and social care services.

Reaching out



2282 people

engaged with us through our website, 1259 people engaged with us through social media, and 1700 people engaged with us at community events.

Making a difference to care



We published

5 reports

about the improvements people would like to see with their health and social care, and from this, we made 39 recommendations for improvement.



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 Haringey.

Empowering service users and carers with a voice to bring about change in adult social care services

We run a Joint Partnership Board (JPB), and nine Reference Groups, so Haringey Council can hear directly from service users and carers on a wide range of adult social care services.

Our Reference Groups empower people to use their voice to help shape strategies and plans, to raise issues and concerns, and to feedback directly to Council officers on how to improve things for the future. This year the Reference Groups have become stronger as membership has grown and a greater diversity of voices is represented.

Our Physical Disability Reference Group has been working in partnership with the Council to establish a new disability charity (Disability

We are looking forward to Disability Action Haringey making a positive impact on the lives of disabled people in Haringey.”

Graham Day, Chair of the Physical Disability Reference Group.



Action Haringey) to provide services to support disabled people to live well and independently. The charity will be led and managed by people with a lived experience of disability.

Some of the first services the charity will provide will be peer support around direct payments and help to recruit personal assistants, priority areas identified by the Physical Disability Reference Group. The charity will then seek more funding so it can expand its services to offer advice and information, advocacy, and education and training.

We have enjoyed working with the Reference Groups and the Joint Partnership Board to ensure the voices of service users and carers are heard, and their feedback used to improve adult social care services for the future.

Improving appointments at a GP surgery

Tynemouth Medical Practice approached Healthwatch Haringey to work with them to improve patient appointment systems.

We developed a patient questionnaire, focusing solely on appointments, to obtain feedback from patients of what they thought of the current appointments system at the practice and what they would like improved. We had a very good response, with 126 completed questionnaires.

Patients were positive about the appointments system overall, with most having a good experience. But our survey highlighted some areas for improvement:

- The need to publicise the availability of early morning, late evening, and weekend appointments for those who wanted them, to free up the weekday daytime slots.



- The importance of ensuring all patients are offered a choice of time and day so the appointment suits the patient and means they are more likely to attend.
- The need to promote the practice's new website as it contains lots of useful information and can be used to access key services.

The practice were pleased with the results, and have taken our suggestions on board, making improvements, and ensuring a better patient experience on appointments.



Share your views with us

The more people share their ideas, experiences and concerns about local health and care services, the more those services can understand what works, what doesn't and what people want from care in the future.

Website: www.healthwatchharingey.org.uk

Twitter: [@HWHaringey](https://twitter.com/HWHaringey)

Helping service users and carers shape and improve day centre provision for people with learning disabilities

Healthwatch Haringey worked in partnership with another one of the reference groups - the Severe and Complex Adult Learning Disability (SCALD) Reference Group, to review day centre provision for people with learning disabilities.

Our aims were:

- To understand what a good quality of life looks like for people with learning disabilities and their carers.
- To see how day centres can best support people with learning disabilities and their carers.
- To identify barriers for people with learning difficulties and their carers stopping them from having a good quality of life.

We conducted a literature review, visited six day centres for people with learning disabilities, and interviewed carers, service users and day centre staff, to explore what best practice looks like for this group.



We found there were issues around transport delays and cancellations, staffing (use of agency staff, training, turnover, retention), not enough support for carers, and the need for integrated health services. We also gathered feedback on what service users and carers wanted from their new centre.

The findings and recommendations from our review are being used by Haringey Council to address the challenges we identified around transport, staffing, and support for carers, and by its architects to inform the design plans for the new day centre opening later this year.

Long

Term

Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

Healthwatch Haringey worked with local neighbouring Healthwatch in Enfield, Barnet, Camden and Islington to find out what their residents see as the top local priorities for implementing the Long Term Plan in each of the boroughs.

This was part of a national exercise, led by Healthwatch England with funding from NHS England, and was the first time that every Healthwatch in the country worked on one co-ordinated programme of engagement.

We collected responses to a survey and ran a small focus group for people living with type 2 diabetes to talk about the future of diabetes support. In total we heard from 113 local residents.

The feedback has been compiled and shared with staff at North London Partners, a partnership of health and care organisations from the five London boroughs of Barnet, Camden, Enfield, Haringey and Islington, to help them develop their Local Plan.

Healthwatch Haringey also runs and facilitates the Experts by Experience (E by E) Board of mental health service users from five boroughs, which meets monthly, and provides input and feedback into mental health services being planned and delivered in North Central London.

The E by E Board provided extensive feedback on the NHS Long Term Plan and played a significant role in inputting into, and shaping, the mental health section of the North London Sustainability Transformation Plan.



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 people get the advice and information they need by:

- Answering people's queries about services over the phone, by email, and online.
- Talking to people at community events.
- Providing advice and information articles on our website.
- Promoting services and information on social media.

Case study 1:

A local parent called us, very distressed because her young daughter had been discharged from hospital but had yet to receive a follow-up visit and an assessment. In the meantime, her daughter's mental health had deteriorated very badly, giving her real cause for concern.

We contacted Haringey Child and Adolescent Mental Health Services (CAMHS) on behalf of the parent to follow up on when the assessment would be undertaken and what the forward treatment plan would be. The daughter was assessed within a couple of days, and admitted to hospital as she was deemed to be seriously ill.

The parent was very relieved that her daughter was finally getting the care and support she needed to enable her to get well.

 I cannot emphasise how much I appreciate what you have done for me and my daughter. Thanks to Healthwatch Haringey she is now getting the help she needed for so long”

Local parent

Case study 2:

A caller was worried about his daughter's asthma, and whether the current medication she was on was correct. He was having trouble registering with a GP and was therefore finding it very hard to access the medical advice he needed.

We provided the caller with the details of Asthma UK, who run a specialist helpline, staffed by expert asthma nurses, who were able to provide a high level of advice and support. The caller was very happy to find all the help, advice and resources available to him via Asthma UK.



Case study 3:

A caller raised concerns about his father's palliative care, especially about the carers who were looking after him. His father was frail and he was being looked after at home but the caller was not happy with the level of support provided by the carers. He wanted to ensure his father's end-of-life care was meeting his physical and emotional needs in a dignified way.

We advised the caller to raise his concerns with the care agency manager, and we provided him with information about Haringey's Adult Social Care complaints procedure.

We also informed him of palliative support services offered by Marie Curie and The North London Hospice.



Our volunteers

We were supported by 23 volunteers who helped us find out what people think is working and what could be improved, reviewed service provision and delivery, and fed back service users' views to managers and decision-makers.

They have been involved in a wide range of activities, including:

- **Hospital inspections:** Carrying out facilities audits of our three local hospitals, and undertaking a review of signage at North Middlesex Hospital.
- **Primary care:** Gathering feedback on the relocation of GP services, and working to develop a network of Patient Participation Groups (PPGs) across the borough.
- **Patient representation:** As members of a hospital risk and quality committee, an orthopaedic services review group, and a hospital management selection panel.
- **Service user representation:** As members of a range of reference groups meeting regularly throughout the year to provide feedback on adult social care services.
- **Gathering feedback:** Helping at Healthwatch stalls in hospitals, health centres and community venues, and at community meetings and events. Helping us to raise awareness of our services and gather feedback from residents on their experience of local health and social care services.

We host quarterly meetings for our volunteers, so they can hear updates about our work, and provide training to help them develop in their volunteering roles.



Volunteer with us

Volunteers play a vital role in helping people have their say on health and social care. Volunteering with us can help you develop skills, gain experience and make a difference to your community. If you are interested in volunteering, please get in touch:

Website: www.healthwatchharingey.org.uk

Twitter: [@HWHaringey](https://twitter.com/HWHaringey)

Case study 1:

Review of signage and wayfinding at North Middlesex Hospital

The Facilities Manager at North Middlesex Hospital invited Healthwatch Haringey volunteers to review the signage patients use to navigate their way around the hospital building and to suggest improvements.

Seven volunteers participated and were given an example outpatient letter for an appointment at the hospital. They were asked to find their way from the main entrance or the maternity entrance, noting down feedback on signage as they found their way.

Volunteers recommended:

- Avoiding confusion by holding outpatient clinics in the same places each time.
- Clearer appointment letters, only including the details patients need to attend the appointment and navigate around the hospital.
- Introducing colour coding for signage and appointment letters in place of symbols.
- Installing signage to direct people from the maternity department to the main hospital.
- Clearer floor numbering, so patients know which floor they are on.
- Simpler overhead signs listing departments - for example listing them in alphabetical order.

Their feedback was welcomed by the Facilities Manager, who committed to using it to improve signage at the hospital. We will continue to monitor progress and improvements.

Meet our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Shushma Patel

I attended the Mental Health First Aid training session, run by MIND in Haringey, to learn more about mental health. Like physical health, mental health is vital for the wellbeing and effective functioning of both individuals and communities. By improving my knowledge and understanding, I am much better equipped to self-care and to help others. It strengthened my ability to cope, increased my resilience and I can now bounce back when life becomes difficult.

Case study 2:

Patient-Led Assessments of the Care Environment (PLACE)

Six volunteers participated in PLACE assessments this year at our three local hospitals - the North Middlesex Hospital, the Whittington Hospital and St Ann's Hospital.

They went into the hospital as part of a wider team to assess how the physical environment supports the provision of clinical care. They looked at privacy and dignity, food, cleanliness, general building maintenance, and how the physical environment supports those living with dementia and with disabilities. They toured the hospital, visited a wide range of areas (including the outpatient department, the A&E department, and a range of inpatient wards), spoke to staff and patients, and sampled the hospital meals provided.

Volunteers complete very detailed feedback forms and the hospital staff and the facilities team use this to make improvements. The PLACE assessments are invaluable for hospital staff to get an insight into how patients and visitors view their hospital, and how they experience the building.

This annual process is key to driving improvements in the physical environment of the hospital for the benefit of all patients and visitors. Our volunteers tend to get involved in PLACE assessments every year so they can see for themselves how their feedback has been taken on board, and the improvements that have been made, since their assessment the previous year.



Chris Goodyear

Volunteering for Healthwatch Haringey gives me an insight into local services, and putting forward patients' views means we can change things for the better.

In October 2019 I joined the assessment of patient facilities at North Middlesex Hospital for the annual PLACE (Patient-Led Assessment of the Care Environment). The nicest thing for me is hearing how appreciative patients are of their treatment. It illustrates how respected and loved our NHS is, and was, even before the COVID-19 crisis highlighted it.



Our finances

Income

The Healthwatch Haringey contract value for 2019/20.

£160,000

Expenditure

Total expenditure was £160,000, which was allocated to the activities detailed in the table and pie chart. Significant costs for the Healthwatch Haringey contract included staffing and human resources (HR), running costs, rent and premises, and information and communications technology (ICT/telephony).

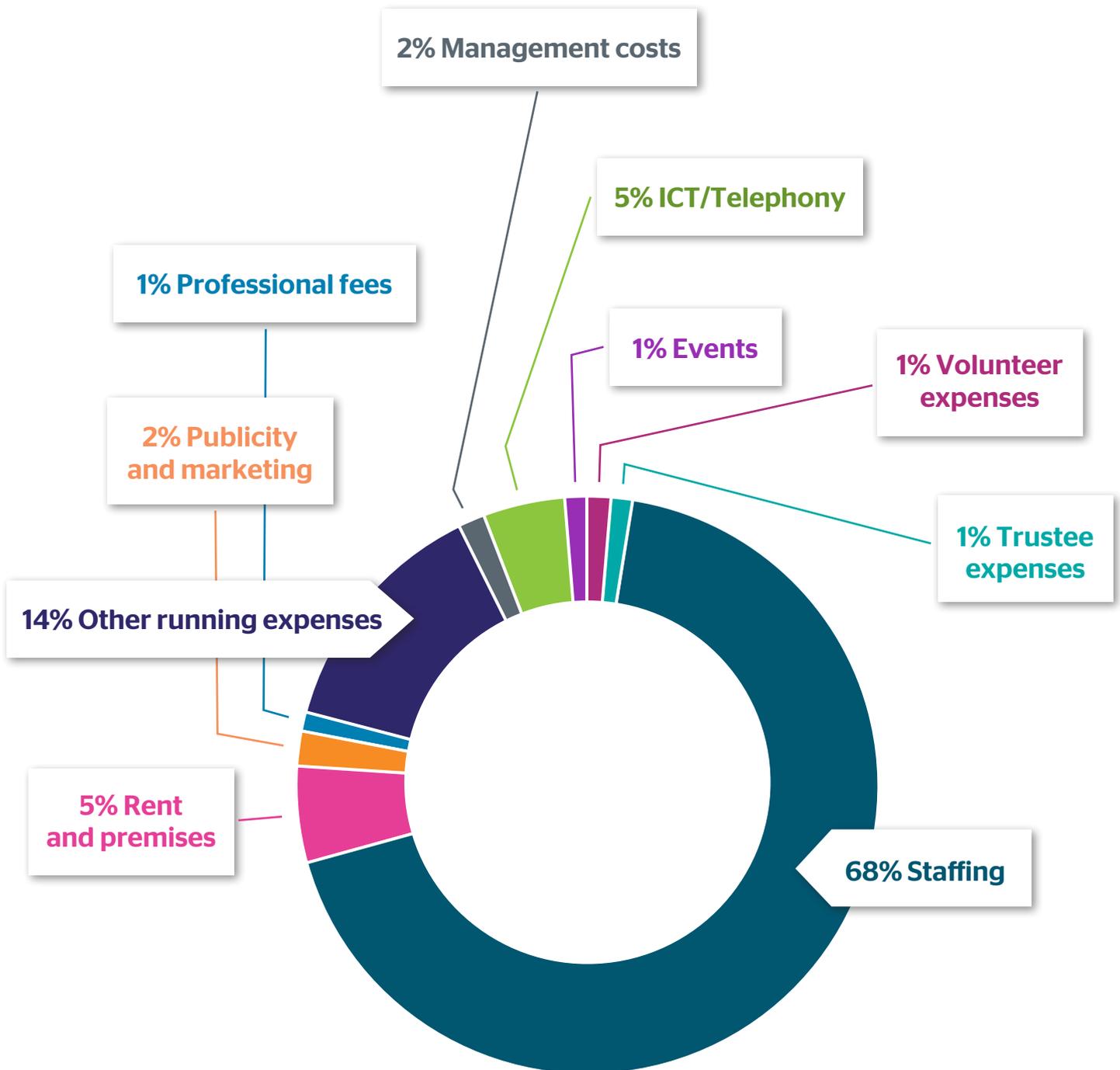
£160,000

Staffing and HR	109,163
Other running expenses	21,840
Rent and Premises	8,568
ICT /Telephony	7,218
Publicity and marketing	3,122
Management costs	2,400
Events	2,042
Volunteer expenses	2,026
Trustee expenses	1,911
Professional fees	1,710
Total	160,000

Our finances

The Healthwatch Haringey contract value for 2019/20

£160,000







PLANNING

Our plans for next year

Looking forward

The year 2020/21 will be an extraordinary one for all of us and our Healthwatch Strategy will need to respond in ways which are not entirely predictable. However, we will develop a robust and flexible framework to provide a reference point to guide our activities.



It is at times of crisis that we need to be guided by our six statutory objectives as it would be easy to have knee jerk responses to requests for help from our local authority and Clinical Commissioning Group (CCG) partners which distract us from our core purpose.

The effects of the Covid-19 pandemic on health and social care has been well documented and as we move from lockdown and the 'Shielding' of over 9000 Haringey residents, the impact on wellbeing will become clearer in both substance and scale. We already know that the prevalence of mental health issues has increased and local services, particularly in the voluntary and community sector, will be under even more pressure than usual to respond to the demand for support.

Access to services has changed dramatically with GP consultations online or on the telephone, with very few face-to-face consultations. It is accepted that GPs will continue to use this technology and triaging calls will be adopted as standard practice.

There have been many benefits from this new approach, with quicker consultations and more effective use of the GP's time. However, others have found the technology a barrier, particularly older people, who make up a high proportion of the workload of GPs. We will work with residents and GP practices to help design accessibility protocols that do not disadvantage anyone, whilst at the same time keeping what works for many people in the new system.

We know that the impacts have been felt more acutely by some sectors of our community who have not received or understood the numerous communications from the government, NHS England, and the local authority. Our own surveys of the Turkish and Kurdish community and focus group on black, Asian and minority ethnic residents who are 'shielding' have shown the importance of accessible communications.

One of our Healthwatch priorities has always been to give a voice to those communities who are seldom heard and at no time has this been more important than now. We are working with

the local authority to develop a local 'Test and Trace' system and we have a particular role in mapping minority communities and developing bespoke, accessible communications strategies for each of them.

To add to the already confused Health and Social Care landscape due to Covid-19, we also have the CCG reorganisation and demise of the Haringey CCG, establishing an integrated care system at North Central London level and setting up the Haringey Borough Partnership. Healthwatch is involved in all these transformation processes and in particular has played a key role in developing a co-design and consultation strategy for the Borough Partnership. Operating at all these different levels is challenging given our limited resources.

We are pleased to report that Haringey Council has renewed our Healthwatch contract for a further three years to July 2023 at a reduced annual value of £155k from our current £160k.

This gives us some certainty for planning ahead in these challenging times and gives the team security of employment. We look forward to working constructively with our partners, stakeholders and our local residents to mitigate the impacts of the Covid-19 pandemic and ensure that health and social care services are accessible to all who need them.

Thank you

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

- Haringey residents who shared their views and experiences with us.
- All of our amazing staff, volunteers and Board members.
- Staff working in health and social care who have been open to hearing and acting on patient feedback.
- Voluntary and community groups and organisations who have supported our work.



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