



**Annual Report 2024–2025**

**Unlocking the power of  
people-driven care**

Healthwatch Haringey is managed and run by Public Voice CIC.

The text of this document may be reproduced in any format or medium providing that it is reproduced accurately and not in a misleading context.

The material must be acknowledged as Healthwatch Haringey copyright and the document title specified. Where third party material has been identified, permission from the respective copyright holder must be sought.

Any enquiries regarding this publication should be sent to us at  
[info@healthwatchharingey.org.uk](mailto:info@healthwatchharingey.org.uk)

You can download this publication from  
[www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)

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.

© Healthwatch Haringey 2025

The Healthwatch logo is a registered trademark and is protected under trademark law. Use of this logo by Healthwatch Haringey adheres to the Local Healthwatch Trademark Licence Agreement.

[www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)  
020 8888 0579



Public Voice is a Community Interest Company (CIC) number: 9019501.  
Registered office: Tottenham Town Hall, Town Hall Approach Road, N15 4RX.

# Contents

Message from our Chair	02
About us	03
Our year in numbers	07
A year of making a difference	08
Working together for change	09
Making a difference in the community	10
Listening to your experiences	11
Hearing from all communities	14
Information and signposting	16
Showcasing volunteer impact	18
Finance and future priorities	20
Statutory statements	23
Contact us	Back page



“The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They’re changing the health and care landscape and making sure that people’s views are central to making care better and tackling health inequalities.”

Louise Ansari  
Chief Executive, Healthwatch England

## Message from our Chair

Again, we present the important work we have done this year, as we have tried to reflect the concerns of our Haringey community in health and social care. We have been aware as always of the specific needs of our community, and the differences and variety in the borough of which we are proud.

And yet, the vulnerabilities that come with that variety present service users with huge challenges. The ability of services to respond to the inequalities that are known to sit side by side with ethnic diversity, poverty, poor housing and digital exclusion have become so much more evident in our borough. This is despite good intentions on the part of many stakeholders in an unprecedentedly tough financial climate.

The year has brought changes in the way our NHS services are organised, with mergers, and administrative changes in abundance, which have caused us concern about accountability. However, we have at last seen some much needed, and very welcome, new primary care facilities. These do owe a good deal to the work of Healthwatch Haringey from previous years in exposing the chronic under-provision of GP services in some of the most disadvantaged parts of the borough.

As we look ahead to further restructuring of the Integrated Care System, I want to thank all those patients, community groups, and others who work hard to ensure that the user voice is influential in decision making. As we have often declared, there should be nothing done about us, without us!

I must also thank our Healthwatch team and our new Advisory Board, and wish them well as I finally stand down after over a decade in this role.



**“As we look ahead to further restructuring of the Integrated Care System, I want to thank all those patients, community groups, and others who work hard to ensure that the user voice is influential in decision making. As we have often declared, there should be nothing done about us, without us!”**

Sharon Grant OBE, Healthwatch Haringey

## About us

# Healthwatch Haringey 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

A world where we can all get the health and care we need.



### Our mission

To make sure people's experiences help make health and care better.



### Our values

- **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.

## Meet the team

Healthwatch Haringey is delivered by a small team of five, with additional staffing and resources provided by service delivery manager, Public Voice.



### Paul Addae

#### Healthwatch Haringey Manager

Paul has been with Healthwatch Haringey since May 2023. He has extensive experience in health inequalities research, and has worked in a range of environments, including with young offenders, people with complex needs, and those with a range of long-term care needs. Paul is passionate about capturing the experiences of seldom-heard communities in Haringey and the healthcare access challenges they face.



### Anushka Shahrouz

#### Information and Signposting Manager

Anushka oversees and manages enquiries, supporting Haringey residents with information and signposting about NHS Primary and Secondary care and other health related matters. She carries out community engagement, providing support and information to groups and organisations in Haringey as well as contributing to Healthwatch projects.



## Tanya Murat

### Engagement and Communications Officer

Tanya supports our team with engagement and communications activities including the Haringey Patient Participation Groups Network and the North Central London Mental Health Experts by Experience Board. She researches, writes and helps design Healthwatch Haringey reports. Tanya regularly provides content for our website and social media and is responsible for the Healthwatch Haringey monthly newsletter.



## Emily Arama Sánchez

### Information, Policy and Research Officer

Emily supports our research projects, presentations, engagement and reporting, and identifies service failures and policy gaps. Emily is passionate about bringing light to the concerns of under-represented communities.

## Fardowsa Sharif

### Information and Signposting Officer

Fardowsa acts as our first point of contact to emails and phone enquiries, dealing with casework and light-touch advocacy in relation to health and social care services. She records data on our systems and prepares case studies, whilst also supporting the team in engaging with communities for research projects. Fardowsa liaises with GPs and hospitals on behalf of residents, escalating matters where relevant as well as offering holistic support.

# Our Local Advisory Board

**Healthwatch Haringey has a Local Advisory Board which consists of five members. Two of our Local Advisory Board members are Menha and David.**

## Menha Zola

Menha has lived in Haringey for 29 years and brings a deep understanding of the borough's communities, challenges, and strengths. His long-standing local knowledge helps him recognise the real issues people face, particularly around access to health and social care. With a professional background focused on advocating for fair and transparent services, Menha is committed to making sure the voices of local people are genuinely heard.

Healthwatch Haringey is important to Menha because it plays a vital role in amplifying the lived experiences of residents. As a Board Member (Resident) for Clarion Housing Association, supporting 360,000 social housing residents nationwide, he knows how critical it is to listen to communities. He believes Healthwatch is key to driving real improvements by focusing on what matters most to Haringey's diverse population.

## David Winskill

David was born in Hornsey and was the primary carer for his mother as she drifted into dementia. David's career included 15 years with the British Standards Institution (offering an understanding of how organisations achieve consensus) and then a decade in public relations, specialising in healthcare. In 2002, David started twelve years as a Haringey councillor. From 2006, David chaired the Health Overview and Scrutiny Committee. This gave him valuable insights into NHS policy and delivery, adult social care and the dynamics and main issues in public health as well as the skills needed to be a "critical friend". In 2014 David became chair of London Patient Voice, further learning how to improve services and narrow health inequalities by providing different perspectives to bring about service and policy improvement. David is eager to use this knowledge to improve access to services and help reduce health inequalities in Haringey.

# Our year in numbers

We've supported more than **849** people to have their say and get information about their care. We currently employ **five** staff and, our work is supported by **five** volunteers.

## Reaching out:



**741** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**108** people came to us for clear advice and information on topics such as adult social care, GP surgeries and hospital services.

## Championing your voice:



We published **three** reports about the improvements people would like to see in areas like adult social care, long-acting reversible contraception services and sickle cell support.

Our most popular report was '**Supporting people living with sickle cell disease in Haringey**' highlighting people's struggles faced around accessing benefits and services.

## Statutory funding:



We're funded by Haringey Council. In 2024/25 we received **£150,292**, which is 1% less than 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 Haringey. Here are a few highlights.

## Spring

Hearing the experiences with digital booking systems among local people in the borough.

Our insights on digital booking systems highlighted how digital systems, applications and platforms can improve by involving local people.

## Summer

Attending several community events in the local area to deliver free blood pressure checks residents, with advice on how to maintain a healthy blood pressure.

This included us delivering blood pressure checks at Breadline, London's 4-week workshop series for local residents focused on 'Budgeting for Health and Nutrition'.

## Autumn

Understanding the barriers that affect women and other service users from seldom-heard communities in relation to LARC contraceptives.

We heard from multiple women and other service users about how the promotion of LARCs could be less sexualized to foster better inclusion.

## Winter

We listened to the challenges that people are facing with adult social care provisions for older people.

Our findings have highlighted the fact that many Haringey residents are caring for elderly loved ones without support.

# Working together for change

**We've worked with neighbouring Healthwatch to ensure people's experiences of care in North Central London are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at North Central London Integrated Care Board.**

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

## **A collaborative network of local Healthwatch:**



Healthwatch Haringey provided local insights on primary care services which have directly informed discussions and decision making at the North Central London (NCL) Integrated Care Board's (ICB) Primary Care Committees. We will assume the role of lead NCL Healthwatch to the NCL ICB from May 2025 until March 2026 to ensure that the voices of people across the five North Central London boroughs are heard.

## **The big conversation:**



We carried out a vaping research project with schools across Haringey. We presented our findings to NCL ICB and have presented at various events organised by the Haringey Public Health Team.

## **Building strong relationships to achieve more:**



Healthwatch Haringey, along with the other NCL Healthwatch, have been involved in the planning of interpreting and translation services within North Central London. Through our community engagement work and projects we have worked with seldom-heard communities who are struggling with language barriers and have identified areas for improvement which we have shared with the NCL ICB. We will continue to monitor the outcomes to ensure that access to these services improves.

# 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 Haringey this year:

## Creating empathy by bringing experiences to life



Hearing personal experiences and their impact on people's lives helps services better understand the issues people face. As well as conducting research on the experiences that residents have with care homes in Haringey, we also led a discussion with the Haringey over 50s Forum on Patient Participation Groups (PPGs) in the borough. Here, we encouraged people to join their local PPG to share their views, and ran a Q&A to navigate any issues people have had with doing so.

## Getting services to involve the public



By involving local people, services help improve care for everyone. In January 2025 we were commissioned by Healthwatch England to support their research project on GP practices and the idea of 'choice'. For this, we conducted interviews with Haringey residents who face barriers with accessing their GP. Our patient stories and experiences will help inform Healthwatch England's policy recommendations to improve GP access for everyone.

## Improving care over time



Change takes time. We work behind the scenes with services to consistently raise issues and bring about change. With Haringey's Latin American population having grown significantly in recent years, we decided to raise the profile of Chagas disease by publishing news and information to increase awareness of what it is and how residents can be screened for it. As part of this, we interviewed Dr Natalie Elkheir at the UK Chagas Hub, and published our findings.

# 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 to understand what's working and what isn't, so we can provide feedback to help improve services.



# Listening to your experiences

## Exploring access to LARC services for service users from minority communities in Haringey

This year, we were commissioned by Haringey Public Health to gather insight into the perceptions, knowledge and access to Long-Acting Reversible Contraceptives (LARC) amongst women, trans and non-binary people in Haringey.

### What did we do?

We launched a survey to better understand the knowledge that different residents had around LARCs, what the potential barriers were, and what LARC services need to consider for underrepresented communities. To increase accessibility, this survey was translated into 18 languages.

### Key things we heard:



**79%**

**of participants did not know that LARCs are free in the UK.**

**52%**

**had not seen information around LARCs in their language.**

**75%**

**were not aware of the side effects of the different LARC options.**

After hearing from 103 people, our work brought attention to the key barriers residents faced when trying to access LARC services.

### What difference did this make?

“We felt the research was prepared and delivered well, it took into consideration our key areas of interest whilst also adding to our broader scope by suggesting additional points, i.e. how we can engage with women from seldom heard groups/communities to ensure a more equitable response to the survey. The survey has contributed to our sexual health strategy (yet to be published), particularly around women’s health (sexual and reproductive) and the importance of commissioning services that are dedicated and accessible locally and sub-regionally.” **Public Health, Haringey Council.**

# Listening to your experiences

## Digital booking systems in Haringey

The pace of the digital shift has also led to a digital divide which is exacerbating health inequalities.

We spoke to people across Haringey about their experiences. Many respondents struggled with the digital booking system for various reasons. From the web links not opening, to apps not working properly, to not understanding how things work. GP practices users had mixed experiences of digital booking systems.

### Key things we heard:



**51%**

**of respondents told us they had never used an app or digital platform to book an appointment.**

**37%**

**of respondents said they had found it difficult, somewhat difficult, or very difficult to book an appointment with an app.**



**"I struggled [booking online], but then I got the app 'Dr IQ', I found that a little easier than ringing in and waiting for ages for someone to answer the phone. You'd ring and ring and no one would answer."**

Whilst some people did find digital booking services to be efficient, these people also mentioned that others could struggle to use the same services. Hence, digital inclusion must include increasing access; upskilling people and thereby improving outcomes. But it must also mean that service providers account for those patients who may choose not to use digital services and would prefer to book in person.

### What difference did this make?

Our report will highlight gaps, and key areas where digital access can be improved locally. It will also recommend improvements to the support for people who struggle with digital technologies. We are planning further engagement activities in the upcoming months to further highlight the changes that are needed.

# Hearing from all communities

We're here for all residents of Haringey. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

This year, we have reached different communities by:

- Improving access to healthcare for Latin American communities in Haringey.
- Supporting Turkish women to access their local GP.
- Listening to all communities through our General Survey.



## Hearing from all communities

### Supporting Turkish women to access their local GP

We worked with GP practices in Tottenham and Roj Women's Association, which supports Kurdish and Turkish women, to encourage better engagement with Turkish women at GP practices.

Facilitating this partnership has led to increased engagement at practices, with materials now translated into Turkish.

#### What difference did this make?

"Healthwatch Haringey's involvement has been instrumental in helping us identify local needs and in building trust with participants. The insights and guidance you've provided have added real value to our planning and outreach, and we truly appreciate your role in facilitating this work." **Roj Women's Association**

"It has been a pleasure working closely with Healthwatch Haringey over the past year. Our collaboration has led to several community initiatives, particularly through our work with Roj Women's Association. This partnership has enabled us to better support Turkish and Kurdish women in Haringey, many of whom are patients at Somerset Gardens Family Health Care Centre." **Somerset Gardens GP Practice**

### Improving access to healthcare for Latin American communities in Haringey

We commenced a project to engage with the Latin American communities in Haringey to understand their experiences of health and social care services.

To do this, we have reached out to researchers from King's College London and many Latin American community groups to hear more about the current obstacles for the community such as the lack of data disaggregation for this ethnic group. This work will carry over into 2025-2026.

#### What difference did this make?

We have instigated discussions around our project with the NCL ICB, to highlight our project and report, which will be published later in 2025. Our aim is improve access, the inclusivity of ethnic data monitoring, and to address health inequalities. Our work has already brought greater visibility to the growing Latin American population in Haringey to different service providers.

# 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, 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.



# Information and signposting

## Social care assessment issue

**Through intervention from Healthwatch Haringey, Harry finally received a social care assessment which resulted in suitable support from Haringey's Connected Communities.**

Harry is a cancer patient living alone who contacted our team as he had not received the social care assessment he was expecting. Harry was concerned that he was being left alone without support due to his health issues and self-isolation. During our engagement with him, he also raised concerns about a pest infestation in his home.

We made contact with Haringey's Central Locality Team via email, highlighting our concerns about Harry. As a result of this communication a social worker contacted Harry to conduct an assessment. We also contacted the Housing Repairs team who recommended a deep clean, and Harry was referred to Connected Communities for additional support.



**"The support was so good in the end, and Healthwatch Haringey did their best to help me."**

## GP complaint resolution

**This case emphasised the need for better understanding of the mental health of patients by GP practice staff.**

Wendy contacted us as she was concerned that her GP was not addressing some of her unmet needs and were ignoring her attempts at contact. We contacted the practice who suggested that we act as a mediator to resolve the issues between the practice and Wendy.

During the mediation it was evident that Wendy could have been better supported and signposted, or referred to mental health support, alongside greater professional understanding and response to an individual's experiences with trauma in a sensitive and supportive manner.

# Showcasing volunteer impact

Our fantastic volunteers have given 140 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.



# 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. This year we also had four students from our neighbour, the College of North East London, complete 120 hours of their student placements with Healthwatch Haringey.

**Haneet joined Healthwatch Haringey as a volunteer in March 2025.**



"I had recently moved to Haringey and I was looking for a way to explore my interest in minimising health inequalities when I found Healthwatch Haringey. They got me started on a project straight away! I was able to get out into the community and encourage Latin American residents to tell us their experiences of access to healthcare, which will be used to inform practice in the borough. This was a great opportunity for me to get involved with and give back to my local community!"

**Asla conducted her student placement with us for three months.**



"Being involved with Healthwatch Haringey has had many impacts on me both personally and professionally. I've had the opportunity to be more involved with the community and to witness how health and social care services have affected individuals lives and experiences. I learned how to communicate and talk about important topics. Through learning how to communicate with individuals, I got to connect with professionals. These experiences pushed me out of my comfort zone and helped me feel more engaged and purposeful."

# Finance and future priorities

To help us carry out our work we receive funding from Haringey Council under the Health and Social Care Act 2012.

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.



# Finance and future priorities

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

Income		Expenditure	
Annual grant from Government	£150,292	Expenditure on pay	£119,603
Additional funding	£17,814	Non-pay expenditure	£6,786
		Office / management fee	£41,717
Total income	£168,106	Total expenditure	£168,106

## Additional income is broken down by:

- Various small projects covering research into Maternity users, GP Choice, LARC, Healthy Hearts (blood pressure monitoring) and:

## North Central London Integrated Care System (NCL ICS) funding

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

Purpose of ICS funding	Amount
Healthy Hearts project	£9,100
NCL Healthwatch Committees	£2,500

# 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.

### Top three priorities for 2024–25

1. Interpreting and translation services.
2. Barriers to mental health access in Haringey.
3. Access to Health and Social Care Services for Latin American Communities in Haringey.

# Statutory statements

Healthwatch Haringey, Tottenham Town Hall, Town Hall Approach Road, London. N15 4RX.

Healthwatch Haringey is hosted by Public Voice. Public Voice translates the insights and needs of people into actions to improve public services, leading to reduced inequalities and improved outcomes for the community. Healthwatch Haringey uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



# Statutory statements

## The way we work

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

Our Healthwatch Board consists of six members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

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

Throughout 2024/25, the Board met twice and made decisions on local health service provision and local health and social care trends to explore in the years ahead. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year's work to obtain people's experience

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 and social media. But also, we will be circulating this to our various partners and will bring copies of it to our engagement events to help show members of the public how we strive to make a difference to health and social care in the local community.

## 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 that have been shared with us.

In our local authority area, for example, we take information to various stakeholder meetings, including the Haringey Borough Partnership Exec Group, Health Inequalities Investment Oversight Group, and the Neighbourhoods and Health Inequalities Board; as well as participating in Haringey's service user co-production forum, the Joint Partnership Board.

We also take insight and experiences to decision-makers at the North Central London Integrated Care Board. For example, we attend the Race Equity Committee and also the Haringey Adult Safeguarding Committee.

We also share our data with Healthwatch England to help address health and care issues at a national level.

## **Healthwatch representatives**

Healthwatch Haringey is represented by Chair Sharon Grant OBE on the Haringey Health and Wellbeing Board. During 2024/25 our representative has effectively carried out this role by helping shape the borough's Health and Wellbeing Strategy. Healthwatch Haringey currently represents itself and other North Central London Healthwatch on a selection of North Central London Integrated Care Board committees.

Healthwatch Haringey is also invited to the NCL Integrated Care Board's Community Partnership Forum.

## **Enter and view**

This year, we have not conducted any Enter and View visits. We plan to utilise this function in the upcoming year where necessary.

## 2024 – 2025 Outcomes

Project / Activity Area	Outcomes achieved
LARC Project	<ul style="list-style-type: none"> <li>Following the findings from our project, Haringey's Public Health team have committed to ensuring women's sexual and reproductive health needs continue to form part of their core commissioned services, and will work to improve Long Acting Reversible Contraception (LARC) provision for women in Haringey.</li> <li>We will continue to work collaboratively with services to raise awareness and promote LARC services in Haringey.</li> <li>Our report will inform the development of a dedicated women's LARC service to reduce barriers to access.</li> </ul>
Digital Booking Systems	<ul style="list-style-type: none"> <li>We will present our findings to the Haringey GP Federation and the Haringey Public Health Team.</li> <li>We will present our findings to the Haringey Over 50s Forum and other community stakeholders.</li> <li>We will promote digital literacy sessions.</li> <li>We will increase collaboration with the Haringey GP Federation on best practice for digital booking systems.</li> </ul>
Caring for Elderly Loved Ones in Haringey	<ul style="list-style-type: none"> <li>The project revealed how many people locally have assumed the care for elderly loved ones in Haringey.</li> <li>Our report will help inform the borough's approach to caring for elderly loved ones and particularly in raising awareness locally about the care options available for elderly people and their families.</li> <li>Our project revealed that the options available for elderly people were often not clearly communicated in Haringey.</li> </ul>

## 2024 – 2025 Outcomes

Project / Activity Area	Outcomes achieved
<b>CONEL Student Placements</b>	<ul style="list-style-type: none"> <li>Over the last year Healthwatch Haringey welcomed four Health and Social Care students who in total completed 120 hours of work experience with us.</li> </ul>
<b>The Experiences of People with Sickle Cell in Haringey</b>	<ul style="list-style-type: none"> <li>Based on our previous work last year around experiences living with sickle cell and thalassemia, in October 2024 Healthwatch Haringey were invited to attend and speak at an awareness raising event in Tottenham.</li> <li>Our work highlighted the challenges faced by people with sickle cell and accessing benefits.</li> <li>Since our project, the new NCL Red Cell Service has been including regular welfare benefit advice for people with sickle cell in North Central London.</li> </ul>
<b>Somerset Gardens Health Centre and Turkish Women Engagement</b>	<ul style="list-style-type: none"> <li>We listened to the concerns of a local GP Surgery about engaging Turkish women.</li> <li>We collaborated with a local Turkish and Kurdish women's organisation (Roj Women).</li> <li>We facilitated a meeting between the GP practice and the organisation about the concerns.</li> <li>Roj Women translated relevant health-related materials into Turkish, along with organising information dissemination at the GP practice.</li> </ul>

Project / Activity Area	Outcomes achieved
St Ann's GP Surgery PPG Engagement	<ul style="list-style-type: none"> <li>• We facilitated the participation of patients at the practice who historically have not had a PPG.</li> <li>• We heard direct experiences, which helps to inform both the practice, our projects, and engagement work.</li> <li>• We reported developments and feedback to the NCL ICB.</li> </ul>
PPG Development Engagement	<ul style="list-style-type: none"> <li>• We developed PPG training on running inclusive PPGs and expanding participation.</li> <li>• We were invited to help inform PPG network engagement activities by Islington GP Federation</li> </ul>

# Contact us



Telephone: 020 8888 0579



Email: [info@healthwatchharingey.org.uk](mailto:info@healthwatchharingey.org.uk)



Visit us: [www.healthwatchharingey.org.uk](http://www.healthwatchharingey.org.uk)



Follow us on X: @HWHaringey



Like and Follow us Facebook: HealthwatchHaringey



Write to us:

Freepost RTXY-BSRB-RCSS  
Healthwatch Haringey  
Tottenham Town Hall  
Town Hall Approach Road  
London  
N15 4RX