



Speaking up for better care

Healthwatch Haringey
Annual Report 2025/26



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**Healthwatch Haringey
Manager**
Paul Addae

“

The past year has witnessed many changes across the health and social care landscape in North London and specifically in Haringey. If there has ever been a pivotal time to act upon patient and resident experiences, it is now. Over the last year, Healthwatch Haringey has been at the forefront of these challenges, including uncertainty over the future existence of Local Healthwatch, changes to NHS structures, and the recent merger of two Integrated Care Boards (ICBs) to merge 13 London boroughs into one. This means serving 4.5 million people – a footprint larger in size than Greater Manchester. The most effective way to navigate such change will be via actively listening to patients and residents – and then following up with action. Thanks to all who have collaborated over the year to help ensure that the voices of local people remain at the centre of efforts to improve health and social care for all Haringey residents. The work however has not ended, it continues and, in many ways, has only just begun!

A message from our chair

This annual report sets out the work Healthwatch Haringey has undertaken over the past year, and I present it with genuine pride. Our task, as always, has been to listen carefully to local residents and to ensure that what we hear shapes the way health and social care services are planned and delivered. This year, 830 residents shared their experiences with us, helping to raise awareness of issues and improve care.

Inequality remains the defining challenge for our borough. The connections between ethnicity, poverty, poor housing and digital exclusion continue to shape who gets good care and who does not. We have also worked to ensure that the community voice reaches beyond the local system. This year Healthwatch Haringey has played an active role in North Central London Integrated Care Board committees, including taking a lead Healthwatch role on the Primary Care Committee, and at the same time strengthening collaboration across Healthwatch in the area.

I must also be direct about the proposed abolition of local Healthwatch. An independent voice for patients and residents is an essential component of local systems. Independent voice has the power to hold services to account and to ensure that the quality of provision meets the needs of residents locally. The Board will robustly defend that principle in the period ahead.

My sincere thanks go to every resident, volunteer, community organisation and partner who has contributed to our work this year. Your willingness to share your experiences is what makes everything we do possible.



Chair
Sophie Woodhead



“An independent voice for patients and residents is an essential component of local systems. Independent voice has the power to hold services to account and to ensure that the quality of provision meets the needs of residents locally.”

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

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.

Meet the team

Healthwatch Haringey is delivered by five members of staff and through Public Voice CIC which is comprised of various projects and services, with a joint mission to improve public services and neighbourhoods through user engagement.



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.



Emily Arama Sánchez **Information, Policy and Research Officer**

Emily supports our research projects, presentations, engagement and reporting. She contributes to bids for new work and identifies service failures and policy gaps. Emily is passionate about bringing light to the concerns of underrepresented communities.



Tanya Murat **Engagement and Communications Officer** (until January 2026)

Tanya supported our Healthwatch Haringey 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 researched, wrote and helped design Healthwatch Haringey reports. Tanya regularly provided content for our website and social media channels and was responsible for the Healthwatch Haringey monthly newsletter. Since January, she is in a new role as Research Officer for our host organisation, Public Voice.

Meet the team

Healthwatch Haringey's core staff team are supported by Public Voice's Communications and Information and Signposting teams



Anushka Shahrouz **Information, Signposting and Projects Manager**

Anushka oversees and manages Healthwatch Haringey's Information and Signposting Service. This service supports Haringey's residents who contact us with enquiries about the NHS and social care. Anushka also supports the Healthwatch team with identifying new areas of public concern which we then seek to address in our influencing work. In addition, she plays a key role in researching and networking with the voluntary and statutory services that we signpost people to and liaising with seldom heard groups in Haringey.

Fardowsa Sharif **Information and Signposting Officer**

Fardowsa works in our Information and Signposting Service. She acts as our first point of contact for public enquiries, dealing with casework and light-touch advocacy. She records data on our CRM database and prepares case studies for our quarterly and annual reports. Fardowsa also liaises with GPs, hospitals, adult social care, voluntary sector providers and other services on behalf of residents, escalating matters where relevant as well as offering holistic support.

Fiona Duffin **Healthwatch Communications Manager**

Fiona manages communications for Healthwatch Haringey. This includes sharing information and news on our website and social media channels, and managing the Healthwatch Haringey monthly newsletter.

Meet the team

Healthwatch Haringey has a Local Advisory Board which consists of five members, and the Chair.

Healthwatch Haringey Local Advisory Board

Board members:

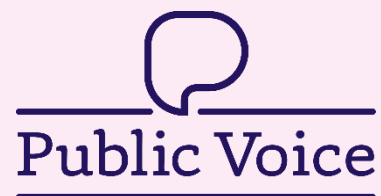
- Sophie Woodhead (Chair)
- Roslyn Rosenblatt
- David Winskill
- Menha Zola
- Sara James
- Kumara Perampaladas

Our Board has a key role in ensuring that the voices of patients, service users and carers in Haringey are heard and represented and contribute to the positive development of health and social care provision in the Borough.

Local leadership board members have been selected through an open recruitment process and are Haringey residents. They bring a wide experience and knowledge of health and care services.

Healthwatch Haringey and Public Voice

Healthwatch Haringey is commissioned by Haringey Council. It is managed by Public Voice, a nonprofit organisation that delivers resident and community engagement to improve public services and reduce inequalities.



Dan Rogers as Chief Executive Officer at Public Voice attended board meetings until February 2026. Following organisational changes, Gordon Kay as Director of Research at Public Voice has attended the board. Paul Addae is the operational manager and so also attends board meetings.

Meet the team

Healthwatch Haringey has a Local Advisory Board member spotlight

David Winskill

Healthwatch Haringey Advisory Board Member

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 and challenging group thinking and contributing to service and policy improvement. David is eager to use this knowledge to improve access to services and help reduce health inequalities.

Our year in numbers

In 2025/2026 we supported more than **985** people to have their say and get information about their care. We employed **3** staff and our work was supported by **2** volunteers.



Reaching out:

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

155 people came to us for clear advice and information on topics such as **mental health support** and **finding an NHS dentist**.



Championing your voice:

We published **3** reports about the improvements people would like to see in areas like **Improving Access for Latin American Communities in Haringey**, **NHS Online Trust**, **Mental Health Services** and **Ageing Well in Haringey**.

Our most popular report was '**Access to Health and Social Care Services for the Latin American Community in Haringey**', highlighting people's struggles navigating language barriers, discrimination and health inequalities.



Statutory funding:

We're funded by **Haringey Council**. In 2025/26 we received **£149,950** which is **0.23% 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

We started preliminary outreach with Haringey's Latin American communities, hearing from residents and healthcare professionals. On World Chagas Disease Day, we raised the profile of this illness via our blog post and social media platforms.

We took local resident experiences directly into discussions on primary care developments. In a year of significant system-level restructuring, we were the Healthwatch lead to the North Central London ICB. (NCL ICB).

Summer

We began work on our project exploring the extent to which people are Ageing Well in Haringey, and resident awareness around the five pillars of ageing well.

We worked with a number of providers and the local authority on how these pillars can be promoted more broadly in Haringey.

Autumn

Our previous work on long-acting reversible contraception (LARC) services was commended by the local authority, and we had follow-up meetings to discuss how to implement the recommendations.

Our insights for this project are directly informing the local authority's strategy for making LARC services more accessible for a wider number of people.

Winter

We responded to an enquiry regarding some serious concerns at local mental health services. As a result, The Trust and ourselves began regular meetings regarding mental health issues in Haringey and the wider North London area.

We refreshed the PPG Network which we have led for many years. We now have a broader attendee cohort from Haringey GP surgeries. This more diverse forum gathers patient feedback, supports improvement and informs discussions.

Working together for change

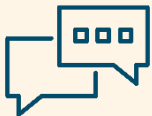
We've worked with neighbouring Healthwatch to ensure people's experiences of care in Haringey are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at NCL ICB.

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



A collaborative network of local Healthwatch:

We led the formation of a network of 14 local Healthwatch, helping to change health and social care services at a regional and national level. Funding from our Integrated Care Board allowed us to run surveys, workshops, and more, gathering region-wide public feedback. A representative from our network now works directly with the Integrated Care Board, ensuring they hear the public's voice.



A big conversation:

Healthwatch Haringey attended the Tackling Health Inequalities event in Islington which explored approaches to alleviate health inequalities in North London. We discussed joint-working across boroughs, and how different Healthwatch could work together during times of uncertainty. After the event, Healthwatch Haringey Manager Paul Addae was interviewed by Healthwatch Islington which was promoted on social media sites such as LinkedIn.



Building strong relationships to achieve more:

Throughout 2026, during a time of immense change, Healthwatch Haringey were the main Healthwatch representative of North Central London to attend the NCL ICB Primary Care Committee meetings. These were an effective way for us to stay connected and build on all our experiences.

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 Haringey this year:



Creating empathy by bringing experiences to life

Beginning initial engagement and scoping around the new interpretation and translation service in Haringey.

Starting conversations with healthcare providers about Dals (translation and interpretation services) and hearing initial insights from marginalised groups about their experiences of this on the ground.



Getting services to involve the public

By involving local people, services help improve care for everyone.

We worked with a number of family hubs and two female clinicians to roll-out bespoke information on women's health across various Haringey locations. We facilitated direct engagement between a family hub and clinicians to support the delivery of accessible information on breast and cervical screenings. In doing so, this provided opportunities for women from underserved communities to ask questions, share experiences and discuss barriers to access.



Improving care over time

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

In 2025/26, we have been liaising with both mental health services in Haringey and across North London to explore ways in which local experiences with mental health can be improved. We have begun regular quarterly meetings between ourselves and the North London Foundation Trust, particularly with Haringey Core Services.

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 Haringey's Latin American Communities

This year, we championed the voices of Haringey's prominent Latin American community around health and social care services. After hearing from this community through our regular engagements and research, we decided to explore this matter in greater depth.

What did we do

We delivered a multilingual survey to better understand this community's experiences with accessing health and social care services, hearing from 55 respondents. We also carried out eight interviews with this community in Spanish to discuss the topic in more detail so that participants were free to express themselves fully in conversation with us. We were able to reach people from 10 Latin American countries.

Key things we heard:

68%

of participants had not heard of Chagas disease.

86%

had not used any community group to help them access health and social care services.



"Well, I can tell you about my own health condition.... The work I do is monotonous, routine and mechanical, which is cleaning. So, I think my health has deteriorated in terms of my bones and I have osteoarthritis, which started in my knees and which I have been struggling with, because the first barrier you encounter here is the language for an older adult like me."

Our work showed how Latin American community groups should be used as delivery partners of health-based interventions and engagements to bridge the access gap.

What difference did this make?

We have facilitated a dialogue that allows service providers and community groups in Haringey to have insightful data on this community, the health inequalities they face and actions needed. So far, this has been presented to the local authority, information on Chagas disease has been published in the Haringey GP newsletter, and we are planning a report launch event.

Approaches to Ageing Well in Haringey

Children and young people say more education and information are needed to highlight the risks of smoking and vaping.

The UK's ageing population is rapidly growing, bringing opportunities but also challenges as many older adults face chronic health issues, social isolation, and inactivity. Haringey has among the highest levels of frailty among over 50s in London, with the North Central London Integrated Care Board specifically mentioning 'Ageing Well' as being pivotal within its population health strategy.

Key things we heard:

89.9%

of respondents told us they are following at least one of the Age Well pillars (i.e., nutrition, hydration, physical activity, social connection, and cognitive stimulation).

50%

of respondents said they could name all five of the Age Well pillars.



"We have really valued the opportunity to collaborate with Healthwatch Haringey to gain key feedback from the attendees of the Haringey Age Well Festival 2025. It will inform future Ageing Well activities particular around hydration awareness in Haringey for older people."

This project aimed to assess awareness and engagement with the principles of healthy ageing among Haringey residents and to evaluate the promotion of healthy ageing behaviours. These findings demonstrate that a large majority of respondents believe they follow at least one of the five principles in their daily lives.

What difference did this make?

We provided insights into a wide range of health practices and activities that encourage healthy ageing. However, gaps remain in awareness, particularly regarding hydration. Barriers such as physical limitations, low motivation, time pressures, environmental challenges, financial constraints and social isolation were also identified. This suggests that broader structural and social factors need to be considered in healthy ageing initiatives.

Our report also contributed to local authority plans to shape how older people can age well and what can be implemented to facilitate this.

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.

Every member of the Haringey 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 our different communities by:

- Listening to the Latin American communities of Haringey.
- Reaching out to the Turkish and Kurdish communities of Haringey.
- Being the main North central London lead on the NCL ICB's Primary Care Committee.



Understanding experiences of Interpretation and Translation Services in Haringey

We have been meeting regularly with community representatives of the Somali, Polish and Turkish-speaking communities in Haringey.

Based on some of the report insights, exploring access for the Latin American community, we have started expanding this topic around interpretation services to hear from a wider diversity of Haringey groups.

What difference did this make?

The insights from the surveys have highlighted good practice while also suggesting several areas for potential improvement such as communication skills, patience, not trying to diagnose and ensuring that the right interpretation has been made via more robust sense-checking, clarification-seeking and reiteration with patients who may not have English as a first language.

Hearing from Haringey's Turkish and Kurdish Speaking Communities

Haringey's sizeable Kurdish and Turkish-speaking communities in the borough still face challenges in accessing bespoke health interventions

To help, we commenced targeted engagement with these communities along with their further involvement in some of our projects. We initially attended an event at the Alevi Centre in Wood Green, and this enabled discussions which led to insights not revealed via conventional engagement activities.

We identified barriers such as language, being regarded as suspect communities, awareness of support, lack of tailored health interventions and access to bespoke information.

What difference did this make?

Our engagement with these two communities strengthened meaningful engagement within a trusted community setting such as the Alevi Centre.

Furthermore, it has served as a major springboard to widen participation of these communities in our other projects going forward, and ongoing Healthwatch Haringey work to improve services in the borough.

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

This year **155** people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

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.



Resolving barriers to access services

Following our intervention, an appointment for Jane’s dad was confirmed for August 2025. Jane expressed relief and satisfaction that her dad could now access the care he needed after several unsuccessful attempts on her own.

Jane contacted Healthwatch Haringey to report difficulties in securing a podiatry (chiroprody) appointment for her dad. She had been calling the Whittington Hospital Podiatry Services for three weeks without success. Despite repeated attempts, she was unable to get through or book an appointment.

Healthwatch Haringey arranged a three-way call with Hospital Podiatry Services and Jane. During this call, the issue was resolved, and an appointment was successfully arranged.



“Fardowsa and Healthwatch Haringey did an excellent job in supporting with this appointment after it seemed the hospital were ignoring my request.”

Supporting with a complaint and helping to access a food hub

Jodie approached Healthwatch Haringey for support with accessing a food hub, also with following up on a complaint.

Jodie was quite distressed and needed help with writing a letter of complaint regarding some services and how to escalate the issue further. Healthwatch Haringey supported Jodie with accessing a local food hub and getting a SIM card. After giving practical support, providing the relevant information and giving advice, Jodie was able to remain engaged with services after being signposted to the food hub and getting a SIM card.



“I would like to thank Fardowsa and the team for all the support during my case. Fardowsa was incredibly helpful, informative and took the time to find the answers to my many questions. I would highly recommend the service particularly when faced with so much information online that can be difficult to navigate. I would like to sincerely thank the team.”

Showcasing volunteer impact

Our fantastic volunteers have given **70 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:

- Collected experiences from Latin American communities in Haringey regarding health and social care, supporting them to share their views.
- Contributed to research project outputs.
- Supported outreach to communities about our work and encouraging seldom-heard communities to share their experiences and views.



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.



Volunteer
Haneet



“I got involved with Healthwatch Haringey as I was looking for a way to explore my interest in minimising health inequalities and give back to my local community. I’m looking forward to getting involved in more projects this year!”

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.healthwatchharingey.org.uk



020 8888 0579



info@healthwatchharingey.org.uk

Finance and future priorities

We receive funding from Haringey 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	£149,950	Expenditure on pay	£110,847
Additional income	£30,800	Non-pay expenditure	£15,753
		Office and management fee	£54,150
Total income	£180,750	Total Expenditure	£180,750

Additional income:

Integrated Care System (ICS) funding:

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

Purpose of ICS funding	Amount
Lead Healthwatch representation to the NCL ICB and the Primary Care Committee.	£30,800

Finance and future priorities

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. Local neighbourhood involvement into local Neighbourhood Plans.
2. Ensuring patient voice and experiences at a core local level is considered.
3. Prevention and early intervention across the borough.

Statutory statements

Healthwatch Haringey, Tottenham Town Hall, Town Hall Approach Road, London. N15 4RY. Healthwatch Haringey uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Healthwatch Haringey is commissioned by Haringey Council. It is managed by Public Voice, a nonprofit organisation that delivers resident and community engagement to improve public services and reduce inequalities. Local leadership Board members have been selected through an open recruitment process and are Haringey residents. They bring a wide experience and knowledge of health and care services.

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 2025/26, the Board met **three** times and made decisions on matters such as adult social care concerns locally and upholding resident and patient voice in light of local integrated care board changes. We ensure wider public involvement in deciding our work priorities.

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 2025/26, we have been available by phone and email, provided a web form on our website and through social media. We also 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.

Statutory statements

Responses to recommendations

We had zero providers 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 Sophie Woodhead on the Haringey Health and Wellbeing Board. During 2025/26 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 (NCL) Integrated Care Board committees, particularly the Primary Care Committee.

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

Statutory statements

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.

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Access to Health and Social Care Services for the Latin American Community in Haringey.	<ul style="list-style-type: none">• The report has received excellent feedback so far from multiple stakeholders.• We have presented this research to the local authority who have commended it for how it bridges the gap between community and healthcare providers.• We have shared this with multiple Latin American community groups and are planning to co-host a report launch with Wards Corner CBS/CLAUK.• Based on our work, information around Chagas disease was published in the Haringey GP newsletter and distributed to raise awareness amongst healthcare professionals serving Latin American patients.
Mental Health Services Project.	<ul style="list-style-type: none">• Identified key themes and areas for improvement for mental health service delivery in Haringey which will be shared with service providers in North London.• Highlighted some of the challenges when it comes to communication with families and their involvement.• Brought to light profound experiences which may be hitherto unheard.

Statutory statements

2025 – 2026 Outcomes (contd.)

Project/activity	Outcomes achieved
Ageing Well in Haringey Project.	<ul style="list-style-type: none"> • The report encouraged greater inclusion and community connection by helping to understand how healthy ageing can be promoted in Haringey. • Since publication, the report has been widely disseminated locally. • The report has been circulated among stakeholders, partners and community groups in Haringey who work closely with older residents. • As a result of the project the voices of older Haringey residents is informing service, planning, policy developing and initiatives to facilitate a more age-friendly borough where older people can age well.
Women’s Health Information Sessions.	<ul style="list-style-type: none"> • We supported the delivery of accessible health information sessions on cervical and breast screening, helping women from minoritised backgrounds to be more aware of available services. • We worked with clinicians from the Women’s Health Hub to reach women who are less likely to access or be referred to specialist gynaecological services. • We facilitated initial sessions at the Triangle Hub creating a foundation for the delivery of ongoing women’s health engagement activities.

Statutory statements

2025 – 2026 Outcomes (contd.)

Project/activity	Outcomes achieved
PPG Network.	<ul style="list-style-type: none">• We increased inclusivity by extending participation beyond existing participants which created opportunities for a broader cohort of local patients to forward their views via the PPG Network.• We upheld stronger borough-wide collaboration by refreshing the network through reaching out to more PPGs in Haringey, creating a more representative forum for gathering patient feedback.• We improved diversity of representation, helping to ensure that the network better reflects Haringey’s diverse communities.

Statutory statements

2025 – 2026 Outcomes (contd.)

Project/activity	Outcomes achieved
Engagement with the North London Foundation Trust.	<ul style="list-style-type: none">• We established ongoing accountability mechanisms via developing a sustained communication channel with local mental health services, creating a regular forum to raise concerns, share community feedback and discuss issues related to Haringey service-users.• We strengthened partnership working by building constructive relationships with North London Foundation Trust and other local stakeholders.• We worked to improve responsiveness to the concerns of local people and service-users as we were able to relay emerging issues more effectively and gain greater awareness of actions undertaken by services.

Statutory statements

2025 – 2026 Outcomes (contd.)


Project/activity	Outcomes achieved
Lead Healthwatch Representation at NCL ICB Primary Care Committees.	<ul style="list-style-type: none">• During a period of immense organisational change, restructuring and merging of North Central London and North West London ICBs, we have maintained continued Healthwatch representation at Primary Care Committees. As a result, we have upheld patient and public voice as a key consideration during this time.• By maintaining strong links between communities across NCL, the NCL Healthwatch and the PCC we helped to facilitate meaningful communication between the healthcare system and local stakeholders. This enabled any concerns from patients, residents and stakeholders across NCL to be considered during the transition and merger of ICBs.• We provided independent scrutiny which served to strengthen accountability and oversight of primary care decisions in North Central London. In this way, we helped to hold systems partners to account regarding the impact of proposed changes and how this may affect access to services for local people.



healthwatch

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