

The value of listening

Healthwatch Haringey
Annual Report 2023–2024



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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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Contents

Message from our Chair	02
About us	03
Our year in review	06
How we've made a difference this year	07
Your voice heard at a wider level	09
Listening to your experiences	11
Hearing from all communities	23
Advice and information	26
Volunteering	29
Finance and future priorities	31
Statutory statements	33
Contact us	Back cover



Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities.

Louise Ansari,
Chief Executive at Healthwatch England



Message from our Chair

Once again, I am proud to provide an overview of our work in the past year. This year more than ever, our reputation for close involvement in our diverse communities has attracted system partners to work with us to address the deep underlying inequalities that persist in the health and social care system.

As you will see in this report, we were able to successfully engage the communities who are well known to have a disproportionately high risk of particular conditions, and who may not for some reason be accessing the services they need, or whose situation may not be understood by policy makers and planners.

The context in which we have worked has only increased the urgency we attach to this task. With services of all kinds under pressure for resources and staffing, there remains a danger that inequalities are accentuated rather than addressed – unless we give voice to the most vulnerable and work closely with partners to find solutions.

I'm especially pleased that GP practices and the Haringey GP Federation have continued to work so positively with us again this year, despite the many difficulties facing them locally and nationally. In particular we have worked to improve appointments systems and to ensure GP access for migrants. Our work with Patient Participation Groups across the borough has enabled more patients to have a better understanding of the challenges facing general practice, and to constructively influence services for the better.

Our resources at Healthwatch Haringey have again been stretched this year, and I must thank our small team for their hard work, and the many thousands who have shared their ideas and experiences with us once again. Together, we made a difference!



With services of all kinds under pressure for resources and staffing, there remains a danger that inequalities are accentuated rather than addressed – unless we give voice to the most vulnerable and work closely with partners to find solutions.

Sharon Grant OBE, Healthwatch Haringey



About us

Healthwatch Haringey is your local health and social care champion. From Tottenham to Wood Green to Highgate and everywhere in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to 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

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

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 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 all enquiries (via phone, email and events) supporting Haringey residents with concerns regarding NHS Primary and Secondary care and other health related matters. She supports the team with community engagement, identifying and liaising with seldom heard groups as well as contributing to our projects and research work.



Tanya Murat

Engagement and Communications Officer

Tanya supports our work with engagement and communications activities, including creating regular content for our website and social media channels, and editing and publishing our monthly newsletter. Tanya supports the Haringey Patient Participation Groups Network and the North Central London Mental Health Experts by Experience Board. She also carries our research and delivers reports and recommendations to help improve local health and care services.



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 underrepresented 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 year in review

Find out how we have engaged and supported people.

Reaching out



1079 people

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

279 people

came to us for clear advice and information.

Making a difference to care



We published

5 reports

about the improvements people would like to see to health and social care services.

The research report with the highest participation was:

Haringey School Superzones Vaping Project

which highlighted the prevalence of vaping among young people in Haringey.

Health and care that works for you



We're lucky to have

5

outstanding volunteers, who gave up their time to help improve health and care services for our community.

We're funded by our local authority. In 2023-24 we received

£152,000

Which is the same as the previous year.

We currently employ

5 staff

who help us carry out our work.

How we've made a difference throughout the year

Spring

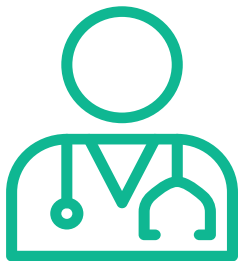


We drew attention to the lack of GP registrations amongst seldom-heard groups in Haringey.



We held events and distributed leaflets about 'Safe Surgeries' in Haringey and how to register with a GP.

Summer



We worked with Whittington Health NHS Trust to assess why particular communities in Haringey were under-represented in their utilisation of the Wood Green Community Diagnostic Centre (CDC).



We hosted a feedback session with staff from Wood Green CDC, NHS UCLPartners and voluntary and community sector partners to discuss ways to improve awareness of the Centre for specific communities.

Autumn



We worked with Healthwatch England to explore the 'Pharmacy First' scheme in Haringey.



Findings from Healthwatch Haringey contributed to the wider Healthwatch England report on the 'Pharmacy First' scheme.

Winter



Working alongside partners from Haringey's Public Health Team, we engaged with several local schools and health professionals to discuss vaping amongst pupils through focus groups, interviews and a survey.



We gained insights from 358 survey responses, focus groups and interviews, to inform the School Superzones Project and Haringey Public Health Team's initiatives around vaping amongst young people.

Your voice heard at a wider level

We collaborate with other local Healthwatch to ensure the experiences of people in Haringey influence decisions made about services across North Central London NHS.

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



Healthy Hearts

We have continued to work on the 'Community Connectors Hypertension Programme' in North Central London. This project aims to tackle health inequalities by focusing on underserved communities in the most deprived areas of Haringey, Islington, Camden, Enfield and Barnet. We've been engaging Haringey residents via blood pressure checks with the aim to improve heart health, sharing tips to improve health and wellbeing, and providing information on relevant services available for those with poor access.



Resident involvement

We were asked by North Central London Integrated Care Board (NCL ICB) to help with recruiting participants for the 'Community Partnerships Forum' to enable residents to be involved in developing strategies and improving services across NCL health and care systems. We helped shape an inclusive volunteer role description, plan interview processes, and make the final selection. We were directly involved in the recruitment process and ensured that it was open to a diversity of candidates.



Voices of underrepresented communities

NCL ICB conducted consultations with residents to gain feedback on proposed changes to maternity, neonatal, and children's surgical services in North Central London. We supported this work by engaging underrepresented communities in Haringey to capture the voices of local people and patients.



Clarity on 'Physician Associates'

Following questions from patients in Haringey on the function and responsibilities of Physician Associates (healthcare professionals with a general healthcare education who work alongside GPs), we worked with other local Healthwatch, the Haringey GP Federation and NCL ICB to clarify and demystify the role of Physician Associates in order to bring about better understanding for service users across North Central London.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.



Wood Green Community Diagnostic Centre (CDC)

Healthwatch Haringey worked with Whittington Health NHS Trust to explore why particular communities in Haringey were underrepresented in their use of the Wood Green Community Diagnostic Centre (CDC).

In July 2023, we successfully organised four focus groups, actively involving members of the Turkish, Black Caribbean, and Polish Communities in Haringey. These sessions were thoughtfully designed to gather invaluable insights from underrepresented communities and placed a special emphasis on strategies to enhance accessibility and to help shape the services on offer at the Centre.

We found a low level of knowledge about the CDC, with participants in all groups expressing surprise about the range of diagnostic testing available at the centre. Clarification was specifically needed on the type of provision in the ophthalmology (eye and visual systems) department. All groups suggested advertising the CDC more widely to raise awareness in their communities.

The location inside the mall shopping centre was seen as a positive, and the potential of shorter waiting times and interpreting services were welcomed.

Participants felt that a diverse and friendly workforce, reflective of the local multicultural community, would help to make the Centre welcoming.

Word of mouth was an important source of information and participants talked about their willingness to promote the CDC to friends and family. They supported a dedicated NHS communications campaign, acknowledging the necessity of actively promoting the CDC to allow it to flourish effectively. GPs were seen as key to promoting the CDC to patients. The use of promotional materials in other languages was seen as essential.

Our recommendations

- Address long wait times, overcrowding, staff behaviour and communication gaps.
- Ensure the CDC is properly staffed.
- Ensure the CDC is recruiting a diverse and friendly workforce, reflective of the local multicultural community.
- Improve awareness about the CDC.
- Produce promotional materials in other languages.



What difference did this make?

- Healthwatch Haringey facilitated a feedback session inviting members of staff from Whittington Health, the CDC, UCLPartners and the voluntary and community sector (VCS) to come together to discuss ways in which the CDC can improve awareness for specific communities.
- The CDC began to collaborate with Haringey's diverse VCS networks to raise awareness among their service users about the CDC and its services.
- The CDC began to consider tailored communication strategies that cater to seldom-heard communities, ensuring effective outreach.

Experiences of Sickle Cell in Haringey

In 2024, Healthwatch Haringey worked together with Haringey Advice Partnership to explore the experiences of people living with sickle cell in Haringey and the challenges they face.

This was both a look back at the history of sickle cell patient experience, research on how the condition impacts the patient, and how current services address patient need.

Sickle cell patients face a range of challenges which can also impact their families and close friends. Addressing these challenges can help to better support people with sickle cell in the management of the condition. We found that people with sickle cell often feel that low priority is given to their challenges, especially around workplace discrimination and accessing benefits.

Many patients told us that they face stigma, delays in care, allegations of exaggerating their condition, being discredited, racism, inadequate pain management and poor assessments.

What difference did this make?

- Our research contributes to widening the knowledge-base in North Central London around sickle cell disease and the challenges faced by those with the condition.
- Our project raised greater awareness of the George Marsh Centre for the wellbeing of people with sickle cell disorder and thalassaemia, and its activities.
- Our research will support partners and stakeholders in understanding patient need, and both the barriers to accessing benefits and the difficulties in maintaining employment by those with the condition.
- Our research provides patient insights into health inequalities.

Social support initiatives can lead to enhanced quality of life and also better coping with the condition. Primary care in North London has faced criticism for being slow to address the concerns of people with sickle cell disease, but the recent positive moves to reopen the George Marsh Centre at St Ann's Hospital, following calls from patients, is testimony to the realisation that there is a necessity to better address the concerns of people with sickle cell in Haringey and North Central London.

Haringey School Superzones Vaping Project

In September 2023, Healthwatch Haringey were commissioned by Haringey's Public Health Team to explore the attitudes and behaviours of secondary school age pupils around vaping.

The research explored vape usage, health implications, the attraction and appeal of vapes, and the motivations for vaping. The aim of this research was to help schools in Haringey to consider specific policies, approaches and alternative support for pupils in Haringey who may be vaping.

We arranged and hosted seven focus groups with a total of 60 pupils. We carried out eight interviews and we surveyed 358 pupils.

54%

of survey respondents said that TikTok was the best social media platform to raise awareness of the harms of vaping for young people.

What did we hear about vaping?

- There is easy access to vapes for young people in Haringey.
- Social media has played a role in the attraction and popularity of vaping among young people.
- Illicit vape sales are prevalent in Haringey and neighbouring boroughs.
- Other substances can be mixed into vapes, sometimes unbeknown to users.

Our key recommendations

- Increased joint-working among statutory partners, schools and healthcare services in Haringey.
- Litter-picking initiatives within schools involving pupils to actively engage in their local environment.
- Creative interventions via social media.

- Reduce the social aspect of vaping among teenagers.
- Workshops and outreach work around vaping for teenagers at schools.
- Measures to make vaping less appealing to children.
- Regular monitoring of vape use among secondary school pupils.
- Non-judgmental smoking, vaping and drugs information and counselling in schools.

What difference did this make?

- Our findings and recommendations will inform and shape the next phase of project aimed at raising awareness of vaping harm, supporting workshops and developing educational materials targeted at schools and parents.
- Our research amplified the voices of young people around vaping.
- Our research contributed to the wider body of knowledge around young people and vaping.
- Haringey Council is now committed to joint-working with neighbouring boroughs to tackle the illicit trade of vapes to children.
- Our research provided recommendations and guidance for the Haringey Public Health Team to reduce the prevalence of vapes among secondary school pupils.
- Our research led to the early development of more creative interventions to be utilised on social media.

School Superzones are systems and processes put in place around schools in areas of the greatest disadvantage. They aim to protect children's health and enable healthy behaviours through the place-shaping powers of Local Authorities and local partnership working.

GP Access in Haringey

Following on from the GP registration project of 2022/23 and the GP review project which took place in 2021, Healthwatch Haringey continued to explore GP access for residents in the borough and the practical aspects required to achieve change and improve patient experience.

We were keen to understand what the specific ongoing challenges are and then consider recommendations which fit with the reality of GP services. We wanted to look at what, if any, differences have been made within GP practices in Haringey and what has been incorporated to bring about improvements. We also reviewed persistent barriers to access and what can be done to achieve positive change.

What we did

This project was not designed to be another widescale study, but rather to focus on a few cases to encourage thinking across the borough's GP services. Our intent was to understand the challenges GP practices face through semi-structured interviews with practice managers, patient surveys, and a case study of a GP practice in the borough which has undergone some management changes in recent years.

What difference did this make?

- Our findings (which will be detailed in the final report) enabled us to provide seven key recommendations which will improve knowledge sharing, best practice and communication.
- Our research informed us, and in turn, the GP practices, of the different challenges that impact GP service delivery and what measures can be taken to lessen these.
- Our research will contribute to wider representation on PPGs within GP surgeries and practices in Haringey.
- The project enabled us to take the first steps towards Healthwatch Haringey, patients, the VCS and practice staff working together to co-produce solutions and practical ways of working to improve patient experience.
- After we publish our research report, and as part of our recommendations, we will facilitate knowledge exchange via roundtable discussions with practice managers across Haringey.

'Pharmacy First' in Haringey

In 2023, Healthwatch Haringey was selected by Healthwatch England as one of the local Healthwatch to take part in national research on the benefits and challenges of pharmacy care.

The Pharmacy First initiative is designed to not only ease pressure on hospitals and GP surgeries, but to also provide a preventative layer to healthcare via simple consultations in local communities. The initiative is designed to provide convenient access to prescription medicines for patients, thereby taking strain away from out-of-hours services.

Healthwatch England coordinated a nationally representative poll of 1,650 adults in November 2023. Interviews were undertaken by local Healthwatch, including Healthwatch Haringey. Each Healthwatch interviewed two pharmacy users and a pharmacist.

What difference did this make?

- Our research contributed to a larger Healthwatch England report on Pharmacy First, entitled Pharmacy: What people want.
- The report was endorsed by the Chairs of the Royal Pharmaceutical Society in England, the General Pharmaceutical Council and the National Pharmacy Association, the CEO of Community Pharmacy England and the President of the Association of Pharmacy Technicians UK.
- Our research highlighted good practice and the challenges in rolling-out the Pharmacy First initiative.
- Our research brought to light the importance of targeted communications to raise awareness of the Pharmacy First scheme, building on the existing campaign launched by NHS England.

The successful rollout of Pharmacy First will rely on addressing existing challenges facing pharmacy teams. It will also be important that patients know about the scheme, can access their local pharmacy, and are confident in the support local pharmacies can offer.

Barriers to GP Registration in Haringey

Following our research project in 2022/23, which revealed the multiple barriers that people from migrant communities and those affected by homelessness face when accessing a GP in Haringey, we developed and distributed digital and print materials to help people understand their rights to register with a GP in Haringey.

Our leaflet and poster entitled 'Do you need to see a doctor?' was co-produced with NHS North Central London Integrated Care Board (NCL ICB), Haringey GP Federation, Doctors of the World, Haringey Welcome, Haringey Council and various VCS partners. In 2023/24, our staff and volunteers distributed the information materials across Haringey.

This year, we distributed:

7,300

Leaflets

Outlining the steps to GP Registration, answering commonly asked questions, and addressing misconceptions to ensure that people understand their right to access GP services.

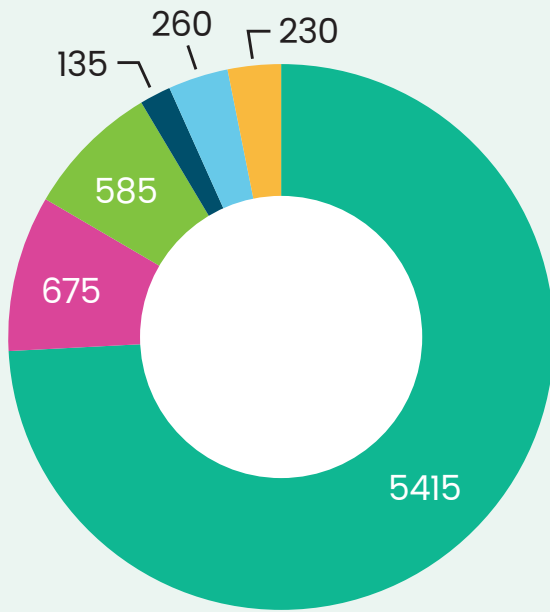
67

Posters

The leaflets were made available in English, Turkish, Spanish, Polish, Bulgarian and Somali, all key community languages in Haringey. They were distributed to GP surgeries, pharmacies, community buildings, community organisations, and various support services.

On the following page we provide a comprehensive overview of the number of leaflets distributed in different languages across the borough.

Languages

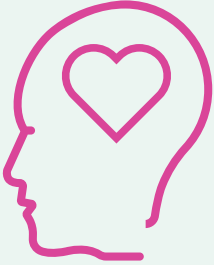


Locations

ROJ Women
 Latin American House
 Alevi
 Bridge Renewal Trust
 Garden House Kitabevi
 Szampion Polskie Delikatesi
 Community Cook Up
 Haringey Libraries
 Selby Food Bank
 Reach and Connect Community
 Connector Team
 Triangle Children Centre
 Family Hub
 Pueblito Paisa
 Children's Centre
 Haringey Neighbourhood Resource
 Centre
 Northumberland Park
 Resource Centre
 ICMG Turkish Community Centre
 GP Surgeries
 Pharmacies
 Refuge Workers Cultural Association
 Turkish Cypriot Community
 Association
 IRMO
 Haringey Welcome
 HOPEC
 Selby Centre
 CARIS

Ways we've made a difference

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



Creating empathy by bringing experiences to life

It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

We have been running sessions offering free blood pressure checks to residents on the Broadwater Farm Estate, and used the opportunity to connect with local people and capture their views on health and care services. In doing this, we learnt more about the seldom-heard communities on the estate. We met people from the Turkish, Ghanaian, Eritrean, Black Caribbean and Somali communities, ranging in age from their 30s to their 70s, and heard about their experiences of local health and care.



Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We worked with Whittington Health NHS Trust and the team at NHS Wood Green Community Diagnostic Centre (CDC) to engage local Turkish, Black Caribbean and Polish communities to improve communication between Centre and the community. Many residents had not known about the range of diagnostic testing available there. Involving local people through our focus groups meant that we could feedback their insights to the CDC, UCLPartners and VCS partners to ensure that their views were heard and presented to service providers to improve awareness, access and communication.



Improving care over time

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

Through research and engagement with sickle cell patients in Haringey we were able to look back at the history of patient experience, understand the impacts of the condition, and how current services address patient need. We became acutely aware of how a lack of care and understanding over many years has contributed to current inequalities in health for patients, with many interview participants stating that they suffered traumatic healthcare experiences in the past. We believe that the inclusion of this past will help shape policy for the future and can help service providers to think carefully about the services available for sickle cell patients and what can be both improved now, and in the future.



About six months ago I had a major crisis. I thought I was dying. I went to hospital, they did give me pain relief, but then I was just left on the trolley, because there's nothing else they can do. The doctor just came and said, "you've just had a sickle cell attack". That was it, I was just left on the trolley until it passed.

Sickle cell study participant interviewed by Healthwatch Haringey

Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.



Engaging residents on Broadwater Farm Estate

We worked with the Broadwater Farm Regeneration Team to deliver free blood pressure checks for residents and used the opportunity to capture their views.

In March 2024, we carried out free blood pressure checks to residents on the estate. With the local Broadwater Farm Surgery closing daily at 1pm, we aimed to ensure that residents could access blood pressure checks and key information about the risks of high blood pressure, without the need for a GP appointment.

Many residents on the estate have struggled with a lack of access to health information and access to GP services. Moreover, there is a high prevalence of conditions such as Type 2 diabetes and high blood pressure amongst residents.

Why was it important for residents to check their blood pressure?

- Persistent high blood pressure can increase their risk of several serious and potentially life-threatening health conditions
- All adults over 40 years old are advised to have a blood pressure check at least every 5 years
- Demographic data indicates that most residents on the estate are people of colour. People from Black African, African-Caribbean or South Asian backgrounds may have high blood pressure at a younger age and are encouraged to get their blood pressure checked earlier.

Championing Health on International Women's Day

On Saturday 9th March, we partnered with Haringey Advice Partnership to run a stall at an International Women's Day Event held at Chestnuts Community Centre.

The theme for the event was 'Let's Inspire Inclusion'. At Healthwatch Haringey, we proactively ensure that our research methods are inclusive of the experiences of different service users. This event helped us to consider how various intersections of race and ethnicity interact with other aspects of one's identity such as gender and sexuality.

At the event, we engaged with over 80 members of the local community and heard their views.

What did we do at the event?

- Raised awareness of the importance of good health and wellbeing.
- Increased our visibility and presence and raised awareness of our service.
- Listened to people about their experiences of local health and social care services.
- Celebrated the achievements of women in Haringey represented through various local organisations and businesses.
- Networked with local voluntary and community sector organisations to extend our partnerships and reach.

Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. 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.



Supporting people with complex needs

Mental health facilities can help vulnerable people to get the care they need – but only if they are accessible for them.

Issue: Sara contacted us via phone enquiries, regarding the case of her young son (16) who was experiencing a serious mental health crisis and had been admitted to Whittington Hospital. Sara's son had been having psychotic episodes, was sectioned, and admitted to a centre where Sara felt he was ill-treated.

Action Taken: We contacted Barnet Enfield and Haringey Mental Health NHS Trust to discuss the case, which led to meetings with a Clinical Psychologist and the Transition Team Lead. Afterwards we were put in contact with the Head of Children's Commissioning in Haringey. After a productive meeting and consultation with a relevant professional, we were advised that an Autism assessment should be carried out.

Outcome: With our help Sara was able to engage with a range of professionals; her son was assessed again and placed in a more safe and secure unit. The most recent update from Sara revealed that her son has been transferred to a mental health facility that's he's happy, is feeling much better and should return home soon. Sara thanked us for all the support she received from us with this case.



Healthwatch Haringey used its network and relevant partnerships in the borough to act promptly in emergency cases.

“Thank you so much for all your efforts in trying to help my son, you have been amazing, God Bless you.”

Sara

Giving People a Voice in Primary Health Care

It's essential that vulnerable people are supported to navigate Primary Health Care systems.

Issue: Maria contacted Healthwatch Haringey stating that her GP surgery was sending her reminders for a cervical screening, which she does not require on medical grounds. She reported feeling mistreated by the receptionist during their communication and expressed concerns about the reminders triggering past trauma.

Action Taken: We corresponded with the GP surgery, addressing Maria's concerns and how these reminders were triggering her past trauma.

Outcome: The GP surgery acknowledged Maria's concerns and apologised for any distress caused. They took proactive steps by inviting Maria for a face-to-face meeting and effectively ceased the reminders.



Thank you so much for your help! After the incident, my mood plummeted. I have mental health problems, so this was a serious issue, and I have to thank you for your patience with my desperation and rambling explanations. I literally was not able to contact the surgery about this or other issues in any way. I couldn't even imagine I'd get an apology from the surgery when I reached out to you, I just hoped a note in a file somewhere might help somebody in the same shoes down the line. Thank you for giving me a voice! I've managed to contact the surgery since, and it's entirely thanks to you.

Maria

Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.



Chris Goodyear: Celebrating 10 years as a Healthwatch volunteer

January 16th 2024 marked Chris Goodyear's ten-year anniversary volunteering with Healthwatch Haringey.

To celebrate this incredible achievement, we sat down with Chris to hear how she has found her ten years volunteering with us.



Patients can have their say and it does work. When we did assessments of hospitals and GP surgeries, seeing the suggestions we put forward on behalf of patients being implemented is satisfying.

Chris Goodyear,
Healthwatch Haringey Volunteer



See our video interview with Chris here: <https://bit.ly/HWH-Chris-Goodyear>

Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.



Telephone: 020 8888 0579



Email: info@healthwatchharingey.org.uk



Website: www.healthwatchharingey.org.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority 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.



Finances

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

Income		Expenditure	
Funding received from local authority	£152,000	Staff costs	£110,898
Additional funding	£50,804	Operational costs	£65,821
		Support and administration	£26,085
Total income	£202,804	Total expenditure	£202,804

Additional income is broken down by:

- £10,638 funding received from North Central London Integrated Care System as detailed below.
- £12,750 funding received from UCLPartners for work on joint projects.
- £27,416 funding received from Haringey Public Health for engagement and research projects.

North Central London Integrated Care System (NCL ICS) funding

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

Purpose of ICS funding	Amount
Healthy Hearts project	£2200
Blood Pressure project	£8438

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. Hearing more from the seldom-heard groups in the borough, including the growing Latin American community, the Somali and Turkish communities, and the experiences of Black women on maternal care in Haringey.
2. Childhood obesity in Haringey, and its links to socio-economic inequalities.
3. Looking at the experiences of young carers in Haringey.

Statutory statements

Healthwatch Haringey is run and managed 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.



Statutory statements

The way we work

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

Our Healthwatch Board consists of eight members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Methods and systems used across the year's work to obtain people's views and 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 health and care services. During 2023/24, we have been available by phone, and email, and through social media, provided a contact web form on our website as well as attending 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.

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so 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.

We ensure wider public involvement in deciding our work priorities. We listen to concerns and challenges raised directly with Healthwatch Haringey through local people contacting us by phone and email for help and support.

In our local authority area, for example, we take information to various stakeholder meetings, including the Haringey Borough Partnership Executive Group, Health Inequalities Investment Oversight Group, and the Neighbourhoods and Health Inequalities Board.

We also listen to the concerns and challenges raised by our service user groups - our Joint Partnership Board, our Reference Groups, our Experts by Experience Board, and the Haringey Patient Participation Group Network, and take our insight and experiences to decision makers in North Central London Integrated Care System and Haringey Council to bring about service improvement.

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 on the Haringey Health and Wellbeing Board by Sharon Grant OBE, Chair of Healthwatch Haringey. During 2023/24 our representative has effectively carried out this role by attending all the Health and Wellbeing Board meetings which were quarterly, and by being actively engaged in discussions on the Integrated Care System (ICS).

Healthwatch Haringey is represented in a selection of North Central London (NCL) Integrated Care Board (ICB) committees by Healthwatch Enfield, as a representative of the five collective local Healthwatch in NCL. Local Healthwatch are also invited to the NCL Integrated Care Board's Community Partnership Forum.

Project / Activity Area	Outcomes achieved
<p>Haringey Adult Safeguarding Committee</p>	<ul style="list-style-type: none"> • During this year Healthwatch Haringey argued strongly for prevention and engagement to be key work strands in the borough's Five Year Plan. • We succeeded in establishing a Prevention and Safeguarding Sub-committee on which our co-chair sits. • As a result, we are considering consultation and awareness raising on such issues as financial abuse and neglect.
<p>Wood Green Community Diagnostic Centre</p>	<ul style="list-style-type: none"> • Healthwatch Haringey facilitated a feedback session inviting members of staff from the CDC, UCLPartners and our VCS Partner Leads to come together to discuss the report and ways the CDC can improve awareness for specific communities. • The CDC began to collaborate with Haringey's diverse VCS networks to raise awareness among their service users about the CDC and its services. • The CDC began to consider tailored communication strategies that cater to seldom-heard communities, ensuring effective outreach.
<p>The Experiences of People with Sickle Cell in Haringey</p>	<ul style="list-style-type: none"> • Our research contributes to the broader knowledge-base in North Central London around sickle cell disease and the challenges faced by those with the condition. • Our project raised greater awareness of the George Marsh Centre and its activities. • Our research will support partners and stakeholders in understanding both the barriers to accessing benefits and the difficulties in maintaining employment by those with the condition. • Our research provided insights into health inequalities.

Project / Activity Area	Changes made to services
<p>Haringey School Superzones Vaping Project</p>	<ul style="list-style-type: none"> • Our research amplified the voices of young people in regard to vaping. • Our research contributed to the wider body of knowledge around young people and vaping. • The local authority is committed to joint-working with neighbouring boroughs to tackle the trade of vapes to children. • Our research provided recommendations and guidance for the Haringey Public Health Team to follow to reduce the prevalence of vapes among secondary school pupils. • Our research has led to the potential of more creative interventions to be utilised via social media.
<p>Broadwater Farm Estate Engagement</p>	<ul style="list-style-type: none"> • Healthwatch Haringey have collaborated with the Broadwater Farm Regeneration Team in order to disseminate information and advice on healthcare services. • We conducted blood pressure checks on the estate and are planning on further activities in the year ahead. • We captured the views and experiences of residents on local health and care services to help inform our work and priorities.
<p>Pharmacy First Scheme in Haringey</p>	<ul style="list-style-type: none"> • Our research contributed to a larger Healthwatch England document on Pharmacy First, entitled Pharmacy: What people want. • Our research brought to light the importance of clear communication as to what a pharmacy can do under the scheme and how patients can utilise it.

Project / Activity Area	Changes made to services
<p>GP Access Project</p>	<ul style="list-style-type: none"> • For this project we incorporated other methods of understanding barriers to GP access in the local area by speaking directly to practice managers to better understand the challenges faced. • Our research will serve as a springboard to the facilitation of knowledge-exchange through shared learning sessions of best practice across Haringey. • Our research can serve to contribute to wider representation on PPGs within GP practices in Haringey. • Our recommendations include knowledge exchange roundtable discussions with practice managers across Haringey, which we will facilitate.
<p>Pathway to Equity in Elective Care: Health Inequalities for Young People (with UCLPartners)</p>	<ul style="list-style-type: none"> • Healthwatch Haringey has facilitated workshops for UCLH with schools and colleges in Haringey to engage young people in co-developing research methods to explore why young people have low attendance of clinical appointments.
<p>GP Registration in Haringey</p>	<ul style="list-style-type: none"> • We have distributed thousands of information leaflets on GP registration rights in a number of local community languages to GP surgeries and community buildings across the borough, including Spanish Turkish, Somali, Polish, and Bulgarian.
<p>Healthy Hearts</p>	<ul style="list-style-type: none"> • We've engaged Haringey residents via blood pressure checks with the aim to improve heart health, sharing tips to improve health and wellbeing, and providing information on relevant services available for those with poor access.

<p>Start Well Programme</p>	<ul style="list-style-type: none"> • We engaged underrepresented communities in Haringey to capture the voices of local people and patients on proposed changes to maternity, neonatal, and children’s surgical services in North Central London.
<p>Community Partnerships Forum</p>	<ul style="list-style-type: none"> • We helped to recruit participants for the ‘Community Partnerships Forum’ to enable residents to be involved in developing strategies and improving services across NCL health and care systems. We helped shape an inclusive volunteer role description, plan interview processes, and make the final selection.
<p>Consultation on Physician Associates in Haringey</p>	<ul style="list-style-type: none"> • We worked with other local Healthwatch, the Haringey GP Federation and NCL ICB to clarify and demystify the role of Physician Associates in order to bring about better understanding for service users across North Central London.
<p>Healthwatch Haringey information and support</p>	<ul style="list-style-type: none"> • We received feedback about a number of GP services and supported residents via signposting and follow-up.



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