



Health needs in Enfield

Parin Bahl, Chair

26th July 2018

Who are we?

Healthwatch Enfield was established in 2013 to act as the statutory, independent consumer champion for health and social care services in the borough to:

- provide information and signposting helping population to navigate the complex systems of health and social care
- develop a local evidence base of public opinion on health and social care
- seek opportunities for local voices of seldom heard communities to be heard at strategic fora and seek improvements to service



What are local people telling us about health services?

2017/2018: More than 4,000 face-to-face interaction and over 15,000 items of feedback on health and social care in Enfield

- More focus on **person-centred, holistic and integrated care**
- **Quality of care**
 - Improved communications, including education and their role in self-care
 - Accessibility for Enfield's diverse communities
 - Attitude of staff
 - Process inefficiencies
 - Patient-led to ensure resources are committed where needed
- **Access to services** i.e. booking appointments and waiting times



What are local people telling us about health services?

- **‘Listening to local voices on mental health’**
 - More support for mental health and focus on person-centred holistic care
 - Better working and communication with primary care
 - More support for carers
- **‘A&E, a one-stop shop for everyday health care needs’**
 - Perception that local services are not meeting people’s needs
 - Demand for instant access to services
 - Need for patient education around early intervention and self-care
- **‘Making care closer to home work for Enfield’**
 - More focus on prevention, early intervention and self-education of patients
 - Moving services into the community for ease of access and utilising technology
 - Retraining workforce to shift balance

Reports can be accessed at:

‘Listening to local voices on mental health’

<https://healthwatchenfield.co.uk/wp-content/uploads/2017/04/listeningtolocalvoices.pdf>

‘A&E, a one-stop shop for everyday health care needs’

https://healthwatchenfield.co.uk/wp-content/uploads/2017/03/20180214_NMUHEDReport-updated-240418-1.pdf

‘Making care closer to home work for Enfield’

<https://healthwatchenfield.co.uk/wp-content/uploads/2018/03/Making-care-closer-to-home-work-for-Enfield.pdf>

