



# Health needs in Enfield

Parin Bahl, Chair

26<sup>th</sup> 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](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>

