

Health and Wellbeing Board

Healthwatch Barnet

Banos Alexandrou

March 2023

Some Context

- *Inclusion Barnet were awarded the service in 2020, as the COVID pandemic hit*
- *Healthwatch Barnet has emerged from the pandemic having undertaken significant insight and engagement work on **Long COVID**, **GP access** and **end of life care**; all of which have informed policy making*
- *A more collaborative and strategic relationship with our NCL Healthwatch colleagues developed and Long COVID and our current Hypertension project are testimony to this*
- *Our focus this year has shifted, now that we are able post pandemic, on our Enter and View work considering supported living contexts*
- *Our volunteer force consist of highly skilled individuals able to conduct delicate work. Our recent appointment of a Volunteer Co-ordinator is in recognition of the centrality of volunteers to a successful Healthwatch*

Our Work this year - Four Key Strands

Men's Health - Research

- Quantitative survey (250) across men in Barnet and qualitative interviews (75)
- Report to be drafted and circulated via our network

Hypertension - Engagement - NCL Healthwatch Collaboration

- Community Connectors in the field
- Providing Blood Pressure advice and readings to promote the message to have regular blood pressure checks
- Collaboration with Groundwork, Food Banks, Community Centres

Enter & View - Supported Living

- Focusing on Supported Living has meant some re-examination of approach, not least regarding rights of access and extent of other regulatory jurisdictions
- Completed 3 Enter & Views in a range of different contexts, another is planned for March
- Opportunity here is to understand better what constitutes supported living and how it can be effectively regulated and better understood

Grahame Park Community Action Research - **Inclusion Barnet Collaboration**

- Facilitated and managed in-depth qualitative research on perspectives on health services and health among Grahame Park residents - (100) - undertaken by grassroots organization
- Findings feed into pilot neighborhood models under Barnet Borough Partnership

Our Priorities for 2023/2024 - Volunteers

- *Volunteer development will be a key strategic plank of Healthwatch Barnet over the coming year*
- *The work of volunteers in our Enter and View activity and engagement work is essential*
- *The appointment of a volunteer co-ordinator will ensure we develop our volunteer workforce and rise to the challenges in recruitment that exists across the VCS*
- *Healthwatch volunteering can provide a suite of experiences and skills for employability and this can be better promoted*

Our Priorities for 2023/2024 - Collaboration

- *Formal monthly meetings with our NCL Healthwatch colleagues means we are able to:*
 - Develop NCL wide engagement across key system priorities
 - Share strategic and tactical information
 - Create a clear channel from the ICB to the Healthwatch service
 - Be present in system wide thinking
- *But, there is work to do in positioning HW within the system wide policy framework that is appropriately resourced and consistent*

Work Plan for 2023/2024 - Insight

Enter & Views Target 8

- Focus on supported Living
- Development of approach - given different regulatory and access considerations
- Better establish accountability of service providers, LA and others in the management and delivery of services

Early Child Health Service Review

- Originally a project for last year - examining Health Visitor service
- CQC surprise inspection found cause for concern
- HWB working with commissioner to undertake work in June 2023 to examine service in relation to CQC recommendations

Work Plan for 2023/2024 - Insight

Primary Care Access Continuity of Care

- Access to and continuity of primary care has not been resolved for many patients
- Healthwatch Barnet will draw on patient representative groups and highlight and disseminate the issues that flow from them
- We will dedicate a managed digital resource for feedback on the issue and will share with out networks

Mental Health Services Review

- Working with the LA we are considering reviewing a range of mental health services - IAPT, Wellbeing and Crisis
- This is an area of increasing concern and we hope to work with the LA to develop a shared understanding of the delivery and effectiveness of services
- Proposals will take shape over the coming months

Workplan for 2023/2024 - Engagement NCL Healthwatch Collaboration

Our community connectors



Hypertension Project

- *Community Connectors are arranging and attending events and locations to provide information on hypertension and provide blood pressure checks (as a way to engage primarily) - to encourage people to have 'regular blood pressure' checks - part of the ICB Core20Plus work*
- *A successful series of initial events at Stonegrove Community Centre yielded 80 individuals engaged and provided with information (and a BP check!)*
- *We are targeting food banks (and have a planned event) and community centres and collaborating with Groundwork in identifying opportunities to engage and share communications. Our focus is on the most deprived areas of Barnet*
- *This will continue through the first half of next year, a report and evaluation will be available on completion.*

Thank You

Any Questions?