



Healthwatch Haringey

2024/2025 Annual Report Summary

healthwatch

Who are Healthwatch Haringey?

We are your local independent health and social care champion.

Our work includes:

- Gathering views and experiences across the community
- Providing information and support for people to access or navigate services
- Conducting independent research to gather evidence / insights on local priority issues
- Working with providers/commissioners to act on recommendations
- Representing the views of residents and service users at key stakeholder meetings
- Keeping residents informed about services, raise awareness

Our Year in Numbers

We've supported more than **849** people to have their say and get information about their care.



Over the past year, **741** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.



108 people came to us for clear advice and information on topics such as adult social care, GP surgeries and hospital services.



We published **three** reports about improvements people would like to see in areas such as adult social care, long-acting reversible contraception services and sickle cell support.

Our work was supported this year by **five** volunteers – thank you!

Key Projects and Themes

Supporting people living with sickle cell disease in Haringey

Access to benefits, lived experiences of sickle cell disease crisis and how hard it is to live with, context of historical medical racism and current challenges faced.

Caring for elderly loved ones in Haringey

The role of care homes, local people caring for their elderly loved ones in Haringey, how access to adult social care be made more accessible.

Digital booking systems in Haringey

Service user experiences on trying to book appointments digitally, the functionality of this technology and how to address the current struggles people face.

Access to Long-Acting Reversible Contraception (LARC) in Haringey

Hearing from seldom-heard groups about their knowledge of and access to LARCs. Identifying how services could be more inclusive.

Case Study; Access to LARCs in Haringey

What did we do?

We launched a survey to better understand the knowledge that different residents had around LARCs, what the potential barriers were, and what LARC services need to consider for underrepresented communities.

What difference did this make?

“We felt the research was prepared and delivered well, it took into consideration our key areas of interest whilst also adding to our broader scope by suggesting additional points, i.e. how we can engage with women from seldom heard groups/communities to ensure a more equitable response to the survey. The survey has contributed to our sexual health strategy (yet to be published), particularly around women’s health (sexual and reproductive) and the importance of commissioning services that are dedicated and accessible locally and sub-regionally.”

Public Health, Haringey Council

Key things we heard

79% of participants did not know that LARCs are free in the UK.

52% had not seen information around LARCs in their language.

75% were not aware of the side effects of the different LARC options.

Supporting People Locally

Supporting Turkish Women to access their local GP

We worked with GP practices in Tottenham and Roj Women's Association, which supports Kurdish and Turkish women, to encourage better engagement with Turkish women at GP practices.

"It has been a pleasure working closely with Healthwatch Haringey over the past year. Our collaboration has led to several community initiatives, particularly through our work with Roj Women's Association. This partnership has enabled us to better support Turkish and Kurdish women in Haringey, many of whom are patients at Somerset Gardens Family Health Care Centre." **Somerset Gardens GP Practice**

Social care assessment issue

Through intervention from Healthwatch Haringey, Harry, a cancer patient living alone, finally received a social care assessment which resulted in suitable support from Haringey's Connected Communities.

"The support was so good in the end, and Healthwatch Haringey did their best to help me."

The Year Ahead

Current Projects and Themes

- Access to Health and Social Care Services for Latin American Communities in Haringey
- Experiences of Mental Health Services in Haringey
- Ageing Well in Haringey

The Year Ahead

- The future of local Healthwatch
- New Chair of Healthwatch Haringey



For more information

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