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Looking back at the past year and looking ahead to collectively strengthening local voice

Health and Wellbeing Board Presentation, November 2026

Healthwatch Haringey:

Independent voice on health and social care

Our remit

- Gathering the views and experiences of patients and the public regarding health and social care services.
- Making those views known to commissioners, service providers, and scrutiny committees.
- Exercising Enter and View powers to visit health and social care premises.
- Recommending investigations or special reviews to Healthwatch England or the CQC.
- Providing advice, information, and signposting on local services.

Commissioning and delivery

Haringey Council commissions the local service. Public Voice CIC manages and runs Healthwatch Haringey.

Our people

Staff and volunteers work with local communities to identify what matters most.

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What Healthwatch Haringey does locally

Listen to residents

Surveys, interviews, focus groups, community events, Patient Participation Groups and individual enquiries.

Examples: pupils discussing vaping, Broadwater Farm Estate residents and interviews in Spanish with Latin American residents.

Provide practical support

Help residents understand their rights, access services, raise concerns and find support.

Examples include GP registration information in different languages and help securing medical appointments.

Research barriers to care

Investigate inequalities and barriers residents face, then recommend changes to providers and decisionmakers.

Research covers GP access, sickle cell disease, contraception, digital exclusion, mental health and healthy ageing.

Influence local services

Share residents' experiences with Haringey Council, NHS trusts, GP practices, public health and the wider Integrated Care System.

Examples include sexual health planning, GP community engagement and representation on NHS committees.

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Examples of our impact

Practical service improvements

Sickle cell support (2024–25)

Research on benefits-access barriers led a local NHS service to offer regular benefits advice.

GP information in Turkish (2024–25)

Healthwatch, Roj Women's Association and a GP practice made health information available in Turkish.

Diagnostic centre awareness (2023–24)

After research found low awareness, Wood Green Community Diagnostic Centre began community outreach.

Shaping future services

Sexual health (2024–25)

Haringey Council used contraception-information findings to plan service improvements.

Mental health (2025–26)

Healthwatch meets North London NHS Foundation Trust regularly about residents' concerns and service improvements.

Capturing Seldom Heard Voices

Language and cultural barriers

Latin American, Turkish, Kurdish, Somali and Polish-speaking residents facing language or health-information barriers.

Migrants and people facing homelessness

People struggling with GP registration or information about their healthcare rights.

Long-term conditions and mental health

People with sickle cell disease facing discrimination, inadequate care or problems getting financial support.

Older people and unpaid carers

People struggling to access social care, specialist appointments or information about available support.

Digital exclusion

Residents who find online healthcare systems difficult or lack the technology or skills to use them.

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2025–26: Activity, findings and support

830
people shared their experiences

155
people sought advice and information

Practical support

A three-way call secured a podiatry appointment after three weeks of unsuccessful calls.

Findings and influence

Latin American communities

68% of Latin American research participants had not heard of Chagas disease. The research led to information in the Haringey GP newsletter.

Healthy ageing

89.9% of respondents followed at least one Age Well pillar. Only 50% could name all five. Findings inform local plans, including hydration awareness.

Resident voice during NHS change

Healthwatch maintained representation on NCL ICB Primary Care Committees, raising residents' concerns and scrutinising decisions during the merger.

Source: Healthwatch Haringey Annual Report 2025/26, pp. 9, 14–15, 20, 27–28 and 31



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Section 2: Looking Ahead

A framework informed by the three-year review and policy developments

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National announcements: Healthwatch will continue as a statutory obligation commissioned by Local Authorities

CONFIRMED · 28 OCTOBER 2026

Healthwatch England and local Healthwatch will be retained and strengthened.

The planned abolition provisions are to be withdrawn from the Health Bill. Healthwatch will be retained and ‘strengthened’ to enhance the role of patient feedback in the NHS.

REFORM DETAILS TO CLARIFY

- Proposed national quality framework for local Healthwatch
- Patient Experience Directorate: how this fits the revised model
- Plans for an ICB patient-voice champion: status to confirm

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Renewing Healthwatch Haringey: our vision

01

Stronger local engagement

Give residents a trusted, accessible way to share their views on health and care.

Strengthen community outreach while remaining local and independent.

02

Earlier involvement in service design

Bring residents' views into service and neighbourhood planning before decisions take shape.

Connect communities with statutory partners and upcoming initiatives.

03

Independent local scrutiny

Act as a critical friend to local services, using residents' experiences to improve care.

Maintain local accountability as health services become more regional.

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Discussion and shared next steps

01

Where would independent resident insight add most value?

Which services or communities would benefit most from Healthwatch's research? How can we all ensure that Healthwatch drives independent resident voice across the borough?

02

What opportunities are there for strengthened partnership working?

How Healthwatch can be involved earlier in decisions and kept informed of outcomes? Where do you see Healthwatch strengthening your work? Where do you see the role for Healthwatch in the work you are doing?

03

What else do we need to consider in collectively strengthening the remit of Healthwatch Haringey?

Modifications to ways of working. Collective action.

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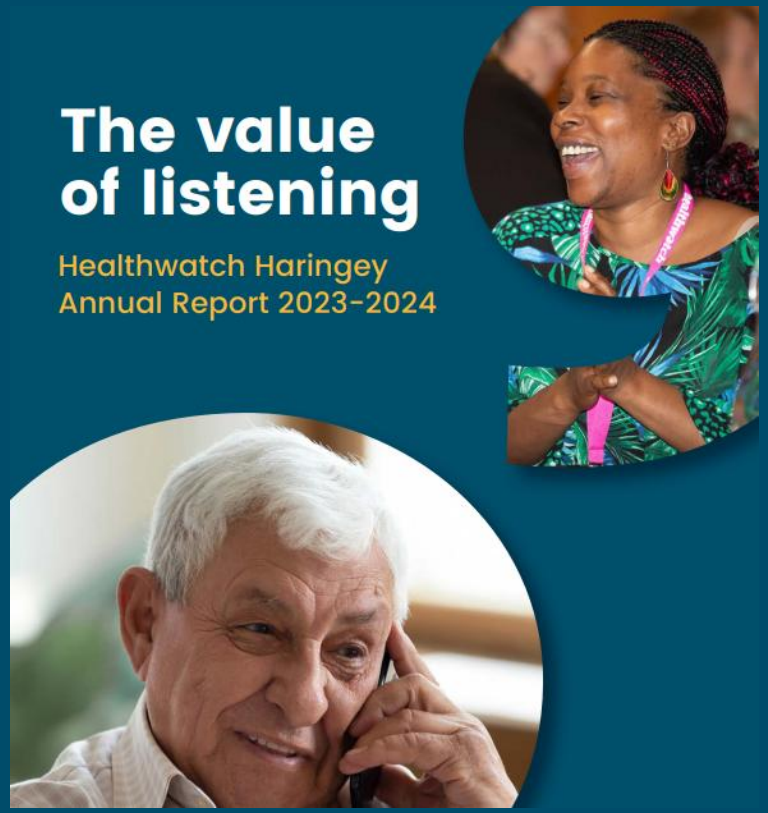
Annexe

A framework informed by the three-year review and policy developments

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Section 1: Healthwatch Haringey's three-year work and impact

A review of 2023-24, 2024-25 and 2025-26 annual reports







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Three years of making people's voices heard

2,650

People sharing experiences

542

Requests for information and advice

11

Reports published to help improve local services

(As reported across three annual reports)

- Between 2023 and 2026, Healthwatch Haringey listened to residents' experiences, supported people struggling to access care, and worked with local services to address health inequalities.
- Healthwatch Haringey's work focuses particularly on communities whose voices are often unheard in decisions about health and social care.

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What residents' experiences tell Healthwatch

- Two messages supported by evidence from Healthwatch Haringey's reports.

01 ACCESS

Making healthcare easier to access

VERIFIED FINDING (2025-26 annual report)

Research with 55 Latin American residents found barriers regarding digital appointments, GP registration, and language interpretation.

02 LISTENING

Listening to underserved communities

VERIFIED FINDING (2024-25 annual report)

79% of participants in the Long Acting Reversable Contraception research did not know contraception was free. This shows the value of targeted outreach.

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When people came for help: Some cases

Case	Issue	What Healthwatch did	Outcome
A mother seeking mental health support for her son	Her 16-year-old son was experiencing a mental health crisis, and she was concerned about his care.	Contacted mental health professionals, escalated concerns and supported further assessment.	Her son was reassessed and transferred to a safer and more secure unit, where he felt happier and better supported.
A cancer patient left without social care support	He had not received a social care assessment and was dealing with a pest infestation at home.	Contacted Haringey Council's social care and housing teams.	A social care assessment was arranged, he was referred to Connected Communities, and housing services recommended a deep clean.
A family struggling to access a hospital appointment	A woman had spent three weeks trying to arrange a podiatry appointment for her father.	Organised a three-way call with the hospital's podiatry service.	An appointment was successfully arranged.

"Thank you for giving me a voice!"

Maria (2023-24)

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