

healthwatch
Barnet

Your local health and
social care champion

Making sure
your voice
is heard

Working with you
to improve services

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NHS Stay Well Barnet Campaign Report

January - May 2022

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Background

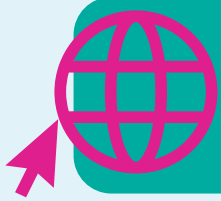
From winter into early spring, local NHS services and systems are often under more pressure than at other times of the year. During these challenging months elective care needs to continue, flu and COVID vaccination programmes carry on, and routine and emergency care must be delivered effectively alongside plans to support the recovery of services.

Healthwatch Barnet worked with the North Central London Clinical Commissioning Group to deliver a 'Stay Well' engagement and community campaign through tailored outreach to meet the needs of the diverse communities of Barnet. The campaign also involved working with community partners to expand the reach of engagement.

We agreed that the key messages we would share for Barnet were: how to stay well in the winter with self-management information and advice; how to access appropriate NHS services within the full pathways of care; and building an understanding of the way primary care is working.



Key Achievements



13,000
visitors to our website
during the campaign



10,000
people reached
through our social media

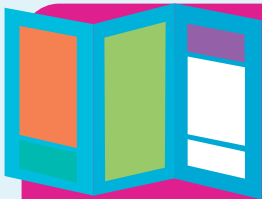


5,000
visitors to our health
information & news pages

45
community
engagement sessions
across Barnet



6,000
people contacted through
newsletters
including Barnet Council, Inclusion
Barnet, Age UK Barnet, Pigeon
Post and Groundwork London
as well as our own



4000
English language
leaflets
distributed at
events at local community
centres, NHS services, VCS
organisations, statutory partners,
community groups and more

2800

Eastern European
people reached
in-person at food
bank sessions run by our partner,
Romanian Culture and Charity
Together



2500

leaflets in different languages
distributed at in-person events
and through the post

Arabic, Pashto, Somali, Turkish,
Gujarati, Somali, Bulgarian,
Romanian, Farsi and Tigrinya

575

people shared their experiences
Our demographic targets included
the elderly, ethnic communities,
lone parents, carers, youth
support services, refugees, faith
groups, public libraries, food
hubs, and statutory services

14

campaign partners
including Groundwork
London, Barnet Libraries, Barnet
Walking Football Team, Age UK
Barnet, Better Barnet, Barnet
Carers, New Citizens Gateway,
Colindale Communities Trust,
Dementia Club UK, Mind in
Barnet, New Ground Cohousing,
NW7Hub and Homestart Barnet



Engagement Analysis

Throughout the campaign, we gathered people's experiences and concerns about local healthcare services. Below is a summary of the most common themes and issues that were shared.

NHS 111

A major component of our campaign was to share information on NHS 111 to people who otherwise may not be aware of its offer. The overall responses to NHS 111 were positive, particularly its ability to triage into other NHS services when it was deemed clinically appropriate. The majority of people welcomed the 24/7 availability of the NHS 111 service as a way of avoiding delays and uncertainty when they were unable to access local NHS services, namely their GP practice. Furthermore, parents and carers were particularly welcoming of the likelihood of support through 111 should urgent care be required. Anecdotal evidence seems to indicate that NHS 111 successfully directs people to use the right service at the right time thereby improving system efficiency and reducing inappropriate use of more acute services such as A&E departments.

Several people commented that the NHS 111 service was less effective in helping those with long-term or concurrent conditions, as staff seem to lack confidence or the capacity to handle more complex cases. Three people, encountered at different events, each reported they were told that their case could only be handled by a GP, but they were not referred to the Extended Access Service and the people themselves during the time of engagement were not aware that evening appointments are available. This points to a lack of clarity and linkage between services for people with concurrent and/or long-term conditions.

Out-of-Hours Care

Another major component of our campaign was to share information about the local Extended Access Service. A sizable majority of respondents welcomed information about the availability of the evening and weekend GP and Nurse appointments. The prospect of either a face-to-face appointment or getting a prescription was positively received. However, many were surprised by what they saw as a lack of publicity about this service. In our campaign community sessions, we discovered that residents, and often VCS community workers, were not aware of the Extended Access Service.

Where the service was used, people generally had a positive experience. However, the method of allocating appointments to GP hubs should be reviewed as there was some inconsistency. For example, one respondent explained how on requesting a face-to-face appointment she was given an appointment a considerable distance from her home, and then offered a closer option only after she cited potential problems with distance, time and cost.

Walk in Centres

Many people greatly praised Edgware and Finchley Walk in Centres. Many found it an effective service, offered a great quality of care on time and delivered by staff who are 'excellent'. One person described it as a '10/10' service.

A&E

Some people commented on how appointments arranged by NHS 111 for urgent care centres and/or arrivals at A&E were not recognised or accepted by hospital staff. A few people said appointments were dismissed as inappropriate or irrelevant and staff were discourteous when patients had self-referred to A&E via 111.

GP Services

- Many people said they feel isolated and confused because of the new digital system of accessing advice and support at GP practices through telephone and the online consultation system, which seem to be generally viewed as a barrier. For more information, view our 'Access your GP Remotely' report.
- Online registration and applications for Accessing services presented barriers for non-users of electronic devices or the internet.
- Several patients said they were deeply unhappy with the reception staff at their GP surgery due to what they view as the sceptical, dismissive and, in some instances, disrespectful manner of response to their concerns.
- Patients with pre-existing conditions are unable to secure repeat prescriptions when GP practices are closed.
- Lack of response or assistance by GP practices when patients with pre-existing conditions are unwell at work.
- Some people are being advised to go private for urgent matters by the GP because they do not think they can provide support in a reasonable timeframe.



Eastern European communities

Eastern European communities had particular challenges with healthcare services:

- GPs asking for proof of address to be eligible to register and access the service. As a result, we have produced and distributed ‘GP Access Cards’ to various organisations.
- The lack of interpreters available makes it difficult to communicate their health challenges. The NHS Accessible Information Standard makes it clear services need to meet people’s communication and information needs in a method that is accessible to them.
- Some people struggle with digital literacy so they cannot fill in online forms.
- Some prefer to travel to Romania for medical investigation because of the very long wait time in the UK.
- Approximately half of the 2,800 people engaged were not happy to talk about vaccination.
- 70% of people were self-treating at home before accessing any NHS services.
- Most were not registered with a dentist either for themselves or their children, so bad habits (non-evidenced based) are passed to others in the community.



Brief Case Studies

Female, aged 40+ years. BAME.

This person approached the campaign information desk at the leisure centre to express deep disappointment and dissatisfaction with the NHS.

She initially experienced difficulties in securing appointments with her GP due to delays in consultations at the practice, and subsequent appointments with specialists before a separate diagnosis of cancer (Eye) and cystitis.

The patient eventually received successful treatment after deciding to switch to private healthcare to avoid further stress caused by delays and uncertainty, compounded by the demands of caring for a young son who is autistic. She decided against making a formal complaint for fear of prejudicing future support services for her son.

Female, aged 40+ years. BAME.

This person attended a talk plus Q&A session at a community centre and shared her experiences of separate episodes of severe inflammation, physical discomfort and seizures caused by concurrent conditions.

She was left isolated and distressed at work and at home on several occasions because attempts to seek advice and support from her GP were unsuccessful due to both long hold /wait times on incoming calls to the practice and no return calls as suggested by the automated system.

The patient more regularly relies on alternative practitioners and treatments to support her condition.

Male, aged 50+ years

This person approached the campaign information desk at a pop-up session at a public library to share the experience of confusion and delay caused by digitised registration for ongoing services, assessments and appointments. The patient's limited access to technology and online services is further compounded by complicated language and online procedures that limit access and continuity to the use of service.

The patient stated particular concern about, and reluctance to complete assessment questionnaires that require sensitive or confidential information because he is unable to do this without assistance from a third party.



Thank you so much for your visit here today.
Your talk was both interesting and informative and I have had
such positive feedback from everyone who attended.

Janet Wood - New Ground Co-Housing



Appendix 1

Event	Date	Organisation & Venue	Logistics	Demographics
Mobile Library	18 Jan	Lynford Gardens, HA8	Information Desk & Leaflet Stand	17 people
Mobile Library	28 Jan	2 Woodfield Avenue, NW9	Information Desk & Leaflet Stand	28 people
Mobile Library	2 Feb	Salcombe Gardens, NW7	Information Desk & Leaflet Stand	15 people
Barnet Walking Football Team	4 Mar	Barnet FC (<i>The Hive</i>)	Talk plus Q&A	23 people 3 female, 20 male, 50+ age
Dementia Club UK	8 Mar	Barnet Carers Group	Video Meeting	24 people 18 female, 6 male, 50+ age
Inclusion Barnet Library Service	10 Mar	South Friern Library	Information Desk & Leaflet Stand	12 people 9 female, 3 male, 40+ age, 2 BAME
Food Bank	10 Mar	Romanian Culture & Charity Trust (<i>International Gospel Church, Burnt Oak</i>)	Leaflet Drop to volunteer group	9 people 9 female, 25+ age, 9 BAME
Mega Water Work Out	15 Mar	Better Leisure (<i>Copthall Leisure Centre</i>)	Information Desk & Leaflet Stand	12 people 7 female 5 male, 50+ age, 6 BAME
Happy Lifestyle & Stress Management	17 Mar	Better Leisure (<i>Copthall Leisure Centre</i>)	Information Desk & Leaflet Stand	14 people 11 female, 2 male, 40+age, 1 family of parents and 2 infants, 7 BAME
Youth Club	17 Mar	New Citizens Gateway (<i>Middlesex University</i>)	Talk plus Q&A	32 people 9 female, 23 male, 15+ age, 32 BAME
Inclusion Barnet Library Service	18 Mar	New Barnet Library	Information Desk & Leaflet Stand	4 people 2 female, 2 male, 40+ age, 2 BAME
Stay & Play Toy Library	22 Mar	Barnet Lone Parent Centre (<i>Green Man Community Centre</i>)	Information Desk & Leaflet Stand	8 people 7 female, 1 male, 30+ age, 4 BAME
Barnet Libraries	22 Mar	Edgware Library	Information Desk & Leaflet Stand	7 people 3 female, 4 male, 25+ age, 2 BAME
Mega Water Work Out	23 Mar	Better Leisure (<i>Finchley Lido</i>)	Information Desk & Leaflet Stand	12 people 9 female, 3 male, 40+ age, 3 BAME
Barnet Libraries	25 Mar	Burnt Oak Library	Information Desk & Leaflet Stand	4 people 1 female, 3 male, 30+ age, 1 BAME

Event	Date	Organisation & Venue	Logistics	Demographics
Community Development Forum	29 Mar	Colindale Communities Trust	Talk plus Q&A	13 people 12 female, 1 male, 50+ age, 6 BAME
Wellbeing Day	30 Mar	Age UK Barnet (St Margaret's United Reform Church, Finchley)	Information Desk & Display Stand	10 people 4 female, 6 male, 7 BAME
Barnet Libraries	30 Mar	Hendon Library	Information Desk & Leaflet Stand	6 people 2 female, 4 male, 50+ age, 3 BAME
Health MOT Event	31 Mar	Age UK Barnet (Cophall Club Lounge)	Information Desk & Leaflet Stand	12 people 7 female, 5 male, 50+ age, 2 BAME
Food Bank	5 Apr	Romanian Culture & Charity Trust (International Gospel Church, Burnt Oak)	Information Desk & Leaflet Stand	10 people
Carers Forum	5 Apr	Dementia Club UK, Barnet Branch	Talk plus Q&A	23 people 12 female, 11 male, 40+ age, 3 BAME
NHS Walk-In Centre	7 Apr	Finchley Memorial Hospital	Information Desk & Leaflet Stand	35 people 11 female, 10 male, 25+ age, 8 BAME
Barnet Libraries	9 Apr	New Barnet Library	Information Desk & Leaflet Stand	9 people 3 female, 6 male, 20+ age, 4 BAME
NHS Walk-in Centre	11 Apr	Edgware Community Hospital	Information Desk & Leaflet Stand	12 people 7 female, 5 male, 25+ age, 6 BAME, 1 parent, 4 visitors from outside Barnet
Inclusion Barnet Library Service	12 Apr	South Friern Library	Information Desk & Leaflet Stand	4 people 3 female, 1 male, 30+ age, 2 BAME, 1 parent
Barnet Libraries	13 Apr	East Finchley Library	Information Desk & Leaflet Stand	7 people 6 female, 1 male, 3 BAME, 2 parents
Refugee Youth Session	19 Apr	New Citizens Gateway	Talk plus Q&A via Zoom	5 people 2 female, 3 male, 16+ age, 5 BAME
Adult Carers Forum	20 Apr	Barnet Carers	Talk plus Q&A via Zoom	5 people 5 female, 30+ age, 1 BAME
Barnet Libraries	20 Apr	Chipping Barnet Library	Information Desk & Leaflet Stand	15 people 12 female, 3 male, 20+ age, 6 BAME, 1 parent
Barnet Libraries	21 Apr	North Finchley Library	Information Desk & Display Stand	7 people 6 female, 1 male, 20+ age, 1 BAME, 1 parent

Event	Date	Organisation & Venue	Logistics	Demographics
Barnet Libraries	21 Apr	Edgware Library	Information Desk & Display Stand	7 people 5 female, 2 male, 20+ age, 7 BAME, 2 parents
Service User Social Club	22 Apr	Mind in Enfield & Barnet	Talk plus Q&A via Zoom	3 people 3 male, 30+ age, 1 BAME
NHS Walk-in	27 Apr	Finchley Memorial Hospital	Information Desk & Display Stand	35 people 11 female, 4 male, 20+ age, 7 BAME, 2 parents
Barnet Libraries	28 Apr	Colindale Library	Information Desk & Display Stand	4 people 3 female, 1 male, 30+ age, 4 BAME
New Arrivals Health Forum	28 Apr	New Citizens Gateway (Meritage Centre, Hendon)	Talk plus Q&A	70 people 37 female, 33 male, 30+ age, 69 BAME
Inclusion Barnet Library Service	30 Apr	New Barnet Library	Talk plus Q&A	11 people 3 female, 8 male, 30+ age, 1 BAME
Women's Housing Community Project	10 May	New Ground Cohousing	Talk plus Q&A	14 people 14 female, 60+ age, 1 BAME
Colindale Community Garden Project	11 May	Barnet Community Harvesters (Grahame Park Way)	Talk plus Q&A	11 people 3 female, 8 male, 30+ age, 1 BAME
NHS Walk-in Centre	12 May	Edgware Community Hospital	Information Desk & Display Stand	11 people 9 female, 2 male, 30+ age, 8 BAME, 4 parents, 1 resident in Brent
Toy Library Session	16 May	Barnet Lone Parent Centre (Green Man Community Centre)	Information Desk & Display Stand	10 people 10 female, 30+age, 1 BAME, 10 parents
Barnet Council's Children Centre	18 May	Early Help/Family Service, West Hub (Barnet & Southgate College)	Talk plus Q&A	6 people 5 female, 1 male, 4 BAME
Foodbank Customer Session	24 May	NW7 Hub (Mill Hill Partnership Library)	Information Desk & Display Stand	11 people 8 female, 3 male, 30+ age, 8 BAME, 4 parents
Barnet Libraries	25 May	Colindale Library	Information Desk & Display Stand	10 people 7 female, 3 male, 30+ age, 9 BAME, 2 parents 1 resident in Harrow
Approx. Total				597+ people

Appendix 2

Organisation	Language(s)	Print	PDF
African Refugee Community	English	•	•
Age UK Barnet	English	•	
Afghan Association Paiwand	Arabic, Farsi, Pashto	•	
Barnet Afro-Caribbean Assoc.	English	•	
Barnet Early Help/Family Services (West)	English	•	•
Barnet Carers	English	•	•
Barnet Community Garden	English	•	
Barnet Food Hub	English		•
Barnet Libraries	English	•	
Better Leisure / GLL	English	•	
Barnet Lone Parent Centre	English	•	•
Barnet Mencap	English		•
Barnet Multicultural Centre	English, Farsi, Gujarati	•	
Barnet Multi-Faith Forum	English		•
Barnet Somali Community Group	English, Somali	•	
Barnet United Synagogue	English		•
Barnet Walking Football Team	English	•	
Citizens Advice Barnet	Arabic, Bulgarian, English		•
Colindale Communities Trust	Arabic, English, Farsi, Somali	•	
Dementia Club UK (Barnet Branch)	English	•	•
Edgware Community Hospital	English	•	
Edgware United Synagogue	English		•
Exposure (Youth Communication)	English		•
Farsophone Association	Farsi	•	
Federation Progressive Synagogue	English		•
Finchley Federation Synagogue	English		•
Finchley Memorial Hospital	English	•	
Hindu Voluntary Service	English	•	•
Homeless Action in Barnet	English	•	•
Home-Start Barnet	Arabic, English, Farsi, Romanian, Polish	•	
Hope Corner Community Centre	English	•	•
Hope North London	English	•	
Jain Centre	Gujarati	•	

Organisation	Language(s)	Print	PDF
Meridian Wellbeing	English	•	
Mind in Enfield & Barnet	English	•	
New Citizens Gateway	Arabic, English, Farsi, Pashto	•	
New Ground Cohousing	English	•	
North London Reform Synagogue	English	•	•
NW7hub Food Bank	Arabic, English, Farsi, Pashto	•	
Romanian Community & Charity Trust	English, Romanian	•	
Somali Bravanese Welfare Association	Somali	•	•
Southgate Progressive Synagogue	English		•
Tigrayan Community Group	Tigrinya	•	
YMCA Barnet (Tarling Road Youth Hub)	English	•	
Young Barnet Foundation	English	•	•
Youth Realities	English	•	



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