



# Speaking up for better care

Healthwatch Barnet  
Annual Report 2025/26

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**Healthwatch Barnet  
Manager**  
Sarah Campbell



"Barnet residents are at the heart of our work. This year, they have played a vital role in improving health and social care services by sharing their views and experiences with us. From GP access and the NHS Online Trust, to mealtimes in care homes and access to exercise, we have shared what you have told us to help support improvements. Thank you!"

# A message from our chair

**It gives me great pleasure to introduce our annual report for 2025-26. Our team have been working hard to find out what matters to Barnet residents and to make sure their views shape local services.**

Over the last year, our key priorities have included access to exercise and [neighbourhood health](#). In both these areas, there is significant potential to support people to feel healthier and prevent hospitalisation.

At Healthwatch Barnet, we've published important research on residents' experiences of [physical activity in Barnet](#) and played a central role in the development of the borough's new Neighbourhood Health Service.

I'm pleased to report that this work has led to positive outcomes. In relation to neighbourhoods, in response to our feedback the NHS has taken steps to make neighbourhood estates more accessible and agreed to add cancer screening uptake and weight management referrals to their neighbourhood outcome indicators. Statutory partners have also committed to investing £14.6k in [Barnet's Community Services Directory](#). Recently, we helped establish the voluntary sector-led Barnet Healthy Neighbourhoods Network. Healthwatch Barnet will act as Vice Chair, working closely with statutory partners to ensure that the Neighbourhood Health Service is shaped by the needs of Barnet's diverse communities.



**Chair**  
Debra Gordon



“The last year has been a time of change, which has highlighted the crucial role of independent resident and patient voice. I'm proud of everything that Healthwatch Barnet has achieved in 2025/26 in our mission to advocate on behalf of Barnet residents.”

In relation to exercise, we regularly hear from residents with long-term health conditions about the challenges they face regarding physical activity. Our research report has influenced the implementation of Barnet Council's [Fit and Active Barnet Strategy](#). GLL Gyms, which are run in partnership with Barnet Council, have agreed to further develop the accessibility of their communications with Disabled people and we are working with GP surgeries to encourage uptake of [Physical Activity Clinical Champions](#) training. We also supported the establishment of the West and North London Physical Activity Community of Practice.

Challenges with GP access is the issue which Barnet residents raise with us most frequently. In 2025/26, we published the findings of our [GP Mystery Shopping](#) research. Our Integrated Care Board have accepted all the recommendations in the report. Following feedback from ourselves and others, they have taken steps to improve GP access through a new Reasonable Adjustments Process, training on accessing interpreters and onboarding of NHS App Ambassadors. In addition, we published a simple, Barnet-specific guide on [how to access your GP](#) and distributed it to hundreds of residents in food banks, libraries and religious centres, helping to tackle digital exclusion.

We've also had an impact in other areas. We published our research report on [mealtimes in care homes](#) and worked successfully with several homes to improve their use of pictorial menus, culturally diverse meals and easy-grip cutlery. We've ensured that patients' views have helped to shape the development of the NHS Online Trust, the [Mount Vernon Cancer Centre Review](#) and the Barnet Safeguarding Adults Board Strategic Plan.

I'd like to take this opportunity to thank the staff team for all their work. Of course, no reflection on the last year would be complete without a huge thank you to our wonderful Healthwatch Barnet volunteers, who have made an invaluable contribution to the projects set out in this report.

Looking ahead, we are deeply concerned by the Government's plans to [abolish statutory resident voice services](#). We are playing an active role in the movement to [challenge](#) these changes – for example, Healthwatch Barnet provided input for the King's Fund's report on [The Future of Patient Voice](#).

Throughout 2026/27, we will continue our work to gather residents' views and ensure these help improve local services. We will carry out research on hospital communications with Disabled patients, to champion best practice in this area. We will deliver a deep-dive project on neighbourhood health, to ensure patients' experiences shape the new services that are developing in Barnet. We will also publish research on GP websites, as we know that GP access is a major priority for patients. We look forward to working with you over the coming year.

Yours,

**Debra Gordon**  
**Healthwatch Barnet Chair**

# About us

Healthwatch Barnet is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



## Our vision

To bring closer the day when everyone gets the care they need.



## Our mission

To make sure that people's experiences help make health and care better.



## Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Meet the team

Healthwatch Barnet is served by two core members of staff with support from Public Voice's Communications and Information and Signposting teams. Healthwatch Barnet is managed by Public Voice and reports to a resident-led Advisory Board.



## **Sarah Campbell** **Healthwatch Barnet Manager**

Sarah joined Healthwatch Barnet in May 2023, bringing 15 years of experience in engagement, research and advocacy. She is passionate about supporting local people to influence the design and delivery of health services in Barnet and nationally.



## **Prateeksha Menon** **Research and Engagement Officer**

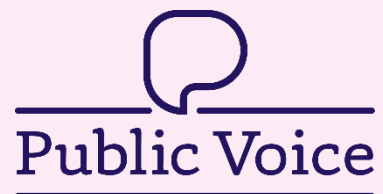
Prateeksha joined Healthwatch Barnet in January 2026. She is passionate about working with communities to make sure local people's experiences shape services. Her background is in research and engagement across health, migration and international development.

## **Healthwatch Barnet and Public Voice**

Healthwatch Barnet is commissioned by Barnet Council. It is managed by Public Voice, a nonprofit organisation that delivers resident and community engagement to improve public services and reduce inequalities.

Local leadership Board members have been selected through an open recruitment process and are Barnet residents. They bring a wide experience and knowledge of health and care services. Our Board members are: Debra Gordon (Chair), David Moyles, Fatima Patel, Jane Hassan, Jenny Blyth, Martin Quilter and Richard Strong.

Dan Rogers as Chief Executive Officer at Public Voice attended Board meetings until February 2026. Following organisational changes, Gordon Kay as Director of Research at Public Voice has attended the Board. Sarah Campbell is the operational manager and so attends Board meetings.



# Meet the team

Healthwatch Barnet's core staff team are supported by Public Voice's Communications and Information and Signposting teams.



## **Anushka Shahrouz** **Information, Signposting and** **Projects Manager**

Anushka oversees and manages Healthwatch Barnet's Information and Signposting Service. This service supports Barnet's residents who contact us with enquiries about the NHS and social care. Anushka also supports the Healthwatch team with identifying new areas of public concern which we then seek to address in our influencing work. In addition, she plays a key role in researching and networking with the voluntary and statutory services that we signpost people to and liaising with seldom heard groups in Barnet.

## **Fardowsa Sharif** **Information and Signposting Officer**

Fardowsa works in our Information and Signposting Service. She acts as our first point of contact for public enquiries, dealing with casework and light-touch advocacy. She records data on our CRM database and prepares case studies for our quarterly and annual reports. Fardowsa also liaises with GPs, hospitals, adult social care, voluntary sector providers and other services on behalf of residents, escalating matters where relevant as well as offering holistic support.

## **Fiona Duffin** **Healthwatch Communications Manager**

Fiona manages communications for Healthwatch Barnet. This includes sharing information and news on our website, social media channels and through our monthly newsletter.

# Our year in numbers

In 2025/2026 we supported **782** people to have their say and get information about their care. We employed the equivalent of 2.54 full time staff and our work was supported by **14** volunteers.



## Reaching out:

**645** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**137** people came to us for clear advice and information on topics such as access to physiotherapy and hospital transport.



## Championing your voice:

We published three reports about the improvements people would like to see in areas including GP services, mealtimes in care homes and access to exercise.

Our most popular report was [GP Mystery Shopping](#), which highlighted both examples of good practice and areas for improvement in relation to digital exclusion, access to interpreters and registration processes.



## Statutory funding:

We're funded by Barnet Council. In 2025/26 we received £101,232, which is 26% less than last year.

# A year of making a difference

Over the last year, we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Barnet. Here are a few highlights.

## Spring

We published our popular paper-based and online guide for Barnet residents - [Access Your GP](#). Over the last year, we've distributed copies across Barnet in community centres, food banks and libraries. (See p.11)



We joined the Connecting Health Communities Steering Group. Over the year, we worked with partners to improve reasonable adjustments for Disabled people in Barnet Hospital A&E. (See p.18)



## Summer

We joined the Barnet Neighbourhood Development Group. In the following months, we ran and co-organised several patient forums which helped shape neighbourhood health in Barnet. (See p.16)



We finalised our [GP Mystery Shopping report](#). The Integrated Care Board have taken steps to improve GP access through training, NHS App Ambassadors and a new Reasonable Adjustments Process. (See p.11)



## Autumn

We published our report on [mealtimes in care homes](#). So far, a number of homes have improved their use of pictorial menus, easy-grip cutlery and culturally diverse menus. (See p.27)



We collected data for our report on [access to exercise](#). This has led to improvements in communication and training, and informed neighbourhood plans. (See p.15)



## Winter

We [gathered patients' views](#) on the NHS Online Trust and responded to the consultation. In May, the government wrote to local Healthwatch with plans to address the issues we raised. (See p.18)



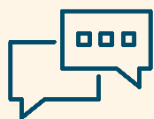
We ran a focus group on the Mount Vernon Cancer Review. The views that patients shared with us on transport, local care and diagnostic services were reflected in the [consultation report](#). (See p.11)



# Working together for change

In 2025/26, we worked with neighbouring Healthwatch to ensure people's experiences of care in North Central London influenced decisions made within the Integrated Care System. We also worked with Healthwatch across the country to champion independent resident voice services.

This year, we've worked with Healthwatch across North Central London and beyond to achieve the following:



## A collaborative network of local Healthwatch:

Since 2022, representatives from the North Central London Healthwatch network have been working directly with the Integrated Care Board (ICB) to ensure they hear the public's voice. In 2025/26, Healthwatch Haringey held this post and we provided them with relevant feedback on key issues including GP access, heart health and safeguarding arrangements.

This input was particularly vital at a time of significant organisational change, with the North Central and North West London ICBs merging together. We provided our ICB partners with detailed feedback on governance, neighbourhood health and collaboration with partners including local authorities. We are now working with the newly-formed West and North London ICB to take these matters forward.



## Championing independent patient and resident voice:

Since the government announced plans to abolish all local Healthwatch in June 2025, we've been working with Healthwatch across North Central London and nationally to advocate for the importance of independent resident and patient voice.

At a local level, we've been coordinating our work to raise this issue with decision-makers in north London. In Barnet, this has included giving presentations and leading agenda items on the future of patient and resident voice at forums including the Barnet Borough Partnership Board and the Health and Wellbeing Board. Alongside 130 other local Healthwatch we signed an [open letter](#) on this issue. We briefed parliamentarians on the [Health Bill](#) and we are in regular dialogue with the national network of 'Local Healthwatch Working Together'.

# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Barnet this year:



## Guide for the public – accessing your GP

**Many patients told us they were confused by recent changes to GP services.**

We used feedback from patients, ICB Clinical Leads and the Barnet GP Practice Managers Forum to produce a simple, Barnet-specific guide – [Access Your GP](#). We've distributed it to hundreds of residents in food banks, libraries and religious centres, helping to tackle digital exclusion.



## GP mystery shopping

**We worked with local services to help improve GP access.**

Our researchers phoned all 48 of Barnet's GP surgeries, posing as patients, to understand how registration and booking were working. In September, we published our [GP Mystery Shopping](#) report. Prior to this, 30 GP surgeries had already taken steps to ensure our recommendations were embedded in their reception team's work.

The ICB accepted all the recommendations in our report. In response to feedback from ourselves and others, they have:

- Trained GP surgery staff on accessing foreign language interpreters for conversations with patients, through the ICB-commissioned service
- Drafted a new Reasonable Adjustments Process to help GPs to work with digitally excluded patients who need phone-based support
- Worked with some individual GP surgeries to ensure that vulnerable people with no fixed address can register as patients
- Recruited and trained a number of Barnet GP surgery staff as NHS App Ambassadors, supporting patients to navigate the new technology.



## Mount Vernon Hospital cancer consultation

**We worked with survivors of cancer to help shape new services.**

In March 2026, we ran a focus group with cancer survivors in Barnet, about plans to move services from Mount Vernon Hospital to Watford General Hospital. Our report on our participants' feedback was shared with NHS England – East of England. The [NHS consultation report](#) reflected our participants' views about transport, local care and diagnostic services.

# What our stakeholders say

## Read about what Barnet's stakeholders say about working with Healthwatch Barnet

*"Healthwatch Barnet continues to play an important role in the work of our Barnet Health and Wellbeing Board and our mission to enable residents to live as healthy lives as possible. The work of Healthwatch Barnet brings the voice of the patient and their experience to our partnership Board, informed by their work with individuals and organisations across the borough. This was particularly evident when they presented the findings of their research on access to exercise; in their contribution to the development and implementation of Barnet's Joint Health and Wellbeing Strategy 2025-2035; and their input into the 2026-30 Suicide Prevention Strategy. As Chair of the Barnet Health and Wellbeing Board I am grateful for their ongoing partnership."*

**Councillor Alison Moore,**  
**Chair, Barnet Health and Wellbeing Board**

*Healthwatch Barnet has been a valuable partner in the development of neighbourhood working in Barnet. Their work engaging residents, patients and local voluntary organisations has helped keep community voice at the centre of our plans and has supported stronger collaboration across the system. All too often, healthcare institutions develop services without enough consultation with residents to find meaningful impact - we are so grateful to Healthwatch for their pivotal role in strengthening resident voice in that design."*

**Dr. Anjali Gibbs,**  
**Chair, Barnet GP Federation**

*"Healthwatch Barnet are a much valued and trusted partner in our work on improving patient equality, diversity and inclusion. They have shared their knowledge and experience to inform the delivery of our Connecting Health Communities project on improving reasonable adjustments for disabled patients in emergency care. Their fantastic Barnet Participation Summit was a pleasure to attend! It provided a unique opportunity for trust staff to engage directly with Barnet residents to encourage their participation in improving our services."*

**Macius Kurowski,**  
**Group Head of Equality, Diversity and Inclusion  
for Patients and Carers, Royal Free London NHS Trust**

# What our stakeholders say

*"Healthwatch Barnet's work continues to provide invaluable insight into the lived experiences of our residents, particularly those with long-term health conditions. This year's findings on access to exercise highlight that physical activity is shaped not just by individual choice, but by wider factors such as affordability, accessibility, confidence and the design of local services.*

*From a public health perspective, their work is vital in strengthening our focus on prevention and reducing health inequalities. It is directly informing our collective work, including the development of the Barnet Safeguarding Adults Board Strategic Plan 2026–2029 and the delivery of our 2025–2035 Health and Wellbeing Strategy, particularly our ambitions around helping people to live and age well, creating healthier places and ensuring better health for all.*

*Healthwatch Barnet's insights play an important role in helping us monitor progress and ensure that services are inclusive, accessible and responsive. We are grateful for their continued partnership and their commitment to ensuring that residents' voices remain at the heart of decision-making in Barnet."*

**Dr. Janet Djomba,**  
**Director of Public Health, Barnet Council**

*"Healthwatch Barnet continues to play an important role in making sure the views of local people and community organisations are heard and taken into account when planning health services. Over the past year, their work has been especially helpful in shaping how we design care closer to where people live. For example, the feedback gathered at their November event has helped inform decisions about local buildings and services.*

*We also value Healthwatch Barnet's efforts to bring people together across the borough. They have supported better joint working through groups like the Barnet Healthy Neighbourhood Network and by staying closely involved with patient and community forums. Their ability to connect residents, healthcare staff and partner organisations helps ensure services are more responsive to local needs. We look forward to continuing this strong partnership as we work together to improve health and wellbeing for people in Barnet."*

**Kathleen Isaac,**  
**Director of Operations, North Central Division,**  
**Central London Community Healthcare NHS Trust**

# Listening to your experiences

Services can't fix problems if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

In 2025/26, we listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can work with services to help them improve.

Over the last year, [neighbourhood health](#) has become a high priority both across the country and for services in Barnet. We've worked to ensure that input from ordinary people has helped shape the way local services are run – from increasing access to physical activity and improving directories of Barnet-based services to developing Neighbourhood Health Centres.



# Access to exercise

## Exercise offers many physical and mental health benefits.

However, we regularly hear from people with long-term conditions about the challenges they face in relation to physical activity. In 2025/26, we carried out research with 113 people and [published a report](#) of our findings.

### Key things we heard:



When asked what would encourage them to exercise, **35% people chose advice from a GP or health professional**. When asked what support was needed, the most popular response was **'Personal advice – safe and sensible activities given my health situation'**.

**52% of respondents had no disposable income**; a further 23% had small amounts of disposable income.

**Access to collective exercise and social connection** emerged as major factors in relation to physical activity levels.



“You know it's quite overwhelming when you visit a gym people are doing so many things, fast... and you are at the beginning of the first step.”

### What difference did this make?

- Our research has influenced the implementation of Barnet Council's [Fit and Active Barnet Strategy](#).
- We supported the establishment of the West and North London Physical Activity Community of Practice, which met for the first time in April 2026.
- We are working with Barnet Council to create accessible resources for Barnet's community groups to promote physical activity, linking them to clearer routes for involvement – including a shared events calendar.
- GLL Gyms – run in partnership with Barnet Council – have agreed to share all their discounts for Disabled people on a single webpage.
- We are working with GP surgeries to encourage uptake of [Physical Activity Clinical Champions](#) training.
- We are collaborating with partners on ways for neighbourhood health estates to support further development of GLL Gym's existing outreach.

# Neighbourhood health

**Following the publication of the government's 10 Year Health Plan, neighbourhood health has become a major focus for services in Barnet.**

Since Barnet's statutory Neighbourhood Development Group was established last summer, we have run and co-organised a number of forums with residents.

In November 2025 we ran a workshop for over 60 people, where grassroots groups and patients experiencing health inequalities shared their views with senior NHS staff who are designing the neighbourhood health service. We also co-organised several sessions where NHS staff consulted with local groups including the Barnet Patient Participation Network, the Somali Centre of Excellence and the Romanian and Eastern European Hub.

## Key things we heard:



People want **more information** about how to access the neighbourhood services that are already available.

**Neighbourhood Health Centres** have the potential to improve patient experience, if accessibility can be maximized.

To make decisions about **sharing of health records**, patients need simply worded information and security assurances.

We've worked closely with statutory partners to share patient feedback, design practical solutions and plan ways to increase participation in future.

## What difference did this make?

- Targets – in response to input from ourselves and other partners, the NHS has agreed to add cancer screening uptake and weight management referrals to their neighbourhood outcome indicators.
- Estates – the NHS has taken on board patient feedback we gathered on transport links, using community spaces to deliver health services and improving connections between diagnostic centres and GP surgeries.
- Elemental – statutory services in Barnet have committed to investing £14.6k in [Barnet's Community Services Directory](#) database, to improve information sharing for patients, the NHS, voluntary services and others.
- Network – Healthwatch Barnet helped set up, and has been appointed Vice Chair, of the Barnet Healthy Neighbourhoods Network, bringing together voluntary sector groups to support neighbourhood health.

# Hearing from all communities

We're here for all residents of Barnet. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

## **This year, we have championed different communities by:**

- Ensuring the voices of Disabled, minority ethnic and financially excluded people are heard in our work to improve physical activity provision, digital inclusion, primary care access, and reasonable adjustments in A&E.
- Gathering data from diverse groups, including 322 research participants from minority ethnic communities.
- Supporting people in financial hardship to help shape Barnet's new Neighbourhood Health Service.



## Challenging digital exclusion – NHS Online Trust consultation

### **We gathered patients' views about the new NHS Online Trust.**

In early 2026, the Department of Health and Social Care (DHSC) asked local Healthwatch to respond to proposals for a new [NHS Online Trust](#). The Trust is due to launch in 2027 and will allow patients to access appointments with doctors across the country. As one of the 53 who responded we were just one of three to conduct our own survey with local patients as part of the response. We visited hospitals in Barnet and [surveyed 51 people](#). Some patients said they felt confident using online health services. Others, including some Disabled people and patients who were not fluent in English, told us about the reasons they would find access difficult and what would help them.

### **What difference did this make?**

In May 2026, DHSC wrote to local Healthwatch about the evidence we had submitted. In response to our input, they committed to developing a Patient and Carer Engagement Plan, to build in feedback mechanisms. They set out plans to ensure usability for Disabled people through implementation of the Accessible Information Standard and to connect non-English speaking patients with clinicians who speak different languages.

## Connecting Health Communities

### **We are working to improve access to A&E for Disabled people.**

Over the last year, we've worked closely with Inclusion Barnet, the Royal Free London NHS Trust and other partners to improve accessibility in Accident and Emergency (A&E) departments. The group met with the Trust throughout the year to share patient feedback and discuss practical changes that could be made. In September, we contributed to a workshop where Disabled people, voluntary sector partners and the Trust's staff co-designed solutions.

### **What difference did this make?**

This work has led to improvements to access arrangements in Barnet Hospital A&E including: clearer processes for flagging patients who need reasonable adjustments; improved access to quiet spaces for patients with particular needs and enhanced staff training. Going forward, the Trust is looking to further develop communication materials for patients with learning disabilities, use of health passports and accessible signage.

# Information and signposting

When you're struggling to find an NHS dentist, looking for help on how to make a complaint or need advice about how to access physiotherapy – we're your first port of call.

**This year 137 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.**

**This year, we've helped people by:**

- Providing up-to-date information people can trust.
- Helping people access the services they need.
- Supporting people to look after their health.
- Signposting people to additional support services.



## Communication support resolved barriers to hospital treatment

**Ms J was in pain and felt overwhelmed after delays to her treatment and operation, which were exacerbated by communication barriers.**

Although Ms J was already on a hospital waiting list, she had been told to go back to her GP for another referral. She was confused about why her treatment had been delayed. Because English is not Ms J's first language, she was struggling to share her concerns and understand what would happen next.

We contacted Ms J's consultant to advocate on her behalf. Following our intervention, Ms J's consultant apologised for the delays, arranged an earlier appointment for routine treatment and rescheduled Ms J's operation.



"Thanks for all your support which made a difference. I received a very positive email with an appointment."

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## Timely intervention helped simplify the path to accessing care

**Ms R was dealing with serious health concerns, financial pressures and difficulty accessing the care and support she needed.**

Ms R contacted us because she needed help navigating Adult Social Care services and managing chronic health issues. The process of trying to access services had been complex and she was unsure where to turn.

We arranged a meeting with Adult Social Care, helped Ms R explain her needs directly and ensured her case was assessed promptly. We also signposted Ms R to community support while her application was being processed.



"I am incredibly grateful for the fast and professional service, but above all, for the deep empathy shown toward my situation."

# Showcasing volunteer impact

Our fantastic volunteers have given over 300 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## This year, our volunteers:

- Visited communities to promote our work.
- Collected experiences – supporting Barnet residents to share their views.
- Provided valuable insight into community networks and opportunities to reach residents.



# At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Margarete

*"My experience of being a volunteer for Healthwatch is great. It is a rewarding and learning experience. I have the opportunity to listen to the views of patients about the healthcare services they receive.*

*This role is extremely valuable because I can make a difference to the community. Knowing that the views of patients can be used to improve health services in the community is a wonderful experience. I would encourage others to support Healthwatch as it is an outstanding organisation to be part of."*

*"Volunteering for Healthwatch Barnet has enabled me to give back to the community where I used to live.*

*I've seen how much the environmental infrastructure of the community has improved, by giving a voice to the younger and older generation to take part in important discussions which directly affect their lives. I am very grateful to have been part of this evolution."*



Cecilia

## Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchbarnet.co.uk](http://www.healthwatchbarnet.co.uk)



020 3475 1308



[Info@healthwatchbarnet.co.uk](mailto:Info@healthwatchbarnet.co.uk)

# Finance and future priorities

We receive funding from Barnet Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£101,232	Expenditure on pay	£46,631
Additional income	£3,400	Non-pay expenditure	£20,764
		Office and management fee	£37,237
<b>Total income</b>	<b>£104,632</b>	<b>Total Expenditure</b>	<b>£104,632</b>

## Additional income is broken down into:

- £900 of funding to run a focus group as part of the Mount Vernon Cancer Services Review. We were awarded this funding by Olovus, who were working with NHS England – East of England.
- £2,500 from the North Central London Integrated Care System (ICS), as detailed below.

### ICS funding:

In 2025/26, Healthwatch across North Central London received funding from our ICS to support collaborative work at this level. Please note, the £2,500 in the table below is also included in the total income listed above.

Purpose of ICS funding	Amount
Collaborative work between the ICS and Healthwatch Barnet, Camden, Enfield, Haringey and Islington to support the work of three North Central London ICS Committees - the Quality and Safety Committee, the Primary Care Contracting Committee and the Community Engagement Steering Group.	£2,500

# Finance and future priorities

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

## **Our top three priorities for the next year are:**

1. Accessible Information Standard (AIS) – speaking to patients to understand how the AIS is being implemented in Barnet's hospitals and working with services to make improvements.
2. Neighbourhood health – working to ensure that the views and experiences of patients and community groups shape the development of Barnet's Neighbourhood Health Service.
3. GP websites – analysing the websites of Barnet's GP surgeries, to understand what is working well and how patient access could be improved; publishing a report of our findings.

# Statutory statements

Healthwatch Barnet, Tottenham Town Hall, Town Hall Approach Road, London, N15 4RX.

From 1 April 2020 to 31 May 2025, Healthwatch Barnet was hosted by [Inclusion Barnet](#). Since 1 June 2025, Healthwatch Barnet has been hosted by [Public Voice](#).

Healthwatch Barnet uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

The Healthwatch Barnet Advisory Board consists of seven members who work voluntarily to provide direction, oversight and scrutiny of our activities.

The Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met three times and made decisions about matters including our work on GP access and the Accessible Information Standard. In order to understand what the public's priorities are, the Board considers the feedback we receive from events attendees, research participants and enquiry line callers.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we have been available via phone, email and social media, through our signposting helpline, via a web form on our website and by attending meetings of community groups and forums.

We ensure that this Annual Report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and will make hard copies available at our public events.

# Statutory statements

## Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Barnet Borough Partnership Board, the Fit and Active Barnet Partnership Board and Barnet Council's Involvement Board. Following the formation of the statutory Barnet Neighbourhood Development Group in 2025, Healthwatch Barnet consistently been represented at this forum and related borough-wide workshops. More recently, we have also participated in emerging West and North London fora, such as the West and North London Physical Activity Community of Practice. In addition, we share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

Healthwatch Barnet is represented on the Barnet Health and Wellbeing Board by Sarah Campbell, Healthwatch Barnet Manager. During 2025/26, our representative has effectively carried out this role by providing input for a range of workstreams on the basis of feedback we have received from residents and patients. For example, this has included presenting to the Health and Wellbeing Board on the findings of our research on access to exercise, inputting into the 2026–30 Barnet Suicide Prevention Strategy and reviewing the implementation of the 2025–35 Barnet Health and Wellbeing Strategy.

In North Central London, the five local Healthwatch have rotated the role of representing the group on the Integrated Care System's Quality and Safety Committee, Primary Care Contracting Committee and Community Engagement Steering Group. In 2025/26, representation was provided by Healthwatch Haringey, and we shared information with them in meetings and written briefings, which was then fed to the committees.

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
In 2025/26, we published an overview report based on Enter and View visits to six care homes which took place in 2024/25. The homes were: Eastside House, Heathgrove Lodge, Lansdowne, Meadowside, Rosetrees and Shaftesbury Brookside House.	To review homes' mealtime provision, and residents' experiences in this area.	We shared our recommendations and findings for each home with that home, with Barnet Council's Care Quality Team and with the Care Quality Commission. Homes have committed to implementing our recommendations, to improve their services for residents, including: the use of pictorial menus, easy-grip cutlery and diverse sauces and garnishes – to cater to residents' different tastes.

## 2025 – 2026 Outcomes




Project/activity	Outcomes achieved
In March, we delivered the Barnet Participation Summit in partnership with Barnet Council.	<ul style="list-style-type: none"> <li>- Attendees signing up to join resident participation groups, including Barnet Council's Involvement Board.</li> <li>- Participants responding to Barnet's Adults and Health Overview and Scrutiny Subcommittee's call for topics.</li> <li>- Residents telling us that, after attending, they felt more confident about having their say – one person said, 'There were very interesting talks on how to participate'.</li> </ul>
We were invited to provide input for a King's Fund workshop on patient voice.	Our feedback helped shape the King's Fund's March 2026 report <a href="#">The Future of Patient Voice</a> .
In partnership with Barnet Council, we ran a special Involvement Board meeting with Disabled people on access to parks and communications.	The meeting fed into existing plans to develop the accessibility of play areas in Barnet's parks. In addition, relevant Barnet Council teams agreed to further develop the <a href="http://yourhealthbarnet.org">yourhealthbarnet.org</a> website and seek to co-ordinate communication on health events with statutory and voluntary partners.
We provided input for the Barnet Adult Safeguarding Board's Strategic Plan.	The draft plan for 2026-29 includes helpful plans on areas related to our input – resident engagement, increasing understanding of the Mental Capacity Act and developing cultural competency materials.
We shared detailed feedback on the draft Barnet Pharmaceutical Needs Assessment.	The <a href="#">2025-28 assessment</a> explicitly acknowledges and reflects the strategic guidance of Healthwatch Barnet, including on the need for improved sign up of pharmacies to enhanced and locally commissioned services.



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