

Healthwatch Waltham Forest
 Waltham Forest Resource Hub (Central)
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 020 3078 9990



Patient Representative Opportunities (updated Nov 2015)

Healthwatch Waltham Forest is all about getting people involved in health and social care. As the consumer champion for health and social care we have roles around gathering peoples views on health and social care services, making those views known to commissioners and providers (those who plan, buy and run these services), and making sure people are involved in decision making around health and social care services.

Those that run Health and Social care services (providers), and those that buy them for the local population (commissioners) have their own duties around engaging and involving people in decision making about services. These duties have been laid down in both law, guidance, and best practice and are becoming more and more important. See details below for some current local opportunities.

Patient Participation Group (PPG)

All GPs should have a patient participation group. This is a contractual obligation, since April 2015, whereby practices must involve patients in decisions about the service. NHS Waltham Forest Clinical Commissioning Group has been working with the Patients Association to help local GP practices set up and develop their PPGs. Many GP surgeries have begun a process of setting up a PPG and finding the best ways to involve local people in helping to gather wider patient experience about the practice and in actual decision making about improvements and areas to focus on within the practice and how it runs. PPGs are crucial to ensuring the patient voice is heard and can feed into changes at GP level and we would encourage all patient reps to consider joining their PPG. Please ask your GP Practice Manager for details on how to join. Find out more at: <http://www.walthamforestccg.nhs.uk/getinvolved/join-a-patient-participation-group-ppg.htm>

You can also contact Frances Hollwey at the Patients Association on 07939 263057 or Frances.Hollwey@patients-association.com

Frances is leading a project to help GP practices build their PPGs.

Healthwatch Waltham Forest Patient Experience Panel (PEP)

Healthwatch runs a weekly PEP team that reviews patient experience comments made by local people on local services and identifies the issues faced here in Waltham Forest. This is a weekly workshop that runs every Wednesday 10:30am-12:30pm. By getting involved you will work as part of a team to identify those issues and help Healthwatch to report upon and really make a difference to local services. Sessions run every Friday 10:30am-12:30pm. Please email Volunteer Coordinator, Nafisa Saboowala on 020 3078 9990 or email Nafisa.saboowala@healthwatchwalthamforest.co.uk to sign up.



Whipps Cross Patients Panel

The panel meets monthly to discuss and feed into plans for Barts Health NHS Trust, specifically focussing on the Whipps Cross site. If you are interested in joining, please contact Chair, Colin Anderson on 07770 236 691 or email anderson_colin@yahoo.co.uk

GP Network

The GP Network is a new collaborative of GP practices in Waltham Forest. It has been established to deliver additional GP services such as evening and weekend GP opening hours. It is looking for ways to make sure it has a strong patient voice to help lead and guide the organisation and make sure it meets the needs of Waltham Forests patients. If you are interested in getting involved in the GP Network please contact Healthwatch Waltham Forest on 020 3078 9990 to express interest.

Maternity Services Liaison Committee (MSLC)

The MSLC is a group of parents and maternity professionals at Whipps Cross Hospital who meet every quarter to feed in, support and guide the development of maternity services in the borough. If you have experience of maternity services and want to feed in please contact Carly Bond at Social Action for Health who runs this group carlyb@safh.org.uk

Waltham Forest Clinical Commissioning Group (CCG) Patient Reference Group

This group exists to feed in to CCG commissioning plans and decisions. It meets bi-monthly and is currently going through a process of refreshing its membership. If you are interested in joining this group please contact Isabelle.Davies-Tutt on 020 368 82646 who can inform you of the process for getting involved.

Waltham Forest Rapid Response Group

The CCG also has a 'Rapid Response Group'. This is an email group of participants who respond as and when, to strategy and other documents at short notice. To join the reference group please sign up here <http://www.walthamforestccg.nhs.uk/getinvolved/patient-reference-group.htm>

Mental Health Service User Group/ Community Health Service Patient Group

These combined groups offer the opportunity for service users to feed into decisions about mental health and community health services run by NELFT. If you are interested in joining please contact Nikki Tysoe on 0300 555 1200 / 020 8215 9200 Ext: 4229 or email Nicola.Tysoe@nelft.nhs.uk for more information about how to join.

Transforming Service Together (TST)

TST is a large scale service transformation programme in development across East London. Covering 13 workstreams (Diagnostic services; Maternity and newborn; Children and young people; Surgery; Pathway redesign; Urgent and emergency care coordination; Primary care; Integrated care; Mental health; Population health informatics; Workforce; Organisational development/clinical leadership; Estates; Long-term financial management) it aims to ensure services are fit for the future population needs and demands. Healthwatch Waltham Forest sits on the 'Patient Board' and can feed in patient views at this level. The programme also offers opportunity for patients of particular services/areas to participate in discussions and help to develop these plans. The opportunities for involvement are evolving and include ad hoc focus groups and or being a regular patient representative on a workstream committee. Contact Emma Macey on 020 3688 2447 or Emma.Macey@nelcsu.nhs.uk to find out more and get involved.

Transition Patients Forum

Organised by the Waltham Forest Parent Forum this meeting brings professionals and parents together to look at transition for children and young people with special educational needs and disabilities. Contact Vanessa or Carol on walthamforestparentforum@live.co.uk to find out more and get involved.



The future of the walk-in service at Oliver Road

Waltham Forest CCG has begun a review to decide if it should continue to invest in the walk-in service at the Oliver Road polyclinic in Leyton. NHS walk-in services are where people can walk in without an appointment or GP registration for medical help. All responses to the consultation must be received by 5pm on Thursday 17th December. Please see [here](#) for more information about how to have your say [<http://www.walthamforestccg.nhs.uk/news-items/public-consultation-launched-the-future-of-the-walk-in-service-at-oliver-road-and-improving-primary-care-services-in-waltham-forest/10432>]

Improving End of Life Care in Waltham Forest

Waltham Forest CCG is currently seeking input from patients and carers on how to improve End of Life Care for local residents. For more information and to share your feedback please see here [<http://www.walthamforestccg.nhs.uk/news-items/improving-end-of-life-care-in-waltham-forest/13851>] or contact janice.richards@walthamforestccg.nhs.uk / 020 3688 2607 for more information.

Health and Wellbeing Board and Health & Wellbeing Forum

A local authority council committee, this Board has duties to improve the strategic co-ordination of local NHS, social care, children's services and public health services, improving outcomes for the local population. Local residents and patients are able to ask questions of board members (health and social care partners) and raise issues of concern during the 'public participation' section of the meeting. Please contact Debra Marlow on 020 8496 4211 or email debra.marlow@walthamforest.gov.uk to find out more.

Healthwatch Waltham Forest has recently set up a *Health and Wellbeing Forum*, a separate meeting for residents, patients, carers and the voluntary sector to review the board papers and feed into Health and Wellbeing Board business. Contact Rebecca Waters on 020 3078 9990 or Rebecca.waters@healthwatchwalthamforest.co.uk to sign up to the next meeting.

Health Scrutiny Committee and the Social Care Scrutiny Committee

Both these committees (along with other council scrutiny committees) exist to ensure oversight and scrutiny of services for residents. There is a public participation section where people are invited to ask questions or raise issues with the committee members.

Please contact Debra Marlow on 020 8496 4211 or email debra.marlow@walthamforest.gov.uk to find out more about attending and asking questions.

Waltham Forest CCG Governing Body

Waltham Forest CCG commission (or buy) health services for the local population. To hear how the CCG monitors and ensures quality health services for Waltham Forest, members of the public can attend CCG public governing body meetings. These meetings take place once a month and include a 'public participation' section where patients and members of the public can ask questions of the CCG. To find out more and submit your questions please contact Loraine Toynton on 020 3688 2604 or email Loraine.toynton@walthamforestccg.nhs.uk

NELFT NHS Foundation Trust Board meeting

The NELFT Trust Board is in charge of the day-to-day running of the organisation which provides local Mental Health and Community Health services for Waltham Forest. Taking place on the fourth Tuesday of each month members of the public are welcome to attend part one of NELFT board meetings. Members of the public are able to ask the board members questions at a specific time during 'Questions from the Public'. For more information please contact the Helen Essex on helen.essex@nelft.nhs.uk

NELFT NHS Foundation Trust Member

As a Foundation Trust, NELFT is required to have 'members'. Members have a say and can have direct influence on the decisions NELFT take. You can join the Trust by completing the online form [here](#) [http://www.nelft.nhs.uk/about_us/members/members_form].



Learning Disabilities Partnership Board

Bringing service users, carers and professionals together this board looks at issues around social care services for people with learning disabilities, including direct payments and day care opportunities. It also seeks to engage with health and health service issues too.

This board has currently ceased operating for a temporary period. If you have interest in joining this board please contact Healthwatch who can keep you informed of developments.

Carers Partnership Board

Bringing carers and professionals together this board looks at a range of issues for carers and how they can be supported by services in Waltham Forest. The board is predominantly concerned with social care services.

This board has currently ceased operating for a temporary period. If you have interest in joining this board please contact Healthwatch who can keep you informed of developments.

Become a 'Healthwatcher', Enter & View rep, join the Board of Trustees (and more)

Healthwatch Waltham Forest offers many opportunities for local people to get involved in health and social care via involvement with Healthwatch. These range from attending our weekly 'Patient Experience Panel', to joining our board and taking up the Healthwatch seats on various boards and panels including Waltham Forest CCG Governing Body and the Health and Wellbeing Board. Please check the [Get Involved](#) section of our website for more details or call the office on 020 3078 9990.

This list is not exhaustive and you can request an update from Healthwatch Waltham Forest at any time.

Information is pending about patient and carer opportunities to get involved in Discharge; Social Care; Better Care Fund/ Integration of health and social care; Public Health services.

