

Pass it on...

Please forward this ebulletin to your friends, family and colleagues.

Healthwatch Waltham Forest is the health and social care champion for local residents.

Join now and get involved!



In this Issue!

Join the Patient Experience Panel! Pharmacy Services Event, 6th February	2
Adult Social Care Survey 2013/14 Summit for Wheelchair Users Making Waltham Forest Mental Health Friendly	3
East London Solutions Project Domestic Violence & Abuse Support Training Waltham Forest Residents 'Most Likely' to be in Hospital at End of Lives	4
Additional Services for Carers During Winter The Dementia Café Welcome Club!	5
New Animation will Raise Further Awareness About use of NHS Patient Data Deaf Couple Not Given Interpreter at Childbirth GP 10-Minute Appointment Rule Axed	6
Better Data Means Better Care	7

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Contact Us

Contact us for alternative formats

➔ Join the Patient Experience Panel!

Our Healthwatch database contains accounts of people's experiences of local health and social care services. We examine these stories in order to establish the issues, and this information is passed to those who plan and run services. This will help to ensure that local services are meeting local needs.

We are currently looking for volunteers to assist us in reviewing the service user experience accounts.

If you enjoy volunteering, meeting new people while at the same time helping to make a real difference to local services, this is a role for you!

To find out more, contact the Healthwatch office.

➔ A Time for Change...

Waltham Forest Parents Forum and the Council are holding an event to inform parents of children with disabilities about changes that will take place in 2014 about education, health and social care services as part of the new Special Education Needs (SEN) reforms and how they are being implemented.

It will give parents an opportunity to discuss changes with other parents and professionals and to feed into work being carried out on the 'Local Offer' and Education, Health and Care plans:

➔ Thursday 27th March, 10am - 2.30pm

➔ Epicentre, Leytonstone

To book or for more, contact Carol:

☎ 07794 298496

✉ walthamforestparentforum@live.co.uk

It's all in the Database...



Our database contains details of over 2,000 health and social care issues.

➔ Add your voice today!

➔ Pharmacy Services Event, 6th February

Healthwatch Waltham Forest and the North East London Local Pharmaceutical Committee (NELLPC) held a consultation last week on local 'community pharmacy' services.

The event was very well attended and over 40 local people shared their views on what they would like pharmacy services to look like in the future.



6th February 2014, Walthamstow

NELLPC is holding similar consultation events around neighbouring boroughs and the results will help to shape how local community pharmacy services are delivered throughout North East London.

Healthwatch Waltham Forest would like to thank all those who attended on the day.

Your views on pharmacy services...

If you missed the event but have views and opinions you would like to share, contact the Healthwatch office in confidence!

➔ Upcoming Events

Upcoming events include:

➔ 13th March, Hard of Hearing & Deaf Consultation

➔ 17th March, Waltham Forest Parent Forum and Healthwatch will discuss issues around health services for parents and their disabled children.

➔ Joint Strategic Needs Assessment (JSNA) events - watch this space!

To book or for more information, get in touch:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Adult Social Care Survey 2013/14

Every year the Council is required to assist the NHS Information Centre undertake a national survey of Adult Social Care service users. The survey has now started and users of social care services are encouraged to take part.

The survey is national, carried out by the NHS Information Centre for health and social care and all local authorities with Social Services are required to take part. The survey asks service users about their quality of life and their experiences of the services they receive.

It will be used by the Council, the Care Quality Commission and the Department of Health to assess the experiences of people using care and support services. It will not be used to assess the performance of individual care homes as procedures are already in place to do this via the COC inspection process, and the number of people surveyed in each care home will be too small to give robust results. ➔ [More](#)

We want *your* views on social care!

If you have used social care services Healthwatch Waltham Forest would like to hear your views, good or bad. Contact the office!

➔ Step Up for the ESTEEM Trial!

Barts Health Women's Health Research Unit is starting a new medical trial in May to recruit pregnant women at the Royal London, Newham and Whipps Cross hospitals. They are looking to form a patient and public involvement group from the local community.

The aim is to address obesity in pregnancy and how diets such as a Mediterranean style have potential to reduce pregnancy-related complications. To find out more about the trial:

☎ 020 7882 7211

✉ j.dodds@qmul.ac.uk

“Can't get an appointment so had to go to A&E.”

[Join us today](#) and have your say!

➔ Summit for Wheelchair Users

On 25th February 2014 NHS England is hosting a summit on the commissioning of wheelchair services.



Have your say on wheelchair services!

If you are a wheelchair user currently or have experience of wheelchair services, they would like to invite you to attend to provide your thoughts on how services could be improved. To book or for more:

✉ england.nhs.participation@nhs.net

“My pharmacist had all the answers.”

[Join us today](#) and have your say!

➔ Making Waltham Forest Mental Health Friendly

Do you have a group of approximately ten people or more who get together regularly?

Do you have a team at work who might benefit from learning a bit more about mental health?

Are you a community, faith or informal group who just wants to know a bit more about how to make yourself and the places around you more mental health friendly?

Would you like to spend an hour learning a little bit more about how what you could be a bit friendlier to people who experience mental health difficulties?

This project from Social Spider can help. All they need is a room and a kettle and they'll bring the biscuits, the discussion and ideas. To find out more:

☎ 020 8521 7956

✉ hello@MHfriendlyWF.org.uk

➔ East London Solutions Project

Waltham Forest has bought into a cross-borough quality assurance project that will manage the risk and encourage the quality of local organisations that we have no commissioning relationship with, but who are providing social care services to residents.

The East London Solutions project will implement a set of quality standards that are currently in consultation. These standards will be a gateway onto an 'e-market place' (Resource Directory.) The standards will operate across the 6 east London boroughs (Barking & Dagenham, Havering, Newham, Redbridge and Tower Hamlets) and aim to improve the quality and diversity of the social care market.

There are separate standards for Micro-Providers, Day Opportunities, Floating Support and Supported Living. The standards contain things that Service Users, Commissioners and Providers have said are important to them.

The Council will be consulting with providers and service users in the Borough. To find out more:

✉ sharifa.motala@walthamforest.gov.uk

“The 0844 number costs money!!!”

[Join us today](#) and have your say!

➔ Domestic Violence & Abuse Support Training

Waltham Forest Council in partnership with Stay Safe East is offering free training for local organisations on domestic violence and disabled people.

If your organisation works with disabled people, you are likely to encounter clients who are victims or survivors of domestic violence. This course will help you understand the context of domestic violence against disabled people, identify how abuse happens to disabled people, learn about what actions to take to keep your client as safe as possible, and find out what resources are available.

Please register early to avoid disappointment. For more or to book:

✉ director@staysafe-east.org.uk

➔ Waltham Forest Residents 'Most Likely' to be in Hospital at End of Lives

There are “large variations” across England in the number of people who die at hospital or in their own homes, figures show, with the most significant proportion being in Waltham Forest.

People are most likely to be in hospital at the end of their lives in the north east London borough, and least likely in Cambridge, according to research by Public Health England (PHE).



Almost 70% of local residents die in hospital

In Waltham Forest, 69.1 per cent of residents died in hospital between 2009 and 2011, the PHE report on end of life care found.

At the other end of the scale just 37.9 per cent of people in Cambridge died in hospital. The report notes that most people prefer to die at home but hospital is the most common place of death.

It says: “At the beginning of the 20th century it was common for people to die at home, but as the century progressed the rate of home deaths fell while the rate of hospital deaths increased.”

The PHE report did find that over the last four years, the number of people who have died in their usual place of residence - be it their home or a care home - has steadily increased. ➔ [More](#)

➔ Your Views on GP Services

Healthwatch Waltham Forest has joined the newly formed Primary Care Quality Improvement Steering group.

We will be ensuring that your views received as part of our GP survey last year will be taken into account.

Please continue to comment and tell us how your GP service could improve. Contact the Healthwatch office in confidence with your views!

➔ Additional Services for Carers During Winter

Waltham Forest in partnership with Barts Health have put in place arrangements to manage the surge in demand during the winter months and the pressure this puts on local services. The worst of the winter has not come so far, but to be prepared Waltham Forest is offering additional support to unpaid carers where it will have an impact on reducing inappropriate or repeat visits to hospital or delayed discharges.



Additional services for carers this winter!

Carers who have been assessed as being eligible for carers services but have extra demands over the winter may apply for additional help if it is needed for them to continue in their caring role. They may be facing additional ill health or stress and may otherwise rely on hospital visits when not absolutely necessary. For example, a carer who's already at the respite limit of 3 weeks this year may be allowed to exceed this if their health or wellbeing would benefit from an additional break.

These additional services are only available until 31st March 2014.

To make a request please talk to your social worker or contact Waltham Forest Direct on 020 8496 3000 and ask to speak to the duty social worker in the Enablement & Care Team.

➔ The Dementia Café Welcome Club!

The Welcome Club is a monthly event for people with dementia, their families and carers. It's a place where you can share information, get support, take part in activities and meet other people. A light lunch is also provided.

Smiling Sessions 'Sing-A-Longs' run from 1pm - 3pm on the fourth Thursday of every month at the Welcome Centre, 8 Church End, Walthamstow.

To join the Club you should have a diagnosis of dementia, or care for someone who does, be able to come on your own or bring family, friends or carers with you and be a resident of Waltham Forest.

For more information please contact Caroline:

☎ 020 8556 8171

✉ caroline.sullivan@alzheimers.org.uk

“Unplanned discharge causes distress.”

[Join us today](#) and have your say!

➔ Crest - Reaching Out to Local People

Based in Walthamstow, Chingford and Leytonstone, CREST Clubs offer a day's stimulating activities, exercise and education for older people with a disability and/or dementia.

And all in a safe, secure and caring environment. Transport is provided, as is a cooked lunch. For more information contact Paula:

☎ 020 8521 2975

✉ paula.lesurf@crestwf.org.uk

Latest CQC Inspection Reports

- ➔ [The Ecclesbourne Practice, 1 Warwick Terrace, Lea Bridge Road, Leyton, London, E17 9DP](#) ➔ [More](#)
- ➔ [Carebase Limited, The Spinney, 21 Forest View, Chingford, E4 7AU](#) ➔ [More](#)
- ➔ [Sense, 70 Castleton Road, Walthamstow, London, E17 4AR](#) ➔ [More](#)
- ➔ [Spencer and Arlington, 221-223 Chingford Mount Road, Chingford, London, E4 8LP](#) ➔ [More](#)
- ➔ [Highcroft Care Home, 13-17 Rectory Road, Walthamstow, London, E17 3BG](#) ➔ [More](#)
- ➔ [Ashwood House, 18-20 Church Road, Leyton, London, E10 5JP](#) ➔ [More](#)
- ➔ [Aspray House, 481 LeaBridge Road, Leyton, London, E10 7EB](#) ➔ [More](#)

➤ Animation to 'Raise Awareness on Patient Data'

A new animated video has been developed by NHS England and the Health and Social Care Information Centre to further raise awareness of how patient data are set to be collected and used to help improve care for all.

The video, "Better Information Means Better Care", accompanies a leaflet of the same name that is currently being delivered to every household in England. These materials are part of a wide range of awareness-raising work that NHS England and the Health and Social Care Information Centre are doing to support GPs in ensuring their patients know about how data are used and the choices available to patients.

Dr Geraint Lewis, Chief Data Officer at NHS England, said: "It is important that we communicate this message in a range of different formats, so as well as the leaflet, we are using posters in GP practices, radio and TV interviews, press articles, and this new animation. "Taken together, I think these communications will help improve patients' understanding of how the NHS uses their information and the fact that they have a choice."

"The reception staff were very supportive."

[Join us today](#) and have your say!

➤ Deaf Couple Not Given Interpreter at Childbirth

It has recently been reported that a hospital failed to provide a deaf couple with a sign language interpreter during the traumatic birth of their son, causing uproar within the wider deaf community. New parents Hulusi Bati and Nadia Hassan have claimed that the lack of communication they received at University College Hospital, London, following the birth of their child, amounted to discrimination as they were not given access to the information that a hearing patient would have received.

Signature, a national charity which campaigns to improve the standards of communication for deaf and deafblind people in the UK and is also the UK's leading awarding body for deaf communications, is calling for more hospitals and public-facing organisations to recruit staff qualified in British Sign Language (BSL).

➤ GP 10-Minute Appointment Rule Axed

GPs in England will no longer have to offer appointments lasting at least 10 minutes under changes agreed with the government.

It is one of a number of requirements being removed in the latest round of contract negotiations between the government and doctors' leaders.



Consultations last 'on average for 12 minutes'

NHS England says consultations last on average for around 12 minutes. It added this change should mean GPs have greater flexibility over how they organise their appointments.

Other changes which have been agreed, and which will come in April, include enhanced care for the million frailest patients, and named GPs for the four million over-75s.

The removal of the 10 minute minimum slot for booked appointments is one of the changes being made to the Quality and Outcomes Framework (QOF), which accounts for a significant proportion of the funding practices receive.

Dr Dean Marshall, who is part of the British Medical Association's GP negotiating team, said: "The 10-minute appointment just isn't appropriate any more. Some patients just need a quick five minutes while other patients need much longer because of the complex nature of their health problems." [➤ More](#)



➔ Better Data Means Better Care

The NHS is one single system, albeit complex. 'Care.data' is a new data system that reflects the NHS' nature and complexity.

It is not possible solely to rely on local data collection and analysis to drive quality of care.

This new system will draw a significant body of NHS data together in a safe and secure environment for multiple secondary uses - for GP's, their patients and those who commission and manage NHS services.

Secondary uses of data include quality improvement, national clinical audit, clinical research, commissioning, invoice validation, community profiling, service performance management and much more. ➔ [More](#)



The new system will 'pull information together'

What are *your* views on electronic records?

Healthwatch Waltham Forest would like to hear your views on electronic records. If you have any thoughts, good or bad, please get in touch!

Latest Newsletters

- ➔ Age UK London Social Care Bulletin, January 2014 ➔ [More](#)
- ➔ NAVCA Health and Social Care News, January 2014 ➔ [More](#)
- ➔ NICE Public Involvement Update, January 2014 ➔ [More](#)
- ➔ Public Health England Bulletin, January 2014 ➔ [More](#)
- ➔ Volunteering England Bulletin, November 2013 ➔ [More](#)
- ➔ Waltham Forest Carers Association Newsletter, February 2014 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ 'Is social work equipped to address faith and spiritual needs?' ➔ [More](#)
- ➔ Are energy drinks linked to drug use? ➔ [More](#)
- ➔ Cafcass reveals decline in care applications ➔ [More](#)
- ➔ Children's minister: 'No area needs innovation more than children's social care' ➔ [More](#)
- ➔ Female stroke survivors' quality of life investigated ➔ [More](#)
- ➔ Genetic effects of shift work examined ➔ [More](#)
- ➔ 'Good' cholesterol can turn 'bad', study finds ➔ [More](#)
- ➔ London boroughs must up social care pay says London Assembly ➔ [More](#)
- ➔ Mental health teams should assess support needs of carers of people with schizophrenia ➔ [More](#)
- ➔ MPs vote to ban smoking in cars carrying children ➔ [More](#)
- ➔ Study highlights child burns dangers in the home ➔ [More](#)
- ➔ Sugar intake linked to heart disease deaths ➔ [More](#)
- ➔ Women over 50 warned not to skip smear tests ➔ [More](#)

POP-UP

healthwatch
Waltham Forest

25th March - 2nd April

Hoe Street Central, 137 Hoe Street, Walthamstow, E17 4RT

Pop into the Healthwatch Waltham Forest 'Pop-Up Shop' from 25th March - 2nd April for fun with a health and social care flavour.

There will be activities for all the family, including quizzes, 'test your health', prize draws, knitting, arts and crafts, mother and baby, video booth, not to mention free balloons from the balloon lady!

Plus much more, so *do* pop in!

To find out more...

 020 3078 9990

 info@healthwatchwalthamforest.co.uk

This bulletin

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