

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!



Picture: Lea Valley in Winter

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Contact Us

Contact us for alternative formats

➔ Out and About in Waltham Forest...

In December we worked with the Alzheimer's Society to run two Focus Groups on Dementia in Black, African and Caribbean communities, for which the report will be out shortly.



Working with the Alzheimer's Society on Dementia

The office was closed 26th December to 2nd January and our team had some well deserved rest and enjoyed their winter holidays.

Meetings we attended in December include:

- Clinical Commissioning Group's (CCG) Digital and Business Intelligence Working group
- CCG Patient online task and finish group
- Whipps Cross Patient Experience Committee Meeting
- Youth Engagement and Involvement in Health
- Children and Young People in Justice System - Mapping Workshop
- Healthwatch WF/CCG meeting
- Vision Strategy meeting
- Whipps Cross Redevelopment Programme - Next Steps
- Waltham Forest Health & Wellbeing Board meeting
- Healthwatch England London network meeting
- Children Health and Wellbeing Sub Committee
- Better Care Together Board Meeting

If you would like us to come to your group or event, contact the Healthwatch office.

“Our dentist explained all the costs.”

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

➔ Relocation of Parkside Medical Centre Branch

From 1st February 2017, Parkside Medical Centre will no longer provide a GP service. All primary medical care will be provided at Larkshall Medical Centre, 1 Larkshall Road, E4 7HS (020 8524 6355).

The practice has discussed the proposal to close the branch surgery with their patients and Waltham Forest Clinical Commissioning Group (CCG). Larkshall Medical Centre will be able to operate more efficiently by offering more choice and improved access to convenient services such as phlebotomy & early morning appointments.



The Patient Participation Group gives you a voice

Larkshall Medical Centre has a Patient Participation Group of which patients are encouraged to become a member to help shape and improve the services provided. Details are available from the practice.

“Carers are often not recognised.”

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

Patient registration at the practice will remain with Larkshall Medical Centre unless patients decide to exercise the right to register with another practice of their choice. Patients may find practices closer to their home address by entering their postcode in the search box at NHS Choices. The website also provides useful information and reviews about practices. ➔ [More](#)

If patients require further support with registration, they may contact NHS England:

☎ 0300 3 11 22 33

➔ GP Extended Hours Survey

Residents in Waltham Forest could be able to book GP appointments between 8am and 8pm seven days a week in the future. Before any changes are made, residents' views are being sought on the existing Enhanced GP Service and on the proposals to extend the hours.

The Enhanced GP Service is a pilot scheme that has been operating since June 2015 from three centres across Waltham Forest, offering evening and weekend appointments to residents.



Dr Anwar Khan, Waltham Forest CCG Chair

Currently residents can book a weekend GP or nurse appointment by calling 020 8519 3999 between 10am and 4pm Monday to Friday, or 9am to 5pm on Saturday or Sunday.

Waltham Forest Clinical Commissioning Group (CCG) is now looking at the possibility of extending appointment hours to 9.30pm on weekdays as well as extending the weekend service to offer appointments 8am - 8pm.

Dr Anwar Khan, Chair of Waltham Forest CCG said: "The service has now been in operation for over a year. Feedback has shown that it is well valued by the patients who have used it but we want to gather the views of more residents in the borough. People also tell us that it is difficult for them to get a GP appointment at times. We have here a chance to increase the availability of booked appointments, but we need local residents to share their thoughts with us first."

The CCG is asking local people to share their views on the current service and the proposals to extend the hours by completing the Enhanced GP Service patient survey by 15th January 2016. [➔ More](#)

To find out more:

communications@walthamforestccg.nhs.uk

➔ Training for Lay Representatives

NHS England (London) have commissioned WSA Community Consultants and Just Ideas to deliver free training for Patient and Public Representatives to take place across London from November to February.

The training is for patient and public members of NHS England (London) boards, committees, networks or reference groups; London Clinical Commissioning Groups (CCGs); Patient Participation Groups in London or those about to take up a role or are interested in one of the above.

The training is aimed at those who have had not had much previous training for the role. Please note, the training is not suitable for lay members on CCG boards or governing bodies, or for Healthwatch board members. [➔ More](#)

➔ National Survivor User Network (NSUN) Trustees

Are you someone who has had experience of mental distress and/or using mental health services? Are you interested in being a Trustee with a unique charity? The National Survivor User Network (NSUN) is an independent mental health national charity led by survivors and service users. It connects people with lived experience of mental distress, supports user-led community groups and facilitates and strengthens the involvement of people in order to strengthen their voice and ability to influence.

They are looking for up to three new Trustees to join the NSUN Board. This is a high-profile appointment to which you will bring your expertise and experience and an absolute commitment to a rights based approach in promoting the direct voice of people with experience of mental distress. This is a 'hands-on' voluntary role with an expected commitment of at least two days a month. Board meetings are held every two months. Reasonable expenses will be reimbursed. NSUN is particularly looking for people with an interest and/or skills and experience in fundraising. Closing date for applications is 5pm Thursday 12th January 2017. For more:

[☎ 020 7820 8982](tel:02078208982) or [✉ info@nsun.org.uk](mailto:info@nsun.org.uk)

“Unplanned discharge causes distress.”

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

➔ Digital Wellbeing is Live!

The new Waltham Forest Directory went live at the end of last year, as part of the Council's Digital Wellbeing Project. There are now three brand new self-service digital tools available to support residents and professionals in Waltham Forest. This is a key step in helping local residents and families to take control of their own lives, live more independently, and begin to manage aspects of their own care.

Waltham Forest Directory

The Waltham Forest Directory is the one-stop shop for information, advice and support services for all families across the borough. Whether you are seeking support for an older person or information on childcare, the directory provides information and advice to support residents on all family related matters. It merges together information sourced from 15 different directories of services across the borough including Healthwatch Waltham Forest's previous community directory. The Children and Young People's Directory and Local Offer websites have also been included.

Self Assessment for Adult Social Care

The adult social care Self Assessment tool enables residents to assess their situation in line with the Care Act. By asking them a short series of questions, the tool will initially guide residents to relevant information, advice and support. The tool also spots any safeguarding issues or other risks and ensures these are immediately addressed. Once a resident has finished the questions, the tool indicates whether they may be eligible for support by the Council and explains what they need to do next.

Equipment and Living Aids

The Equipment and Living Aids marketplace allows residents and carers to browse for and purchase equipment that can assist them around all areas of the home. There are currently 11 different providers of equipment and over 10,000 products to choose from, and the platform provides an overview of what is available locally. Residents can also create a shortlist and compare products too. ➔ [More](#)

“The food was fantastic and the ward clean.”

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

➔ Stroke Care Among the UK Best

The acute stroke unit at Whipps Cross University Hospital has been rated among the best in the country according to a national audit carried out by the Royal College of Physicians.

The hospital in Whipps Cross Road, Leytonstone, scored 8/10 in the annual study which measures how stroke services are organised and accessed, including specialist staffing, the quality of care and the number of staff on duty over seven days.

Run by Barts Health, Whipps Cross University Hospital treated more than 200 patients in 2015/16.



Aiming to diagnose and treat within 30 minutes

The stroke unit specialises in early intervention, aiming to assess, diagnose and treat people within 30 minutes of their arrival to save lives and reduce disability. It cares for patients both in the acute phase of their stroke and those who require continued specific hospital based rehabilitation.

The unit has a designated gym with state of the art rehabilitation equipment and a purpose built occupational therapy kitchen to ensure focussed assessments.

Dr Tom Harrison, stroke consultant at Whipps Cross University Hospital said: “This evidences the excellent quality of care that we are able to provide. These results are testament to the skill and dedication of our team who work tirelessly to improve patients' care and experience.

Stroke is a major cause of death and disability in the UK - we aim to provide the very best care and help as many people as possible to recover and enjoy a good quality of life.”

Every year, around 11,000 people in London suffer a stroke - which is about one person every hour. View the national audit results online. ➔ [More](#)

➔ Whipps Cross CQC Inspection

On 16th December the Care Quality Commission (CQC) published the report on the quality of care at Whipps Cross. Whipps Cross was rated as Inadequate overall after inspection by the CQC in July and August 2016. Eight core services were inspected. Surgery and outpatients and diagnostic imaging were rated as Inadequate. Urgent and emergency services, medical care (including older people's care), critical care and end of life care were all rated as Requires Improvement. Maternity and gynaecology and services for young people and children were rated as Good. ➔ [More](#)

Waltham Forest Clinical Commissioning Group

Dr Anwar Khan, Chair of Waltham Forest Clinical Commissioning Group (CCG) made a statement to the CCG Patient Reference group:

“We recognise the challenges that Barts Health faces and the work that has already been done across the trust as a whole to address the issues raised by patients and the CQC. The CQC reports show that significant progress has been made at Whipps Cross and highlights areas where care and safety has been improved.

However, we are aware that there is more work to be done, with many areas still falling short of the standards expected by the CCG and our residents. Along with our neighbouring CCGs, NHS Waltham Forest CCG will continue to work in partnership with Barts Health, patients, Waltham Forest Council, Healthwatch and other key stakeholders to resolve the areas that have been identified as in need of improvement. Patient safety and quality of care have been and will remain our top priorities.”

Patient Representatives

Healthwatch worked with the CQC before the inspection to ensure patients and service users of Whipps Cross can feed into the inspection.

We shared our intelligence on patient experience of Whipps Cross, and engaged local residents to input into where & what services the CQC should inspect. In June 2016 we held a meeting with the CQC inspection team and patient representatives, to gather input in preparation for the upcoming inspection of the hospital. The meeting was attended by over 20 people including Healthwatch Waltham Forest and Redbridge, members from the Whipps Cross Patients Panel, Save our NHS members and local residents. In January the CQC team will be meeting with the same group to feed back on how their input has helped shape the inspection, to maintain a two-way dialogue with the patient and service user representatives that were engaged.



Signs of improvement, but ‘more to be done’

Here at Healthwatch Waltham Forest we will continue to progressively work with Whipps Cross Hospital, Barts Health NHS Trust, Waltham Forest Clinical Commissioning Group, the local authority and other key stakeholders to improve services at Whipps Cross. We will continue to capture patient, carer and service user voices to improve patient pathways & patient experiences within the hospital.

“I am in control of my diabetes.”

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

Latest CQC Inspection Reports

- ➔ Dr A.Q. Sheikh & Partners, 48 Queens Road, London, E17 8PX (*Rated Good*) ➔ [More](#)
- ➔ St Francis Residential Care Home, 65-67 Falmouth Avenue, London, E4 9QR (*Rated Good*) ➔ [More](#)
- ➔ Grove Residential Home, 107-109 Grove Road, London, E17 9BU (*Rated Good*) ➔ [More](#)
- ➔ Aston Grange Care Home, 484-512 Forest Road, London, E17 4PZ (*Rated Inadequate*) ➔ [More](#)
- ➔ The Ridgeway Surgery, 1 Mount Echo Avenue, London, E4 7JX (*Rated Good*) ➔ [More](#)
- ➔ Trumpington Road, 130 Trumpington Road, London, E7 9EQ (*Rated Requires Improvement*) ➔ [More](#)
- ➔ Mapleton Road, 87 Mapleton Road, London, E4 6XJ (*Rated Good*) ➔ [More](#)

➔ Keep January Dry!

After all the excess of the holiday season, January is a good time to give your body a little break. Why not start the New Year with a healthier you? Join thousands of people around the UK who have signed up for Dry January. ➔ [More](#)

Swap all your alcoholic drinks for something softer this January to experience some amazing health and wealth benefits.

Public Health would also encourage organisations to take part in the campaign. Get your staff and colleagues to take part in Dry January this new year. Benefits include weight loss, better sleep, more energy, clearer skin, lose weight - find out how many calories you could save with the unit and calorie calculator. ➔ [More](#)

And last but not least, going dry this January also has financial benefits - the average person spends £50,000 on booze in their lifetime!

Please note that complete abstinence should NOT be undertaken by people with alcohol dependency issues.

If you would like support for alcohol or substance misuse, contact Lifeline on 0203 826 9600. ➔ [More](#)

722 offers substance misuse services for young people in Waltham Forest. 0300 555 1158. ➔ [More](#)

➔ Stay Well This Winter

The winter is here upon us. Cold weather can be very harmful, especially for people aged 65 or older as it makes us more susceptible to colds and flu. As such, Public Health would like to share a few tips of how to stay well this winter:

Get the flu jab - The vaccine is the best protection we have against the viruses that are common this winter. Visit your GP or pharmacist today to get the flu vaccine. If you are the main carer of an older or disabled person you will be eligible for the free flu jab, speak to your GP.

For children aged 2, 3 and 4, the flu vaccine is not an injection, but a nasal spray. Talk to your GP.

Keep warm - Take advantage of financial schemes and discounts to help you pay for heating.

Keep active - Keeping physically active will help you stay warm and healthy. ➔ [More](#)

➔ Healthy Schools London Gold Award

St Mary's Catholic Primary school received a Healthy Schools London Gold Award in December, making it the first school in the borough to secure the Healthy Schools London Gold award!

The award was given for their year-long project around increasing consumption of fruit and vegetables with lunchtime meals and food growing in the school.



Increasing consumption of fruit and vegetables

The Healthy Schools Programme is a London based awards programme that works with schools to promote health and wellbeing amongst pupils.

At the start of the year we had just three Silver award schools.

We now have a total of nine schools that have achieved Silver and twenty-seven Bronze awards in the borough in addition to our Gold award.

The benefits of the Healthy Schools Programme goes beyond health.

In addition to promoting health and wellbeing amongst pupils, participating schools have reported reduced incidence of bullying, improved behaviour and improved attendance.

For more information:

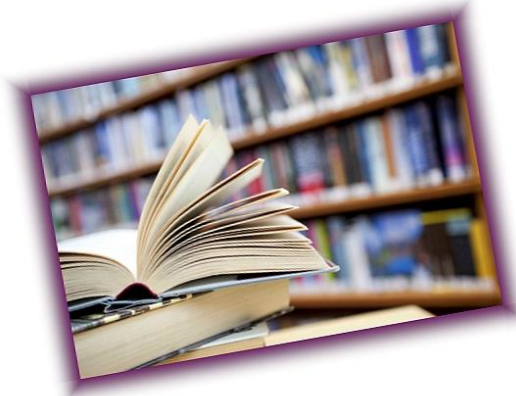
✉ claire.mulrenan@walthamforest.gov.uk

“We need more time at GP appointments.”

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

➤ Library Locals Consultation

As you may know the Council is proposing to relocate Higham Hill and Wood Street libraries. The proposal for Higham Hill is to relocate it to a newly developed community hub at Priory Court, less than half a mile from the existing library.



Modern libraries - much more than books!

The proposal for Wood Street is to relocate it to the Marlowe Road development, just over half a mile from the existing library. It is also proposed that Lea Bridge will remain where it is but be refurbished.

Consultation has been open since 12th September 2016 and was due to close on 30th November 2016. Following consideration of feedback received to date, and the importance of the proposals to the community, a decision has been taken to issue a further survey that asks specific questions seeking views on the proposed relocations and extends the time for participation to 31st January. ➤ [More](#)

“The pharmacist had all the answers!”

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

➤ Highlight Cancer

From the UCLH Cancer Collaborative, a free, practical, training programme that gives you more confidence to discuss cancer openly with people in your community. It's not a lesson or lecture, it's a shared experience that leaves you ready to have simple, yet powerful, conversations. ➤ [More](#)

To book or to find out more:

✉ priya.yoganathan@nhs.net

➤ Free Vision Impairment Awareness Workshops

Waltham Forest Public Health Team and East London Vision would like to invite you to join them for one of their FREE Vision Impairment Awareness Workshops. These workshops have been funded by Waltham Forest Community Education Provider Network.

The training is targeted towards anyone working in Waltham Forest who provides health and social care to patients and the public who may be affected by a visual impairment.



Look after your eye health!

The aim of the workshops is to provide those attending with relevant information relating to sight loss so that they can provide effective, person centred assistance to Vision Impaired people.

All sessions will cover the following topics, with additional content included in the longer sessions: Use appropriate terminology with those experiencing some form of sight loss; Guiding a vision impaired person; Understanding how to communicate with Vision Impaired people effectively; Understanding the Accessible Information Standard, and how it should be implemented by health and social care.

Sessions will also cover some of the key prevention messages to support people to look after their eye health. There are two full day, three lunchtime and one early evening session in venues across Waltham Forest. ➤ [More](#)

To find out more:

✉ emily.grundy@walthamforest.gov.uk

“NHS 111 gave spot on advice.”

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

➔ Introduction to Carers FIRST

Since October 2016 Carers FIRST has been delivering the provision of Wellbeing and Independence Services for Carers in Waltham Forest, supporting adult carers and families across the borough. Carers FIRST has been delivering services to carers for over 25 years.

“Our trained staff are not office based but work in the community supporting carers, ensuring we respond to their needs locally. We provide emotional and practical support, advice, information and guidance, and opportunities for carers to access training, social groups, activities, trips and more. Carers can be of any age and is someone who provides support for a friend or relative who due to ill health, physical or mental illness, disability, frailty, or addiction cannot manage without this help.” Referral - self referral by carers or professionals. ➔ [More](#)

If you have used the new carer’s service, we would also appreciate if you shared your feedback with Healthwatch. Get in touch with us and tell us about your experience!

“The district nurse was very supportive.”

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

➔ Domestic Abuse & Risk Assessment Event

This training programme has been developed and designed to give an overview of Waltham Forest Council’s co-ordinated community response to tackling Domestic Abuse and to raise awareness of the Multi Agency Risk Assessment Conference (MARAC) process that has been implemented to support high risk victims of abuse.

This training session will be of particular relevance to those officers/caseworkers working directly with client groups likely to be affected by domestic abuse including social workers, educational establishments, health practitioners (including GP’s Practice Nurses, Health Visitors, midwives and pharmacists), housing officers, anyone working in the voluntary sector; working with children and young people and staff working in substance misuse & mental health services. To find out more:

☎ 020 8496 6839

✉ vawg@walthamforest.gov.uk

➔ The B.R.E.A.K. Project

Are you a female aged 16-30? Do you know where to go for sexual health advice? Interested in gaining new skills that will uplift and empower you? Need some support to boost your self confidence and self esteem? Feel stuck in a negative cycle that you want to break free from? Do you know the differences between healthy and unhealthy relationships?



Come and join like-minded females!

Break Tha Cycle is offering young women and girls, aged 16-30, the opportunity to take part in a ground breaking, interactive programme that is aimed at empowering you to be the best that you can be. You will be surrounded by like-minded females who are facing the same or similar situations as yourself.

➔ Thursdays 2nd Feb – 3rd Aug, 10.30am – 12.30pm

➔ Paradox Centre 3 Ching Way Chingford E4 8YD

You will have the chance to express yourself, explore your creativity and together, you will be able to discuss some of the more difficult topics that affect you as a young woman or girl, in a safe and non-judgemental space.

During the programme, you will gain insight in topics such as; sexual health, self-esteem, self-confidence and self-awareness, sexual exploitation, mental health, domestic violence and building and maintaining healthy relationships. Sessions will involve guest speakers, role play, group discussions, creative writing and more! To find out more:

☎ 07535280467

✉ breakthacyclereferrals@gmail.com

“Seen by my GP on the same day!”

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

➔ New Video About Motor Neurone Disease

A new video resource about Motor Neurone Disease (MND) has been launched by the Motor Neurone Disease Association.

Understanding MND features the experiences of four people with MND and is designed to introduce MND to health and social care professionals working in a variety of roles.

The film can be watched in one run, or as separate chapters.

It includes sections about MND, care and support for people with MND as well as the physical effects.



Learn about care, support and physical effects

The video is available now. ➔ [More](#)

Latest Newsletters

- ➔ Healthwatch England - Healthwatch Network News, December 2016 ➔ [More](#)
- ➔ NICE - News, November 2016 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, December 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ Government sets out social care funding plans ➔ [More](#)
- ➔ NHS England announces £101 million of new funding for new care model vanguards ➔ [More](#)
- ➔ Blog from Chief Nursing Officer about local proposals to improve health and care ➔ [More](#)
- ➔ Social work restructure meant 'corners were being cut', finds serious case review ➔ [More](#)
- ➔ NHS England announces new mental health services to help 30,000 people ➔ [More](#)
- ➔ Government revises Care Act guidance after Supreme Court loss ➔ [More](#)
- ➔ NHS Chief pledges help for 50,000 more people to tackle rising diabetes levels ➔ [More](#)
- ➔ Government to bar councils from opting out of child protection duties ➔ [More](#)
- ➔ Clinical pharmacy scheme set to benefit patients across England ➔ [More](#)
- ➔ 'Ambitious action' to improve survival and quality of life for people with cancer ➔ [More](#)
- ➔ NHS England publishes updated guidance to country's paediatric intensive care units ➔ [More](#)
- ➔ Social work 'hubs' helping improve services at children's trust - Ofsted ➔ [More](#)
- ➔ NHS England review of 2016 ➔ [More](#)
- ➔ Social worker who grew up in care recognised in New Year honours ➔ [More](#)
- ➔ Shortlist announced for second Friends and Family Test Awards ➔ [More](#)
- ➔ Backing for new services to transform care for people with a learning disability and/or autism ➔ [More](#)
- ➔ Meet the social workers at the sharp end of an under-pressure NHS ➔ [More](#)
- ➔ NHS England sets out guidance for new quality scheme for community pharmacy ➔ [More](#)
- ➔ DfE to tackle risk of accreditation bias against older and minority staff ➔ [More](#)
- ➔ NHS England to fund Bionic Eye Surgery ➔ [More](#)
- ➔ National health organisations publish a shared commitment to quality ➔ [More](#)