

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: Walthamstow Marshes

In this Issue!

Join Us at the Pop-Up Shop! Enter and View Training, 26th March	2
Deprivation of Liberty Safeguards 2012/13 Consultation on Changes to Specialised Services Hepatitis C, Sexual and Reproductive Health Event	3
National No Smoking Day Mental Health Service Users to Have Their Say! Barts Health Heroes Awards Ceremony	4
Door to Store Shopping Service NHS to Tackle Long Waits for Dementia Assessments	5
Disability Multi-Sports Club Fun Prize Bingo Night Job Vacancy at Crest!	6
NHSAcronym - The Handy App at Your Fingertips!	7

020 3078 9990
www.healthwatchwalthamforest.co.uk
info@healthwatchwalthamforest.co.uk
Unit 15, Alpha Business Centre, Walthamstow, E17 7NX

Contact Us

➔ Getting Active with Healthwatch!

Healthwatch Waltham Forest is at the heart of the local health and social care community and we always encourage our members to get involved.



Silma, voucher winner at our recent pharmacy event

If you have a friend or family member with a keen interest in any aspect of health or social care, do let them know about Healthwatch.

We record members' interests in our database and can make sure that members know about any events & activities that would suit them. Spread the word!

“The freedom pass is my independence.”

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

➔ Join Us at the Pop-Up Shop!

If you're in Walthamstow town centre between 25th March - 2nd April, do visit the Healthwatch Waltham Forest 'Pop-Up Shop' for fun and free activities with a health and social care flavour.

There will be something for all the family, including quizzes, 'test your health', prize draws, knitting, arts and crafts, mother and baby, various health talks and debates, not to mention the opportunity to feature in Healthwatch advertising materials and free balloons from the balloon lady! ➔ [More](#)

Plus much more, so do *pop in!*

➔ Tuesday 25th March - Wednesday 2nd April

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

➔ Enter and View Training, 26th March

As part of the Healthwatch Waltham Forest Enter and View Programme, we are hosting a training event and welcome our volunteers to attend:

➔ Wednesday 26th March, 9am - 5pm

➔ Stratford Circus, Stratford, E15 1BX

This event will incorporate the supplementary components of Enter and View training into one day and covers:

➔ Adult Safeguarding

➔ Equality and Diversity

➔ Data protection and confidentiality

If you attended one of the training days in January, this supplementary training will fully qualify you as an Enter and View representative.

If you did not attend training in January and are interested in Enter and View, you may attend this session and become fully qualified after attending a second day on the core subject.

This training is the next crucial step in enabling Healthwatch Waltham Forest to fulfil its statutory Enter and View functions with a professionally trained team. ➔ [More](#)

To book, please contact the Healthwatch office:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

Need Information?

We can point you to the health and social care services on your doorstep.



020 7473 9519

9.00am - 4.30pm, Monday - Friday

➔ Deprivation of Liberty Safeguards 2012/13

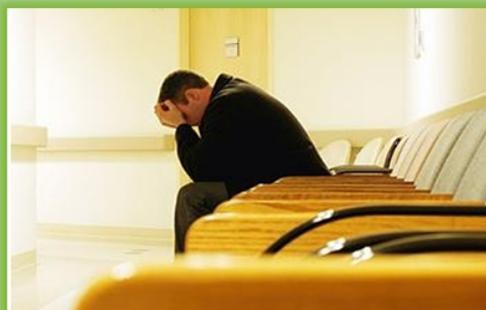
The Care Quality Commission (CQC) annual report into the use of the Mental Health Act highlights the experiences of patients who received care under the act throughout 2012/13. The number of people detained or treated under the Mental Health Act has risen by 12% in the last five years.

On 16th January the CQC launched their fourth annual report in the use of the Deprivation of Liberty Safeguards (DoLS). Their checks on DoLS will now become a routine part of their hospital and care home inspections and they will work more closely with local authorities to support them in their role as supervisory bodies.

They also want to work more closely with people with experience of detention under the Mental Health Act or who have been subject to the use of DoLS and their carers. ➔ [More](#)

Contact the CQC with your experiences:

✉ involvement.edhr@cqc.org.uk



The number of people detained or treated is on the rise

We need *your* views!

Contact the Healthwatch office with your views on Deprivation of Liberty Safeguards and the Mental Health Act. All views are important!

➔ Interested in Maternity Services?

Why not join the local Whipps Cross Maternity Services Liaison Committee or the national Nursing & Midwifery Council (NMC) Patient & Public Forum!

The next NMC meetings will take place Wednesdays 7th May, 9th July and 8th October 2014.

For more, contact the Healthwatch office.

➔ Consultation on Changes to Specialised Services

NHS England has launched a 3 month consultation on changes to 15 of its specialised services specifications, as well as asking for views on a new document relating to specialised maternity services.

The service specifications have already been subject to public consultation, however, stakeholders registered with the relevant Clinical Reference Groups felt that the changes to the documents proposed were significant enough to warrant further consultation.



Consulting on topics from dialysis to heart surgery

All proposed changes are highlighted within the individual documents for ease of reference. The consultation ends on 21st May 2014. ➔ [More](#)

➔ Hepatitis C, Sexual and Reproductive Health

You are invited to join a Barts Health session on hepatitis c, sexual and reproductive health:

➔ Thursday 24th April, 12.30pm to 3.45pm

➔ Waltham Forest Town Hall

The session is free to attend and is primarily aimed at GPs and Practice Nurses but would benefit other health professionals working with communities at risk of Hepatitis C, HIV, STIs and unplanned pregnancies. To book or for more:

☎ 0788 5976659

✉ elias.phiri@bartshealth.nhs.uk

“Waiting room chairs torn,
every one!”

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

➔ Join National No Smoking Day!

This year's national No Smoking Day 12th March, a day when thousands take the first steps to personal victories in breaking the smoking habit. If you smoke, stopping is the single most important thing you can do for your health and the health of your family. It can also be the hardest. There is a lot of free support around and by choosing the right type for you, you really improve your chances of stopping for good.

Try it for one day: join One Day Quit and get text messages on No Smoking Day to support you through the day. [➔ More](#)

Try it for 6 weeks - contact the Stop Smoking Service and set a quit day that works for you. Then make the most of the six weeks of face to face support and find what kind of nicotine replacement therapy to use to give you the best fighting chance!

For more on this call ☎ 0800 0320102

“Ecclesbourne staff are fantastic!!!”

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

➔ Mental Health Service Users to Have Their Say!

More than 850 patients who have received mental health services from North East London NHS Foundation Trust (NELFT) over the last year are to be asked about their care.

During the coming weeks the national community mental health survey will be posted to a random selection of service users aged 18 and over in the four north east London boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest who were treated between 1 September 2013 and 30 November 2013 by NELFT's community mental health services.

The yearly survey, which is mostly in the form of a tick-box questionnaire, will be sent to patients with varying types of mental health conditions. The survey aims to understand service users' experiences and to help improve the services offered. It is also used by Care Quality Commission, independent regulator of foundation trusts, to assess compliance with the essential standards of quality and safety. [➔ More](#)

➔ Barts Health Heroes Awards Ceremony

On 12th February the Barts Health Heroes Ceremony took place at the Museum of London.

Sir Stephen O'Brien, Barts Health Chairman said "It has been a wonderful evening with more than 250 people in attendance."



Sir Stephen (left) with newly recognised 'Heroes'

"The event has been a marvellous success and truly showcased some of our most aspiring and amazing colleagues. It was with great pride that I presented awards to our Barts Health Heroes who came from all hospitals and a cross-section of roles."

More than 400 'outstanding nominations' were made, testament to the innovation and hard work across the many sites. Among the Heroes were many Whipps Cross based teams:

The 'Vulnerable Ruby Team' is a very small unit that covers a huge geographical area. They look after some of the most vulnerable women with complex needs, working 'extremely effectively'.

Also receiving awards were the Stroke Team, the Emergency Gynaecology Unit and Curie Ward.

Dorothy Bulled, who was also mentioned in the New Year's Honours receiving a British Empire Medal, has been involved in the Whipps Cross Patients Panel since its foundation in 2002.

Congratulations to all winners from Waltham Forest!

“Phlebotomy services are overstretched.”

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

➔ Door to Store Shopping Service

Community Transport Waltham Forest provides a timetabled weekly shopping service for individuals in Waltham Forest with long term health conditions or mobility issues who require assisted transport to undertake their every day essentials.

The service includes home picks ups and returns, help with taking shopping to the door. Affordable fare structure of £2 each way (£4 return journey). Carers travel for free.



Helping you to get around town!

The service is open to all agencies/services with clients who require additional support to retain their independence:

GP's, Community Nurses, Hospitals, Clinics, Social Workers, Enablement Teams, Sheltered Housing, Advocacy Services, Older People's Services, and Social Care Services and Self Referrals.

The service can also be used on an adhoc basis for trips such as Hospital Discharge, Carers Respite, Short term mobility restrictions and Group shopping outings from sheltered accommodations.

To book or to find out more:

☎ 020 85210665 ✉ info@ctwf.co.uk

💻 www.communitytransportwf.co.uk

➔ Long Waits for Dementia Assessments Tackled

Following December's G8 summit, the UK continues to lead the world in the fight against dementia with a £90 million package to improve dementia diagnosis and care and the appointment of a World Dementia Envoy to raise funds for research towards a cure.

As well as improving diagnosis, the GP Contract that the Health Secretary recently negotiated will mean that from April, every person over 75 will have a named accountable GP and the most vulnerable two per cent in each practice will receive an enhanced service including same day telephone consultations and proactive case management. People diagnosed with dementia and their carers will also be able to sign up to a new service on the NHS Choices website to get essential help and advice in the early stages of their condition. ➔ [More](#)

“Carers assessment done but still waiting...”

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

➔ Waltham Forest Dementia Action Alliance

The Council is seeking to make the borough more dementia friendly. To this end they are aiming to establish a Dementia Action Alliance with the help of a part time post managed by the Alzheimer's Society in Waltham Forest.

They very much hope that your organisation will want to be part of this initiative and a meeting is scheduled for Tuesday 25th March, 11am to 1pm.

To find out more:

☎ 020 8556 8171

✉ alli.anthony@alzheimers.org.uk

Latest CQC Inspection Reports

- ➔ [Waltham Forest Rehabilitation Services, Larkshall Road, Chingford, London, E4 6UW](#) ➔ [More](#)
- ➔ [Companion In Care Limited, 24 Borthwick Road, Walthamstow, London, E15 1UD](#) ➔ [More](#)
- ➔ [Autism London Limited, 22-23 Salisbury Road, Leyton, London, E10 5RG](#) ➔ [More](#)
- ➔ [Churchcrest Limited, Healthlands Care Centre, 2b Hatch Lane, London, E4 6NF](#) ➔ [More](#)
- ➔ [LBWF Homecare and Reablement Service, Silver Birch House, Walthamstow, London, E17 5SD](#) ➔ [More](#)

➔ Disability Multi-Sports Club

Waltham Forest Disability Resource Centre, in partnership with Motivate East, invites you to 'come and have a go' at the Disability Multi-Sports Club.

Have fun playing sports and games adapted for disabled and less mobile people, including Boccia, Mini Skittles, Sitting Volleyball, Pop Up Target.

Volleyball for all!



All activities will be led by a qualified coach and can be done sitting down or from a standing position.

The club offers FREE sessions on Friday mornings:

➔ 11.30am - 12.30pm, WFDRC, 90 Crownfield Road

Some transport places are available and at a special subsidised rate of £1.50 each way to attend the Club. First come, first served! To find out more:

☎ 020 8534 1589

“GP's and pharmacists
should work together.”

Join us today and have your say!

➔ Fun Prize Bingo Night

The Waltham Forest Disability Resource Centre welcomes all to their Prize Bingo Night:

➔ Friday 14th March, Doors 7pm Eyes Down 7.30pm

➔ WFDRC, Resource Hub South, 90 Crownfield Road

Free entry. £1 per book Prize Bingo + £1.50 Cash Game. Teas, coffees and soft drinks for sale. You can also bring your own food and drink.

Come join the fun! For more information:

☎ 020 8534 1589

✉ info@wfdrc.org.uk

➔ Job Vacancy at Crest!

Evolve, part of Crest Waltham Forest is looking for a navigator to work with people with a long term mental health condition following discharge from secondary care.

Salary is £26,000 per annum - fixed term contract until 31st March 2015.

This unique and ground-breaking role requires candidates to have experience of working with adults who have a long term mental health condition and a working knowledge of challenges and support needs of this client group.

A thorough understanding of Recovery with the skills and ability to motivate and empower people are also required.

The closing date is 10am on Monday 17th March.

For full details and an application pack:

☎ 020 8521 2975

✉ chris.osullivan@crestwf.org.uk

➔ Pakistan Day 2014

Pak Cultural Society in partnership with London Borough of Waltham Forest & Healthwatch Waltham Forest proudly presents Pakistan Day 2014:

➔ Sunday 23rd March, 3 - 6 pm

➔ Asian Centre, 18a Orford Road, E17 9LN

An event for local communities with entertainment for children and families. Refreshments served.

☎ 07786012012

🌐 www.pakculturalsociety.co.uk



➔ NHSAcronym

The NHS Confederation has created a free App for mobiles and tablets to help you navigate the jargon-filled vocabulary of the NHS.

'NHSAcronym' may be downloaded now and contains definitions of over 600 commonly used acronyms and abbreviations.

You may also access the resource directly on the NHS Confederation's website.

Although acronyms are being used less across the government and industry, they are here to stay, so this resource is certainly worth a look-in!



Acronyms are here to stay!

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

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](#)
- ➔ Waltham Forest Carers Association Newsletter, February 2014 ➔ [More](#)
- ➔ Waltham Forest CAB Newsletter, February 2014 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ Stethoscopes could spread hospital infections ➔ [More](#)
- ➔ Cuts to benefits and services increasing pressure on mental health social workers ➔ [More](#)
- ➔ Patients 'safer with better-educated nurses' ➔ [More](#)
- ➔ 'Male-focused' homelessness services failing women, warns charity ➔ [More](#)
- ➔ CQC seeks mental health social workers to help 'peer review' services ➔ [More](#)
- ➔ Fears pregnant women are ignoring folic acid advice ➔ [More](#)
- ➔ 'Catastrophic' social care spending squeeze risks undermining Care Bill reforms, warns Age UK ➔ [More](#)
- ➔ Independent midwives: insurance options outlined ➔ [More](#)
- ➔ Government resumes bid to shut Independent Living Fund in 2015 ➔ [More](#)
- ➔ NHS to tackle long waits for dementia assessments ➔ [More](#)
- ➔ Medical innovation: doctors and patients encouraged to give views ➔ [More](#)
- ➔ Better care for mental health crisis ➔ [More](#)
- ➔ 'Francis Effect' on NHS care one year on from Mid Staffs Inquiry ➔ [More](#)
- ➔ Care homes face paperwork 'industry' that damages quality of care ➔ [More](#)



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, various health talks and debates, not to mention the opportunity to feature in Healthwatch advertising materials and free balloons from the balloon lady!

Plus much more, so *do* pop in!

[Click here to find out more!](#)

☎ 020 3078 9990 #HealthwatchPopUp

✉ info@healthwatchwalthamforest.co.uk

This ebulletin

The views and opinions expressed in the media, articles or comments in this publication are those of the speakers or authors and do not necessarily reflect the views and opinions held by Healthwatch Waltham Forest.

We oversee and administer the bulletin based on our editorial policy but should not be held accountable for all of the information you may find.