

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: Gilwell Park, Chingford

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Contact us for alternative formats

Contact Us

➔ Home Care Services Survey

Between November 2013 and January 2014 Healthwatch Waltham Forest conducted a survey about homecare services in the borough and invited comments from those using and providing the service locally.

The report findings, based on your views and comments, has over 20 recommendations including development of a homecare charter, simplifying the process for setting up homecare, reviewing complaints policies and guidance materials, more training for homecare staff and ensuring the patient and family carer voice is clearly heard through engagement and involvement on recruitment and complaints panels, staff training and feedback sessions (for example).



Our report contains over 20 recommendations

The full report will be available on our website after 20th May 2014 and will be emailed to members and partners. Please get in touch to receive a copy in the post.

A special thank you to all those that completed the survey, and Age UK Waltham Forest, Waltham Forest Carers Association, Disability Resource Centre, staff at the London Borough of Waltham Forest (LBWF) Families Directorate, and Sheila Thorn.

What's your bag?



There are many ways to become active with Healthwatch Waltham Forest!

➔ [Ways to Get Involved](#)

➔ Integrated Care Workshops in Waltham Forest

Healthwatch Waltham Forest is working with PPL Consulting and other partners to drive forward the provision of more joined up services.

There are two more workshops in this series and whether you are a resident, a patient, a carer or a family member familiar with health and social care services, come along and share your experiences:

➔ Workshop 2: Wednesday 28th May, 10am - 1pm
Waltham Forest Resource Hub (South)

➔ Workshop 3: Friday 6th June, 9.30am - 12.30pm
The Score Centre, 100 Oliver Road, E10 5JY

In addition, we will be undertaking some research into the challenges faced in Waltham Forest. If you would be happy for a small team of two or three to shadow or interview you as part of this research then please do let us know.

If you would like to attend the workshops, assist in the research or have any queries:

☎ 07850 739198

✉ tamsin.fulton@pplconsulting.co.uk

Feedback on Healthwatch Waltham Forest!

We would like to ask our stakeholders, that you, for their views on the performance of Healthwatch Waltham Forest. What do we do well, what could we be doing better?

Please take a moment to share your views and let us know! ➔ [Quick Survey!](#)

Whipps Cross Discharge Questionnaire...

Are you aged over 75? Have you been discharged from Whipps Cross Hospital?

If so, Healthwatch Waltham Forest would like to hear about your experience.

Please contact the Healthwatch Office!

“We need more time at GP appointments.”

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

➔ Dads' Group

The Dads' Group is a group for dads who have a child with special needs or who are just interested in special needs.

We meet regularly to offer peer support - share stories, experience and knowledge. At the next session, Nat from Eat or Heat will be cooking Thai green chicken curry and Thai green vegetarian curry with coconut rice:

- ➔ Tuesday 20th May, 6pm
- ➔ Quaker Meeting House, 1a Jewel Road, E17 4QU

There are places for 15 people, so please do book:

✉ andreas.arnmar@hillyfieldacademy.com

➔ International Clinical Trials Day

Clinical research plays a significant role in helping to find better ways of looking after patients and keeping people healthy.

Evidence from trials demonstrates which treatments work best to prevent and treat illness and health problems - and patient participation is vital.

Barts Health invites you to get involved and come along on Tuesday 20th May.

Stalls and activities will be taking place across the Trust with doctors, nurses and other researchers on hand to answer your questions and for you to learn about the many ways you can get involved:

- ➔ Visit an awareness stand
- ➔ Come and find out about research taking place at your local hospital
- ➔ Tour a clinical research centre
- ➔ Take part in a design a research poster workshop
- ➔ Come and speak

To find out more:

🌐 www.bartshealth.nhs.uk/takepart2014

“ I can't get my father's nails clipped. ”

Join us today and have your say!

➔ Public Meeting on Whipps Cross Hospital

A local campaign group, Waltham Forest Save Our NHS will be holding a public meeting on Whipps Cross Hospital:

- ➔ Tuesday 13th May - 7.30pm
- ➔ Quaker Meeting House, 1a Jewel Road, E17 4QU

Speakers include Dr Louise Irvine GP, Dr Chidi Ejimofe Consultant A&E (Lewisham Hospital Campaign) and frontline staff from Whipps Cross.

Healthwatch Waltham Forest will be there and you can visit our information stall to find out more about what we do, or to share your views and experiences of Whipps Cross Hospital and other local health and social care services.

➔ Epilepsy User Forum

Do you have epilepsy? Or are you a carer or parent of someone with epilepsy, or a health professional with an interest in epilepsy?



Get peer support at the user forum!

The Epilepsy Society and Barts Health invite you to attend their user forum to meet other people and share your experiences of living with epilepsy:

- ➔ Monday 19th May & every 3rd Monday of the month
- ➔ Wellbeing Centre, Toynbee Hall, London

For further information:

☎ 01494 601 438

✉ community.development@epilepsysociety.org.uk

We want your views!

Healthwatch Waltham Forest would like to hear what you think of local epilepsy services. Contact the office, in confidence with your views!

➔ Barts Encourage Staff to 'SpeakInConfidence'

Barts Health NHS Trust has become the first NHS trust to begin using an online system that encourages all staff to anonymously and directly discuss ideas and concerns with senior leadership.

Launched in March, SpeakInConfidence is a simple, secure, web-based tool that enables staff to have a private dialogue about any issues that they may feel unable to discuss with their direct management.

It also allows ideas to be shared across the Trust that further improve working conditions as well as clinical care and safety, such as suggesting improvements to how the Trust uses its financial resources.

The new system stems from a desire of executive leaders at the Trust to address concerns of bullying and harassment raised by the Care Quality Commission (CQC) in 2013. It also builds on previous work by the Trust to encourage staff to raise any concerns ranging from clinical safety to fraud - often referred to as 'whistleblowing'.



Staff supported when raising concerns

Chief Nurse at Barts Health NHS Trust, Kay Riley explained: "We are keen to show our staff our commitment to improving and resolving any issues they raise and to provide absolute assurance that although we want them to speak to us their identity will be protected if they wish to remain anonymous. "With our previous 'whistleblowing' support line, people told us that they didn't feel that it was a truly anonymous way to raise concerns and they were fearful of what would happen if they spoke out.

"We feel it is incredibly important that if people need an avenue to raise concerns that they shouldn't feel that they cannot talk directly with us and must resort to discussing their concerns elsewhere, such as with the CQC or our stakeholders, just to be heard." ➔ [More](#)

➔ Excellent Secondary Breast Cancer Care Pledge

Two of the UK's leading breast cancer charities - Breakthrough Breast Cancer and Breast Cancer Care - have teamed up with Barts Health NHS Trust, to help identify areas of good practice as well as improvements to services for people diagnosed with secondary breast cancer.

The Trust has signed up to the Secondary Breast Cancer Pledge, committing it to providing the best possible care to patients diagnosed with secondary breast cancer across its hospitals that include Whipps Cross, St Bartholomew's & Newham General.



The service will include advice on lifestyle and more

Improvements were identified through patient questionnaires, and patients were also included in discussions to agree on the best way to go about implementing the required changes. One significant request from patients was for more information about financial services, emotional support and lifestyle advice, and the Trust has committed to providing this by running monthly advice sessions.

Of the 50,000 women and 400 men diagnosed with breast cancer each year in the UK, it is still not known exactly how many of these patients will go on to develop secondary breast cancer - cancer that has spread beyond the breast or armpit to other parts of the body.

Dawn Shelton, 57 from Ilford who was diagnosed with breast cancer in April 2005, said: "It is such a good idea to get input from patients through surveys and meetings, as we are the ones who know what it is like to live with cancer." ➔ [More](#)

"The receptionist was very supportive."

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

➔ Review of NHS Patient Care in East London

Transforming Services, Changing Lives (TSCL) is a clinical review programme established by East London clinical commissioning groups (CCGs) in Waltham Forest, Tower Hamlets, Newham, Barking and Dagenham, and Redbridge; NHS England; Barts Health NHS Trust and other providers.

These organisations are working in partnership to face the very real challenge of providing health services for a rapidly growing East London population, whilst continuing to meet the health needs of some of the most deprived areas seen anywhere in the UK.



Demand rising faster than budgets

Providing for today while planning for a tomorrow, which is unlikely to see budgets rising to the same extent as demand, requires commissioners and providers to think differently about how they provide care, and make changes to where and how care is provided.

The group has asked local clinicians to use their own knowledge of national and international best practice to carry out a clinical review of current health and social care services in East London, this work will be written up in a 'case for change', to be published in autumn 2014.

Clinical working groups have now been established, along with a public and patient reference group which Healthwatch Waltham Forest sits on. Keep posted for further news and developments.

➔ Shopmobility Waltham Forest

Trouble getting out and about? Shopmobility, operated by Liveability Waltham Forest can help!

They can provide daily loan of mobility scooters and wheelchairs, plus trained volunteer helpers.

The service, based at Selborne Walk Shopping, Centre also offers shopping and leisure trips, local lunches, bingo and craft clubs, gentle exercise, chiropody and reflexology.

☎ 020 8520 3366

✉ liveabilitywf@gmail.com

🌐 www.shopmobilitywalthamforest.org

“Sent home from A&E without a scan.”

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

➔ Dementia Friends

People with dementia don't just lose their memories, they can also lose their friends. This is because people with dementia can start to behave differently. And sometimes those friends might not understand or know how to react.

However, it is possible to live well with dementia, especially with the support of friends. No matter how big, or how small, every action counts.

People with dementia need friends more than ever and that's why one million Dementia Friends are being created.

The friends will help people with dementia to live well for longer. ➔ [More](#)

Latest CQC Inspection Reports

- ➔ [Care Central Limited, 76 Markhouse Road, Walthamstow, London, E17 8BG](#) ➔ [More](#)
- ➔ [Hayat Medical Centre, 273 Boundary Road, Walthamstow, London, E17 8NE](#) ➔ [More](#)
- ➔ [Vicarage Road Medical Centre, 155 Vicarage Road, Leyton, London, E10 5DU](#) ➔ [More](#)
- ➔ [Touchsky Care Home, 240 - 244 Odessa Road, Forest Gate, E7 9DY](#) ➔ [More](#)
- ➔ [Companion In Care Limited - Leyton, 24 Borthwick Road, Leyton, London, E15 1UD](#) ➔ [More](#)
- ➔ [Aspray House, 481 LeaBridge Road, Leyton, London, E10 7EB](#) ➔ [More](#)

➤ 29th May - 'Save the Date!'

Waltham Forest Clinical Commissioning Group (CCG) invites you to the following event:

- ➔ Thursday 29th May, 6-8pm
- ➔ Score Building, 100 Oliver Road, Leyton, E10 5JY

The CCG will be presenting on its 5-year strategic plan, being developed with neighbouring CCGs in Tower Hamlets and Newham, and setting the plan in context of the 'Transforming Services, Changing Lives' programme. To book or for more:

✉ communityparticipation@walthamforestccg.nhs.uk

“Service with a smile at the dentist!”

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

➤ Sign Language & Deaf Awareness

Waltham Forest Disability Resource Centre is running a six week course on 'Introduction to Sign Language and Deaf Awareness', starting:

- ➔ Friday 16th May, 2.30 - 4.00pm
- ➔ 90 Crownfield Road, Leytonstone E15 2BG

The cost is £3 per session and the six week course will cover fingerspelling, basic sign language and communicating with deaf and hearing impaired people. For more information or to book a place:

☎ 020 8534 1589

✉ reception@wfdrc.org.uk

➤ Care Home Food Survey

On behalf NHS SEPT Community Health Services, the 'Food First' team are conducting a survey to explore people's perceptions of care home food.

They are looking for people linked to care homes, whatever that relationship may be, to complete the survey.

The survey takes less than 5 minutes to complete and there is the option of being entered into a prize draw to win a £50 Tesco gift card. ➔ [More](#)

➤ Keeping Fit for Less Mobile People!

Stay active with Waltham Forest Disability Resource Centre's sessions. Just £3 and designed to be accessible for older people, people with mobility difficulties, those affected by sight/hearing loss or long-term health conditions, as well as people rehabilitating after illness or injury. Friends and carers are also welcome!



Keeping fit is for everyone!

Their new Disability Multi-Sports Club on Friday mornings is FREE to attend, with a special discounted £3 rate for transport if you need it.

Whether you're looking for a gentle, slower-paced class to improve your fitness, or something more lively and upbeat, choose from a range exercise and fitness activities including women's exercise, relaxation, flex and relax, and armchair exercise.

To find out more:

☎ 020 8534 1589 or ✉ info@wfdrc.org.uk

➤ Support 'Life After Stroke' on 24th May!

Step out for Stroke is a fun sponsored walking event for the whole family. The Stroke Association this year aims to walk their way to a fundraising target of £250,000 and are encouraging Waltham Forest residents to join in, regardless of age and ability:

- ➔ Saturday 24th May, 11am Start
- ➔ Lloyd Park, Walthamstow

Come and enjoy the fabulous family-friendly atmosphere and walk in your own pace and in your own time. To find our more:

☎ 020 3582 6659

✉ b.balasundaram@stroke.org.uk

“Waited six months for my operation.”

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

➔ Care and Support Jargon Buster Goes Online!

Think Local Act Personal has produced an online Care and Support Jargon Buster which is free to use and share. The intention is that the resource will be widely accessible to help people make sense of jargon words and phrases surrounding social care.

An earlier version of the Jargon Buster was produced in 2013 with the Social Care Institute for Excellence (SCIE) and was awarded the Plain English Campaign Award.

Based on its popularity, this latest e-version has been produced and additional features include a filter to easily access terms and related terms, plus the ability to submit new jargon.



Is it all jargon to you? Get instant help!

All of the terms were carefully checked before use by a steering group, which includes respected public bodies and individuals. ➔ [More](#)

Latest Newsletters

- ➔ ASK Newsletter, Spring 2014 ➔ [More](#)
- ➔ CQC Update for Local Healthwatch, April 2014 ➔ [More](#)
- ➔ NHS England London Regional Team Involvement Opportunities Bulletin, Issue 4 ➔ [More](#)
- ➔ NICE Public Involvement Update, May 2014 ➔ [More](#)
- ➔ Think Local Act Personal - Weekly News Update, 2nd April 2014 ➔ [More](#)
- ➔ Waltham Forest CAB Newsletter, April 2014 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ A step-by-step guide to helping people with learning disabilities leave hospital placements ➔ [More](#)
- ➔ Access to primary care among vulnerable groups: review of evidence ➔ [More](#)
- ➔ Better Care Fund not on hold insists government ➔ [More](#)
- ➔ Government-backed 'fast track' scheme will train graduates as mental health social workers ➔ [More](#)
- ➔ How service user complaints are helping social workers improve their practice ➔ [More](#)
- ➔ How social workers can support clients to pool their personal budgets ➔ [More](#)
- ➔ Improving food in hospitals and schools ➔ [More](#)
- ➔ Launch of the new Health and Care Partnership ➔ [More](#)
- ➔ NHS e-procurement strategy ➔ [More](#)
- ➔ Over half of inpatients with learning disabilities restrained, secluded or harmed, says report ➔ [More](#)
- ➔ Regulation and inspection is stifling children's services, warn council bosses ➔ [More](#)
- ➔ Responses from Children and Young People's Health Outcomes Forum ➔ [More](#)
- ➔ Supplying asthma inhalers to schools for emergency use ➔ [More](#)
- ➔ Survey: Show the public what social workers do every day ➔ [More](#)
- ➔ 'Why we need more occupational therapists in our care homes' ➔ [More](#)



We're here to help!

Are you looking for health or social care services and need advice on what is available?

Or, do you want to comment on the services you receive?

We are Healthwatch Waltham Forest, your local health and social care champion. Our Information Service gives you the information you need so that you can access the services you are entitled to.

We are also here to listen to your comments on the services you receive and can point you in the right direction if you wish to make a complaint or compliment.

Help is just a call, click or tap away!

 www.healthwatchwalthamforest.co.uk/onlinedirectory

 **020 3078 9990**

 info@healthwatchwalthamforest.co.uk