

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!

Our Information Service Goes Live! Volunteer for Healthwatch!	2
'Case for Change' - Cancer and Cardiovascular Services Consultation Join the Education Advisory Group Making Waltham Forest Mental Health Friendly Membership of Public Pharmacy Partnership	3
Naseberry Consultation Your Local NHS Needs You! Opportunities at Waltham Forest CCG	4
Rapid HIV Testing Clinic Pharmacies - What Do They Do For You?	5
Macmillan Cancer Information & Support Service The Recovery Club	6
The Heart of Personalised Care - New Tools Available!	7

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

Contact us for alternative formats

Contact Us

➔ Our Information Service Goes Live!

If you are looking for local health and social care services, our information service can help.



Information at your fingertips with our new service

Our database contains details of over 1,000 local services, agencies and support groups and you can access this information in the following ways:

Online

A brand new Community Directory is featured on the Healthwatch website, here you can find your local services at a click. ➔ [Visit](#)

Telephone

You may also phone the Information Hotline on 020 7473 9519 and speak to an assistant. We are open between 9am - 4.30pm weekdays.

To find out more about the service contact the Healthwatch Office.

Your Views on Home Care

Does a family member get home care?



If so, please tell us what you think.

We're interested in all views, good or bad.

020 3078 9990

info@healthwatchwalthamforest.co.uk

➔ Volunteer with Healthwatch!

Do you want to meet new people? Do you want to learn new skills? Do you want to do something rewarding and worthwhile?

If the answer is yes, then why not volunteer for Healthwatch Waltham Forest!

We have a range of opportunities, from office based to getting out there in the community and now is the time to step forward!

Roles on offer include:

Healthwatch Database Volunteers

Our office team requires volunteers to help operate the Healthwatch Waltham Forest Database. This is an important role and an exciting opportunity to gain database and research experience, and to meet new people. You will learn new skills and receive high quality training.

Outreach Volunteers

Outreach volunteers help us reach our communities across the length and breadth of the borough. Attending events, running information stalls and talking to people about Healthwatch, outreach volunteers help us gather views and experiences people have around the health and social care services they use in Waltham Forest.

“Nurses at Grove Green are good.”

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

Plus much more!

There are many more opportunities available and details may be found on the website. ➔ [More](#)

When you volunteer for Healthwatch Waltham Forest, whichever role you choose, you are helping to make health and social care services better for the whole community.

If you would like to volunteer or would like to find out more, please get in touch:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Cancer and Cardiovascular Consultation

NHS England and local clinical commissioning groups are leading a review of specialist cancer and cardiovascular services in north and east London and west Essex.

They are seeking your views on the clinicians' ideas for how these services could be improved. The proposals include relocating services to a specialist centre.

Public events are being held across the region. The Consultation closes on 4th December 2013. ➔ [More](#)

“ Home care standards are an issue. ”

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

➔ Join the Education Advisory Group

The Nursing and Midwifery Council (NMC) sets standards for training providers to make sure the courses they offer would enable a nurse or midwife to join our register when they qualify.

They are setting up an Education Advisory Group to help them develop an education strategy. They would like to have patient representation on the group.

To find out more:

✉ kobi.halbert@nmc-uk.org

➔ Making Waltham Forest Mental Health Friendly

Social Spider are looking for volunteers with experience of mental health difficulty who would be interested in sharing their experiences with groups of people in the local community.

They are hosting volunteer training sessions for those who are interested:

To book or for more information:

☎ 020 8521 7956

✉ hello@MHfriendlyWF.org.uk

➔ Membership of Public Pharmacy Partnership

North East London Local Pharmaceutical Committee (NELLPC) is here to help and advise pharmacy contractors on all NHS matters and to improve pharmaceutical services for the local population.

They are looking for people with an understanding of what is happening within their borough in terms of health or voluntary organisations and has local connections to such organisations.

They are not after someone with a pharmacy background, but someone that can understand and to a certain extent represent patient issues with an understanding of what is happening in Waltham Forest.

For more information:

☎ 01277 849219

✉ marc.nellpc@outlook.com

It's time to get involved!



Upcoming Opportunities

- ➔ 12 November: Suicide Prevention Strategy, 1.30- 3.30pm (Waltham Forest Resource Hub) ➔ [More](#)
- ➔ 28 November: Older People's Manifesto Event, 11am (Bloomsbury Central Baptist Church) ➔ [More](#)
- ➔ 4 December: Annual Conference on Dementia and End of Life Care (Holiday Inn Bloomsbury) ➔ [More](#)
- ➔ Waltham Forest CCG: Need members to join two voluntary groups (article on page 4) ➔ [More](#)
- ➔ Barts Health: Are recruiting for their Learning Disabilities Steering Group ➔ [More](#)
- ➔ NHS England is recruiting for patient and public members of the Patient Safety Committee ➔ [More](#)

➔ Naseberry Consultation

Waltham Forest Clinical Commissioning Group (CCG) wants to hear the views of local people on a proposal to change where acute mental health inpatient services are provided. This would involve permanently closing the local acute mental health inpatient unit in Chingford, Naseberry Court and moving the service to Sunflowers Court, a specialist mental health unit in Goodmayes.



Treating people where they 'feel most comfortable'

The CCG wants to provide better care for people with mental health problems, and part of this is supporting people to receive treatment where they feel most comfortable, which is sometimes in their own homes. In Waltham Forest, a community-based care team has been established to support people to receive the care that they need outside of a care unit.

The CCG is asking for people to share their views by Friday 31 January 2014. People can read the consultation document and give their views on the website. [➔ More](#)

“A very good service at Whipps Cross A&E.”

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

➔ Waltham Forest Mortality Rankings

Mortality rankings have been published by Public Health England. Waltham Forest is doing well with cancer and lung disease care - the best of 15 CCGs with a similar demographic. Overall, the borough is ranked 73rd out of 150 local authorities for premature deaths in 2009 - 2011. [➔ More](#)

➔ Your Local NHS Needs You!

Waltham Forest CCG makes decisions about the health services you receive. They're a new organisation, led by local GP's, responsible for commissioning (or 'buying') healthcare services for people in Waltham Forest.

They buy services from organisations, like hospitals. They then monitor these services to make sure they are of a good standard.

Healthcare in Waltham Forest works best when the local community works together. That's where you come in. The CCG wants to hear how you think local health services can be improved. They also want your advice on the decisions they make.



Have your say on local decision making

They are setting up two new voluntary groups, a 'CCG Reference Group' and an email only 'Rapid Feedback Group'. [➔ More](#)

Closing date for applications is 20th November 2013. To apply contact Vanessa Taggart.

[✉ vanessa.taggart@walthamforestccg.nhs.uk](mailto:vanessa.taggart@walthamforestccg.nhs.uk)



➔ Rapid HIV Testing Clinic

Five people out of every 1,000 in Waltham Forest are thought to be HIV positive. Also, one in every four HIV positive patients in the UK, may not be aware of their diagnosis and may be missing on opportunities for HIV receiving treatment and care.

This is why the Department of Sexual Health (DOSH) at Whipps Cross would like to increase accessibility to HIV testing and decrease rates of late HIV diagnosis of people in Waltham Forest by offering rapid HIV test in the out-patient department.

To help promote rapid HIV testing in the outpatients department at Whipps Cross and to the general population in Waltham Forest, Whipps Cross Hospital has developed a short film. [➔ View](#)

“We need more time at GP appointments.”

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

➔ Recycle Your Inhalers

Did you know approximately 73 million inhalers are used in the UK every year, for asthma and other respiratory conditions? If you use them, you can now recycle them for the first time in a new scheme, instead of sending them to landfill. [➔ More](#)

➔ Follow Limetree and Sinnot!

If you are a patient at Limetree and Sinnot, you can now follow them on their new Twitter feed. [➔ More](#)

➔ Pharmacies - What Do They Do For You?

The NHS has historically undervalued the role that the community pharmacy can play in improving and maintaining the public's health. Community pharmacies sit right at the heart of our communities, and are trusted, professional and competent partners in supporting individual, family and community health.



Pharmacies are trusted, professional and local

Effective community pharmacy services enable shared decision-making between service users and professionals and contribute to health improvement. They have a significant and increased role to play in ensuring we have a sustainable healthcare system and that the NHS is able to survive and thrive over the coming decades.

However, this will require a rethink about the role of community pharmacy in the health and care system and require greater imagination and awareness by commissioners and providers. [➔ More](#)

What do you think? The Healthwatch team would like to hear your views on local pharmacy services:

[☎ 020 3078 9990](tel:02030789990)

[✉ info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk)

Latest CQC Inspection Reports

- ➔ Brunner Road Medical Centre, 2 Brunner Road, Walthamstow, London, E17 7NT [➔ More](#)
- ➔ Leyton House, 117 High Road, Leyton, London, Essex, E15 2DE [➔ More](#)
- ➔ Essex House, 117 Essex Road, London, E10 6BS [➔ More](#)
- ➔ AQT Home Care Services, 60-62 Uplands Business Park, Blackhorse Lane, London, E17 5QJ [➔ More](#)
- ➔ BLAK Rock Ltd, Lakeside House Residential Care Home, 21 Chadwick Road, Leytonstone [➔ More](#)
- ➔ ELMS in Waltham Forest, 7 Southwest Road, London, E11 4AW [➔ More](#)
- ➔ St Michaels Lodge, 68 Bulwer Road, Leytonstone, London, E11 1BX [➔ More](#)

➤ Macmillan Cancer Information & Support

The Macmillan Cancer Information and Support Centre based between Junction 3 and 4 of the Main Corridor at Whipps Cross Hospital, Leytonstone, London E11 1NR is here to help and support anyone affected by cancer.

We are aware here that it is important that you have the right information and support at the right time. This service is for people:

- ➔ Who require general information about cancer
- ➔ Have had a cancer diagnosis
- ➔ Have survived cancer
- ➔ Are living with the consequences of a cancer diagnosis
- ➔ Requires information on the risks associated with and the prevention of cancer
- ➔ A healthcare professional

“Excellent maternity care for both pregnancies.”

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

The Macmillan Cancer Information and Support Centre is a confidential drop-in service that can support people affected by cancer by giving information on cancer, offering emotional support and financial advice, a listening ear, and a way to gain access to other forms of the support in the community such as support groups.

We are able to provide:

- ➔ Literature on all aspects of cancer
- ➔ Internet access to guide people to appropriate information resources
- ➔ Opportunity to discuss treatment, side effects and other related issues
- ➔ Opportunity to talk to someone in a private, comfortable space

The centre is open between 10-4pm weekdays.

To find out more about the service:

☎ 020 8535 6790

✉ perpetua.egan@bartshealth.nhs.uk

➤ The Recovery Club

The Recovery Club is a recovery-focused online discussion open to people with personal experience of eating disorders. The forum gives you an opportunity to share your feelings and thoughts as well as both give and gain support from other young people affected by an eating disorder in London.

Recovery is an ongoing process and unfortunately beat cannot make recovery happen. However, we do hope that through the Recovery Club we will be able to offer support to young people seeking the help needed to start the process of recovery. The most important thing to remember even during really difficult times is that recovery is possible.

If you or anyone you know would like to take part then please get in touch. To register for the recovery club a person must be:

- ➔ Aged between 16 and 25.
- ➔ Currently experiencing, or recovering from, an eating disorder.
- ➔ Currently experiencing difficulties related to a transition, either into, out of, or between healthcare services, education providers or employment. Examples include moving between CAMHS and adult services, between in-patient and out-patient, being on a waiting list for support, leaving care, life events such as leaving home, finishing school, starting university, changes in family circumstances, etc.

For more information, contact Sarah Ajayi:

☎ 01603 753 310

✉ transitions@b-eat.co.uk



➔ The Heart of Personalised Care

A new set of tools illustrates how people find out about social care support and the challenges they face in getting good information and advice.

Advice and information needs in adult social care is an interactive map that demonstrates people's typical journeys through the complicated care system and identifies the "pinch points" where councils and other organisations need to improve the information on offer.

The map has been launched alongside a very popular jargon buster of social care's 52 most commonly used words and phrases; and a set of principles for how councils can provide high quality information and advice.



Getting good information and advice 'can be a challenge'

The tools include advice and information needs in adult social care, a social care jargon buster and principles for the provision of information and advice. ➔ [More](#)

Latest Newsletters

- ➔ NHS England Bulletin for Clinical Commissioning Groups, 18 October 2013 ➔ [More](#)
- ➔ NHS England Chief Nursing Officer Bulletin, October 2013 ➔ [More](#)
- ➔ NICE Patient and Public Involvement Update, August 2013 ➔ [More](#)
- ➔ Personal Health Budgets "Update", Summer 2013 ➔ [More](#)
- ➔ Skills for Care eNews, 22 August 2013 ➔ [More](#)
- ➔ Think Local Act Personal News Update, August 2013 ➔ [More](#)
- ➔ Waltham Forest Carers Association, October/November 2013 ➔ [More](#)

News Summary

- ➔ Care Minister announces proposals to deal with rushed care visits (Department of Health) ➔ [More](#)
- ➔ Chief Medical Officer: Prevention pays - our children deserve better (Department of Health) ➔ [More](#)
- ➔ Community Mental Health Care Services Need to Improve (CQC) ➔ [More](#)
- ➔ CQC to Crackdown on 'leaderless' Care Homes (CQC) ➔ [More](#)
- ➔ Driving up the Care Code (Driving Up Quality) ➔ [More](#)
- ➔ Elderly abuse increases (Age UK) ➔ [More](#)
- ➔ 'Ending 15-minute care': Department of Health response (Department of Health) ➔ [More](#)
- ➔ NHS needs complaints handling revolution (Department of Health) ➔ [More](#)
- ➔ Ofsted Social Care Annual Report 2012-13 (Ofsted) ➔ [More](#)
- ➔ Progress in Adult Social Care 2012-13 (Local Government Information Unit) ➔ [More](#)
- ➔ Public to help inspect care homes (CQC) ➔ [More](#)
- ➔ Treating patients and service users with respect, dignity and compassion (EHRC) ➔ [More](#)
- ➔ Vast numbers locked out of state-funded care (London School of Economics) ➔ [More](#)

There's a brand new information resource in town...

www.healthwatchwalthamforest.co.uk/onlinedirectory/

healthwatch
Waltham Forest



Community Directory >

Part of our information and signposting service

Get more at the Information Hotline:

020 7473 9519

9.00am - 4.30pm, Monday - Friday

Provide a service? [Click here to join the](#)

The information and signposting service, provided by Healthwatch Waltham Forest, is to the health, social care and community services on your doorstep.

Please choose from the following categories:

- Children & Young People
- Community
- Family
- Health Services
- Helplines & Emergencies
- Information & Advice
- Medical & Disability Support Groups
- Men
- Mental Health
- Older People
- Social Care
- Wellbeing & Healthy Living
- Women

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.