

## 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: The Village, Walthamstow

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Contact us for alternative formats

Contact Us

## ➡ Welcome Back Jaime!

Manager Jaime Walsh says “Hello Waltham Forest! It’s lovely to be back with the Healthwatch team after my year off on maternity leave.

It’s been quite a different year for me personally, but I’ve been keeping up to date from afar and am thrilled to be back in the borough and working with Althea Bart in a job share as Manager. I look forward to working with the community and reconnecting with all our partners during the Spring. Thank you for the warm welcome and weather!”



Jaime Walsh returns from maternity leave

## ➡ Engagement and the STP in Waltham Forest

We have been working with North East London (NEL) STP communications team and other local Healthwatch organisations in our region to deliver engagement around the North East London Sustainability and Transformation Plans (STPs). We organised four meetings in Chingford, Leyton, Walthamstow and Leytonstone to enable local people to learn more about the STP and how it will affect local health and social care provision.

Healthwatch Waltham Forest would like to thank all of the panellists, speakers and participants for their contributions. However, it is not too late. If you have comments or questions regarding the NEL STP please send them to us.

We will now be writing up our report and recommendations based on the feedback collected. The report will be available on 14<sup>th</sup> April 2017.

“The midwife stayed by my side.”

Join us today and have your say!

## ➡ Patient Experience Week at Whipps Cross

Marie Clough, Patient Experience Lead at Whipps Cross Hospital invited us to join in their events at the hospital.

We spent a week there speaking to staff and patients about their experiences of health and social care services. Our colleagues from North East London NHS Foundation Trust (NELFT), Waltham Forest Clinical Commissioning Group (CCG) and Whipps Cross joined us. It was a good experience to hear directly from patients before or after their visit to the hospital. It was also great to listen to staff and hearing their views on how services could be improved. We hope to work more closely together in the months to come.

## ➡ The Health & Wellbeing Forum

We held the latest Health & Wellbeing Forum on 2<sup>nd</sup> March. The purpose of the forum is to give a public voice to the Health & Wellbeing Board meetings, which happen quarterly and cover a range of health & wellbeing topics. It’s an opportunity for people to discuss the topics and have their say about key issues in the borough.

This time we talked about Childhood obesity, and people commented that there needs to be more work around making Waltham Forest an environment that doesn’t promote unhealthy eating, by restricting fast food, and that targeted, culturally sensitive education programmes for families and children are necessary to raise awareness and knowledge about healthy eating.

We also spoke about the Better Care Together programme, how it should better reach isolated groups of people, and better meet the needs of older people. Other topics discussed at the Forum were the STPs, Whipps Cross redevelopment and Social Prescribing.

## Invitation to Attend the Forum....

We would like much more representation from local residents and health and social care voluntary organisations at the forum.

If you would like to be added to the Health & Wellbeing Forum’s mailing list or more information please contact us:

☎ 020 3078 9990

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

## ➔ Digital Health Event

Are you a carer that has limited time to visit the GP in order to request repeat prescriptions? Are you a busy working professional who would like to book a GP appointment online? Do you have a long-term condition and would like to manage your symptoms using your phone?

There are many digital solutions available to help you manage your health. From booking an appointment with your GP on the internet to managing long-term conditions using a phone app.



Manage appointments and conditions online

An event is taking place to promote managing appointments and conditions online. Public and professionals are invited to come along to learn how they work and discuss what they want from digital health solutions:

➔ Tuesday 18<sup>th</sup> April, 6pm

➔ Leytonstone Library, 6 Church Lane, E11 1HG

Delegates will be able to take part in design sessions looking at how GPs' websites and other digital wellbeing platforms can best serve the needs of local people. Catering will be provided, including Halal and vegetarian options. To register your attendance, please send your name, postcode and contact telephone number, or go online. ➔ [More](#)

☎ 020 3688 2604

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

“I am in control of my diabetes.”

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

## ➔ Healthwatch Patient Representative Training

On 4<sup>th</sup> March we ran a Patient Representative training session, which was very well attended. Our new providers, WSA Community Consultants and Just Ideas did a great job of using interactive and creative ways to look at effective collaboration and communication for patient representatives, and how these can tackle health inequalities in Waltham Forest. Participants comments include; it was “Interactive & a good opportunity to work together” and another person said “full of information, ideas, and ways to do the patient representative role well.”

If you are interested in attending the next training session, please let us know.

## ➔ Other Meetings Attended

Healthwatch also attended the following meetings:

- Joint Planning session for Better Care Together
- Out of Hospital Pilot Working Group Meeting
- Waltham Forest Communications and Engagement
- CCG Governing Board meeting
- Waltham Forest Vision Strategy meeting
- Urgent Care Working Group
- Healthwatch London Network meeting
- Whipps Cross Patient Panel Listening into Action

“We need a single point of access.”

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

## ➔ Involving Users to Develop Health Information

The Patient Information Forum believes patients and carers should be seen as essential partners in the production of health information. Their needs and experience bring a unique perspective - without it there is no guarantee that the information produced will be relevant or easy to understand.

Please join them at their event to learn more about how you can successfully engage users in the development of your resources:

➔ Wednesday 17<sup>th</sup> May, 9.30am - 4.30pm

➔ London (TBC)

Visit the website for more information. ➔ [More](#)



### ➔ The 'Red Bag Scheme'

Care homes and the NHS in Waltham Forest are working together to introduce a 'brilliantly simple' red bag scheme, which ensures all essential items and information travel with people when they are admitted to hospital.



Essential items and information will travel with people

The red bag is packed for care home residents whenever they go into hospital and includes essential information about their health conditions and medicines, as well as personal belongings such as glasses, hearing aid and a change of clothes for when they leave hospital.

**“The hospital menu has improved.”**

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

NHS Waltham Forest Clinical Director Dr Ken Aswani said “The red bag is a great idea and will ensure all relevant information about a care home resident’s health is in one place at all times, making it easily accessible to ambulance and hospital staff.”

This is a simple idea but it solves what can become a complex problem if someone doesn’t have the right medicines or a change of clothes readily available.”

The scheme also sees a member of care home staff visit the patient in hospital within 48 hours of admission.

A copy of the discharge summary - setting out every aspect of the care they received - is also included in the red bag when the person leaves hospital.

### ➔ Foetal Movements Awareness Campaign

A campaign has been launched in Waltham Forest to increase levels of awareness of foetal movements and let expectant mothers know how to seek help if their baby’s movements have changed.

The campaign also lets people know what to expect when they contact their midwife or visit the maternity unit following reduced foetal movements.

Barts Health NHS Trust Head of Midwifery for Whipps Cross Hospital, Debbie Twyman said: “It is really important that women contact their midwife or local maternity unit for advice whenever baby movements are reduced, no matter how many times it happens.”



Increasing awareness of foetal movements

When women contact their midwife or maternity unit, they are asked about their baby’s movements and receive a full antenatal check-up, including the baby’s heartbeat.

NHS Waltham Forest Clinical Commissioning Group’s Clinical Director for Children and Maternity Services, Tonia Myers, added: “The vast majority of women who experience a reduction in their baby’s movements have a straightforward pregnancy and give birth to a healthy baby but these checks are essential to check that everything is okay.” ➔ [More](#)

To contact Whipps Cross Hospital maternity unit give them a call, or register online for alerts from week 20. ➔ [More](#)

☎ 020 8539 5522

**“Electronic prescriptions save time!”**

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

## ➡ Have Your Say on the Fairer Contribution Policy

Waltham Forest residents in receipt of social care are financially assessed to decide the contribution that they should make to the cost of their care. The national legislation (Care Act 2014, Care and Support Charging and Assessment of Resources Regulations 2014) provides the framework within which local authorities must decide their local contributions policy for community based services.

This policy is known as the 'Fairer Contributions Policy' and it sets out how fees and charges are decided for those who receive adult social care community based services in Waltham Forest.

Community based services include homecare, day-care, direct payments, supported living, extra care, transport and some other services assessed under Fairer Contributions services. It is proposed that:



Have your say on 'Fairer Contributions'

All service users assessed to make a contribution towards their care and support services are required to pay 100% of the assessed contribution.

Individuals who receive respite services in a care home setting will be required to pay a standard minimum amount.

Discretion is exercised on applying an administration fee for setting up a community based care package for self-funders

It is estimated that the proposed changes to the Fairer Contributions Policy will generate £200,000 in 2017/18. The consultation ends 30<sup>th</sup> April. ➡ [More](#)

**“I need to be recognised as a carer.”**

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

## ➡ New Chair for Barts Health

The staff and leadership team at Barts Health NHS Trust have welcomed the appointment of Ian Peters as the new permanent chair of the organisation. Ian is the outgoing chair of one of London's largest housing associations, Family Mosaic, and will be standing down as a non-executive director at Central and North West London NHS Foundation Trust. He will lead the board from 1<sup>st</sup> April 2017.



Ian Peters, new permanent Chair

Stephen Hay, Deputy Chief Executive/Executive Director of Regulation for NHSI said: "It's vital that NHS trusts have very strong leadership to help them provide great care for patients. That's why I'm delighted we have appointed someone of Ian's calibre to join the talented team at Barts Health."

**“We need more time at GP appointments.”**

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

Ian Peters said: "I am very excited about joining Barts Health and eager to get on with the job at hand; making sure we provide high quality, efficient services for the 2.5 million people we serve. It will be a great privilege to lead an organisation which can make such a difference for so many people."

Chief executive Alwen Williams said: "I am delighted that Ian will be joining us. He brings a wealth of experience that can help us build on our recent progress. On behalf of my executive team I would like to thank Alastair Camp for the leadership he has shown over the last six months. I look forward to continuing to work with him, Ian and the rest of the board to make sure our patients receive safe and compassionate care." ➡ [More](#)

### ➤ Art for All (Leytonstone)

The Art for All workshops are back at North Chingford library, and now at Leytonstone Library too! Next session:

- ➔ Friday 28<sup>th</sup> April, 2.30pm - 4pm
- ➔ Leytonstone Library, 6 Church Lane, E11 1HG



Fun and practical classes for adults, for free!

Delivered by Art Keys, this free monthly programme for adults explores different art styles in sessions facilitated by professional artists, where all levels are welcome.

Whether your artistic skills are equivalent to Michaelangelo or fingerpainting, everyone can enjoy these free, fun and practical classes that use art to explore and share stories about our community. For more information, or to book a space at upcoming sessions visit the website. ➔ [More](#)

“Our social worker is very informative.”

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

### ➤ Kiran Support Services Coffee Morning

Kiran supports women who are fleeing domestic violence. They run regular coffee mornings for Asian women and topics range from housing, health and are tailored around the needs of the clients:

- ➔ Every 2 weeks on Mondays, 10am - 12pm
- ➔ Resource Hub, 1 Russell Road, E10 7ES

If you are not of an Asian background please still get in touch as they will see how to help.

☎ 020 8558 1986 or ✉ [amrita@kiranss.org.uk](mailto:amrita@kiranss.org.uk)

### ➤ Feel Good Young Ambassadors

Three hundred primary school pupils will be spreading the word about how to eat healthily and stay active after officially becoming Waltham Forest's first Feel Good Young Ambassadors. The youngsters, who represent 24 schools based across the borough, gathered inside Waltham Forest Feel Good Centre on 10<sup>th</sup> March to take part in three training sessions organised by Waltham Forest Council and Waltham Forest Schools Sport Network.

One session focussed on eating well and having healthy packed lunches, another looked at how to arrange new activities, challenges and competitions within schools, and the final one covered how to promote activities on offer in Waltham Forest - and what it takes to be a role model in their school. After completing all three sessions, pupils were awarded a Feel Good Young Ambassador pin badge to wear on their school uniform. They will now take what they have learned back to their respective schools and encourage their classmates to lead as healthy lifestyles as possible.



A range of healthy initiatives, including nutrition

It was the first event of its kind in Waltham Forest, bringing together the Council's Feel Good campaign, the Healthy Schools London programme, the NHS Change 4 Life initiative, the Youth Sport Trust's Young Ambassador programme and Waltham Forest's School Games scheme.

A 10-year-old pupil at Woodside Primary Academy in Walthamstow, said: "Being an ambassador is good because when I go back to school I'm persuading others to become healthier and fitter." ➔ [More](#)

“The phone is engaged constantly!”

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



## ➡ Your Health and the NHS 'Wise Guide'

Independent Age are 'excited to announce' the launch of their latest Wise Guide - Your Health and the NHS: helping you get the care you need as you get older.

Getting the best from the healthcare available can help us lead long, healthy and independent lives. Completely free, the new guide is packed with advice and information, and you can order as many copies as you need - for yourself, your loved ones or your clients and patients.

Topics covered include health checks, help with your health costs, what happens when it's time to leave hospital, plus much more!



Leading long, healthy and independent lives

The guide is available now. ➡ [More](#)

## Latest Newsletters

➡ NICE - Public Involvement Update, March 2017 ➡ [More](#)

Please send us a link to your latest newsletter!

## News Summary

- ➡ The Latest News from the Waltham Forest Guardian ➡ [More](#)
- ➡ NHS England to issue new guidance on low value prescription items ➡ [More](#)
- ➡ Government sets out 'essential' role of social work in integrated services ➡ [More](#)
- ➡ Awards spotlight NHS improvement projects driven by patient feedback ➡ [More](#)
- ➡ Pay for social workers could hit 15-year low in 2020 ➡ [More](#)
- ➡ Winning projects announced for latest round of Maternity Challenge Fund ➡ [More](#)
- ➡ 'You've got to recognise your limits': a social services director on leaving a life of social work ➡ [More](#)
- ➡ NHS England extends support for GPs on rising indemnity costs ➡ [More](#)
- ➡ Entries opening for 2017 Social Worker of the Year Awards ➡ [More](#)
- ➡ England's Chief Nurse looks to the future ➡ [More](#)
- ➡ Innovative social work projects get £36m funding boost ➡ [More](#)
- ➡ NHS England publishes latest staff survey results ➡ [More](#)
- ➡ 'Social workers face more emotional distress and verbal abuse each day' ➡ [More](#)
- ➡ New patient care test for hospital bed closures ➡ [More](#)
- ➡ Fast-track social work programme opens for applications ➡ [More](#)
- ➡ Patients with rare conditions to benefit from new treatments ➡ [More](#)
- ➡ Councils 'wasting resources' on social work assessments, report finds ➡ [More](#)
- ➡ Let's celebrate the unsung social workers who make people's lives better ➡ [More](#)
- ➡ Social workers' role in mental health 'misunderstood', survey finds ➡ [More](#)
- ➡ NHS England marks World Hearing Day ➡ [More](#)
- ➡ Is tackling poverty no longer 'core business' for social workers? ➡ [More](#)
- ➡ The next steps for the Frontline social work scheme ➡ [More](#)

# Join us for our Open Patient Experience Panel

A chance to directly find out what we do with people's comments about health and social care services.

The Patient Experience Panel (PEP) **reviews the comments** Healthwatch receives, in order to scrutinise issues, apply coding, and discover leading health and social care related trends.

Quarterly we open up these sessions to local residents, voluntary sector and health and social care professionals.

This is an opportunity for you to get an **insight into what we do** with the stories and complaints we collect, and how they are coded to feed into our work of identifying trends and informing care providers and commissioners of key issues.

Date: **19 April 2017 - 10:00 to 12:00**  
Location: Waltham Forest Resource Hub  
1 Russell Road  
London E10 7ES



**Please register your interest at**

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

☎ 020 3078 9990

🐦 [Healthwatch\\_WF](https://twitter.com/Healthwatch_WF)