

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

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.....plus more!

020 3078 9990
www.healthwatchwalthamforest.co.uk
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Contact us for alternative formats

Contact Us

➡ The PPG Forum

The PPG Forum is for all patients and patient reps in Waltham Forest. We are doing well but want to do better. At the moment only about a third of GP surgeries/PPG's are involved in the PPG Forum.



For all local patients, and representatives

Healthwatch Waltham Forest want to hear your views on:

- How we should engage with Patient Participation Groups and GP surgeries in Waltham Forest.
- How to engage with patients, and patient reps in Waltham Forest.
- Who we should invite as key speakers to the PPG Forum meetings.

Please email your responses by 14th September:

✉ info@healthwatchwalthamforest.co.uk

The next forum meeting...

We would like to invite you to the next PPG Forum:

- ➡ Wednesday 19th September, 6pm - 8pm
- ➡ Resource Hub (Central), 1 Russell Road, E10 7ES

Light refreshments will be available and limited parking is available on site. To register:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“We need a single point of access.”

Join us today and have your say!

➡ Awards for PPGs

So far six GP practice Patient Participation Groups (PPGs) in Waltham Forest have been given a PPG local standard award, co-designed by NHS Waltham Forest Clinical Commissioning Group and PPG members, to support their development.

Caroline White, the CCG's Lay Member for Public Involvement and Co-Chair of the CCG's Patient Reference Group (PRG), said: "We believe the Waltham Forest Local Standard is possibly the first of its kind in the country."

We recognise in Waltham Forest that patient participation at practice level is the grass roots of public involvement in the NHS, and pro-active PPGs are key to ensuring two-way communication between patients and the CCG.



PPGs give patients a voice

We've also introduced PPG locality representatives to the CCG's Patient Reference Group to begin to build a network of involvement across the borough."

PPGs are recognised for having regular meetings, assigning roles to members, appealing to new members, and running events and wellbeing activities on behalf of the practice.

To date, gold award certificates have been awarded to the groups at Lime Tree Surgery, Harrow Road Practice, Churchill Medical Centre, Handsworth Medical Practice and Old Church Practice, while St James Practice receives silver.

If you have any questions or feedback about the PPG Local Standard, please contact the CCG's Communications and Patient and Public Participation Team, or visit the website. ➡ [More](#)

☎ 020 3688 2604

✉ wfccg.communications@nhs.net

➔ Health and Wellbeing Forum

Healthwatch Waltham Forest would like to invite you to the next Health and Wellbeing Forum:

➔ Wednesday 29th August, 5pm – 8pm

➔ Resource Hub (Central), 1 Russell Road, E10 7ES

At this meeting we will be discussing smoking, air quality and respiratory diseases. Your views are important to us! Light refreshments will be available and limited parking is available on site. To register:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ New Coffee Morning!



Join us for a coffee and a chat!

Healthwatch Waltham Forest are piloting a new coffee morning for local residents. We will be hosting monthly Coffee Mornings for the next three months. The idea of coffee mornings is to create a safe space for people to meet other people. The first Coffee Morning starts in September:

➔ Thursday 13th September, 11am – 1pm

➔ Resource Hub (Central), 1 Russell Road, E10 7ES

Light refreshments will be available and limited parking is available on site. To register:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“NHS 111 gave spot-on advice.”

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

➔ £400,000 Grant to Extend Social Prescribing

Waltham Forest's social prescribing service is to receive a three-year grant totalling £400,000 to extend the range of advice, support and activities it provides to local people.



Includes access to local groups such as art classes

The grant from the Health and Wellbeing Fund will enable extra support to be provided to people with disabilities or low level mental health issues, carers and the over-50s. Originally set up as a pilot in June 2016, the social prescribing service is part of the Managed Network of Care and Support developed by partners through the Better Care Together Programme.

Health or social care professionals, including local GPs, can suggest to a person that they might benefit from social prescribing – which includes a range of non-clinical services and support. If they agree, a social prescriber will make contact to discuss the options available. ➔ [More](#)

“The midwife stayed by my side.”

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

➔ New Committee for Healthwatch Waltham Forest

Healthwatch Waltham Forest have a new committee. The new committee will play a key role in shaping the development of Healthwatch Waltham Forest. The committee meets four times a year; and are active in the community. If you would like to join, please get in touch for an application form:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ UCLH Cancer Collaborative -Diagnostic Hub

The UCLH (University College London Hospitals) Cancer Collaborative plans to open a new 'Diagnostic Hub' for people living in north east London (Barking and Dagenham, City and Hackney, Havering, Newham, Redbridge, Tower Hamlets, Waltham Forest).

The Hub will improve early diagnosis for patients with conditions that increase their risk of cancer, as well as monitoring patients with early stage cancer who do not need treatment right away.



Improving early diagnosis for patients

They're looking for people who would like to join a Patient Advisory Group to help develop and launch the Hub. They are particularly looking for people with prostate, upper gastrointestinal or colorectal cancers, or who have a condition which increases the risk of cancer - liver cirrhosis, Barrett's Oesophagus, Inflammatory Bowel Disease or polyps. They also welcome interest from people who are active members of community groups in north east London.

This is a great opportunity to co-design a person-centred approach to cancer diagnostic pathways at a dedicated centre.

The deadline for expressions of interest is Monday 27th August. To find out more, get in touch or visit the website. ➔ [More](#)

📧 touchh.getinvolvedwithcancer1@nhs.net

“Good communication on the ward is vital.”

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

➔ Learning for NHS England PPV Partners

NHS England works with a large number of Patient and Public Voice (PPV) partners. These are voluntary roles as part of a wide range of programmes and boards in NHS England.



Can you be a 'Patient and Public Voice' partner?

As part of the programme, they offer development opportunities, including non-accredited courses. Find out more online. ➔ [More](#)

“Mental Health need not be a hidden condition.”

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

➔ Waltham Forest CCG AGM

This year's Annual General Meeting (AGM) of NHS Waltham Forest Clinical Commissioning Group (CCG) will take place next month:

➔ Monday 24th September, 6.30pm - 7.30pm

➔ Kirkdale House, Kirkdale Road, E11 1HP

From 5.30pm, people working in the local health and social care economy will be available to speak with residents about the borough's development of Integrated Care Systems for End of Life Care, Urgent Care and Community Care.

As seating will be limited, if you wish to attend the meeting, please let the CCG know in advance by calling, or by emailing, placing 'AGM attendance' in the subject field. ➔ [More](#)

☎ 020 3688 2604 or 📧 wfccg.enquiries@nhs.net

➔ Waltham Forest Safeguarding Adults Board

Are you a local resident or a voluntary sector professional working in the borough?

Would you like to share your views on adult safeguarding with health, social care and other services?



Safeguarding is 'everyone's responsibility'

If you have an interest and/or an opinion on safeguarding adults then please do attend the next forum, facilitated by Healthwatch, and tell us what you think:

➔ Wednesday 5th September, 1.30pm - 4.30pm

➔ Waltham Forest Town Hall

The purpose of the forum is to give a Waltham Forest resident's voice to the Safeguarding Adults Board.

**“Popping to the chemist
did the trick!”**

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

What is Adult Safeguarding?

Adult safeguarding is about protecting adults' rights to live in safety from abuse and neglect. At times this means balancing the rights of an adult to make their own informed choices and decisions against the right to be safe.

The Safeguarding Adults Board is made up of all the main partners in the borough from health, the Local Authority, Police, Fire Brigade, and voluntary sector organisations.

The board also has lay members who are local residents. The purpose of the board is to ensure that all the partners work together so that adults in the borough are safeguarded.

At this meeting...

This meeting features a multi-agency report that reviews practice for people with learning disabilities particularly when in need of safeguarding.

It looks at how people with learning disabilities influence, direct and shape services and their own individual care plans.



A chance for you to be heard

It also considers how we can achieve the sensitive balance between keeping people safe, and enabling them to live their lives as they choose.

For more information, or to register for the forum event, contact the Healthwatch office.

➔ The Consultation Institute

The Consultation Institute, established in 2003, is a not-for-profit 'best practice' institute, promoting high-quality public and stakeholder consultation in the public, private and voluntary sectors.

It offers a variety of support services and training for individuals and organisations with an interest in public dialogue, engagement and participation. Visit the website for details of upcoming training and events. ➔ [More](#)

**“When my child reaches
16 the service stops.”**

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

➔ Consultation on 'Evidence Based' Interventions

Evidence shows that some medical interventions, or treatments, are not clinically effective or only effective when they are performed in specific circumstances. And as medical science advances, some interventions are superseded by those that are less invasive or more effective.

At both national and local levels, there is a general consensus that more needs to be done to ensure the least effective interventions are not routinely performed, or only performed in more clearly defined circumstances.

NHS England has formed a national collaboration with the Academy of Medical Royal Colleges, NICE, NHS Clinical Commissioners and NHS Improvement. Known as the Evidence Based Interventions Programme, it aims to 'turn consensus into action'.



'Avoiding waste for patients and taxpayers'

The NHS is publicly consulting on the principles of the programme - the interventions they should target initially and proposed clinical criteria. They will also look at activity goals and delivery actions, including proposed new terms in the NHS Standard Contract.

The proposals have been developed in collaboration with patient groups such as Healthwatch.

They aim to reduce avoidable harm to patients, save precious professional time, and help clinicians maintain their professional practice in line with the changing evidence base,

They also create room for innovation, and maximise value and avoid waste for patients and taxpayers.

The consultation ends on 28th September. ➔ [More](#)

➔ Self Care Week 2018: Choose Self Care for Life

Self Care Week is an excellent opportunity to communicate important self care messages to the local population, and, is increasingly being used as an initiative to start self care conversations and programmes to help engage and empower people to better look after their own health.

Increasingly, local organisations are recognising the value in collaborative working for Self Care Week and pooling resources, expertise and to extend their reach of the local community.



Empowering people to 'better look after their own health'

Healthwatch is a crucial partner in such joint-working which is why the organisers of Self Care Week are encouraging every local Healthwatch to approach local authorities, Clinical Commissioning Groups, health centres, pharmacies, schools and other relevant local agencies to start planning a programme of activities for this year's week (12th - 18th November).

Examples of the types of self care messages that can be promoted include self treatment of common ailments, self management for long term conditions, signposting to health services, appropriate antibiotic use and prevention and lifestyle.

A £500 prize is available for the best Self Care Week initiative. ➔ [More](#)

To find out more, get in touch:

✉ selfcare@selfcareforum.org

“I found the assessment too complicated.”

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

➔ New NHS 111 Clinical Assessment Service

The new NHS 111 Clinical Assessment Service opened in North East London on 1st August 2018.

NHS 111 is a free 24/7 helpline which offers advice to people with an urgent care need. The service is joined up with other urgent care services such as GP practices, GP hubs, mental health services, and pharmacies across the area.

The service is now the key contact people need for urgent care, advice or treatment outside of normal GP practice opening hours. It means people will get the right care, in the right place, first time.

The new service will provide assessments over the phone - along with advice or recommendations from a range of health professionals if required; direct booking appointments and the ability to prescribe medicines over the phone if required.



Advice and support for people with an urgent care need

It also features easy access to patients' records and care plans - with details updated after calls; quick transfer to mental health crisis services for assessment and advice if required and access to personalised, clinical advice on smart phones or computers through a dedicated 111 Online website. Just search for 'NHS 111 Online'.

The new service is being provided by London Ambulance Service. To find out more:

✉ archnamathur@nhs.net

“The welfare of carers is very important!”

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

➔ Life After Cancer - Local Support Group

In partnership with The Discovery Space, the Life After Cancer support group offers a monthly space for those who have experienced cancer.

Come along and chat about anything and everything over some tea and biscuits. 2 hours, once a month. And it's free.



A space for people to 'connect and share'

Each space has 1-3 coaches who facilitate the group and organise for it to happen. Blank pieces of paper and felt tips are handed out and these then become the meeting minutes. Everyone takes whatever is of value for them. This is a space for people who want to connect and share their worlds.

The capacity is 12. First come, first served. They are looking forward to seeing you there, feel free to bring some biscuits! ➔ [More](#)

“Staff need awareness of different cultures.”

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

➔ Local Minor Eye Conditions Service (MECS)

A free service available to all patients aged 10 years and above who are registered with a GP in Waltham Forest. The service provides treatment to patients experiencing recently occurring eye conditions.

The service is provided by local optometrists with the knowledge and skills to carry out this work at locally approved optician practices. For more information ask your pharmacist for a MECS leaflet or visit the website. ➔ [More](#)

➡ Record Numbers Benefit from Health Research

Barts Health NHS Trust reports that more of their patients than ever before are receiving innovative and life-changing treatments, with more than 16,000 patients involved in clinical research.

As revealed by the National Institute for Health Research Barts Health tops the table for supporting the most life sciences studies in the country - giving patients the highest level of access to cutting-edge treatment.



Giving patients access to 'cutting-edge treatment'

For the second year in a row, Barts Health is top of the table for research activity in commercial studies, supporting 158 industry sponsored studies in 2017/18, up from 149 in 2016/17.

Nicola Whitehill, aged 45, a barrister (non-practising), has taken part in three pharmaceutically-led clinical studies, since being diagnosed with rare Raynaud's disease and Scleroderma - a chronic autoimmune disease.

Nicola, who was initially told she had 15 months to live in 1997 due to the aggressive nature of the disease said: "I'd recommend taking part in a clinical trial to any patient if they have the opportunity. Before I started taking part in clinical trials, having been told the disease I had was likely to kill me and had no cure - my situation was rather like an abyss. I am living proof that for best patient care and outlook, treatment at an expert specialist research centre is crucial." ➡ [More](#)

"I like to be recognised on arrival."

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

➡ The Country's Leading Bowel Cancer Charity

Bowel Cancer UK and Beating Bowel Cancer have merged to become the UK's leading bowel cancer charity. They are delighted to launch the name and brand of the new charity.

After extensive consultation, they have chosen Bowel Cancer UK as the name, underpinned with the strapline 'Beating Bowel Cancer Together'. They believe this best enables them to continue to build on the fantastic work of the legacy charities.

They're also using this opportunity to raise awareness of screening to improve early diagnosis of the disease. Bowel cancer is the UK's second biggest cancer killer however the disease is treatable and curable especially if diagnosed early.



Screening 'can detect bowel cancer at an early stage'

Screening can detect bowel cancer at an early stage in people with no symptoms when it is easier to treat and there is a greater chance of survival.

"We can't praise our key worker enough."

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

They've contacted media across the country highlighting their local screening uptake rate and encouraging people to take part in the screening programme.

The vision is a future where nobody dies of bowel cancer but they can't achieve this alone. They're asking the whole community - patients, families and friends, doctors and nurses, scientists and researchers, politicians and campaigners, to join them and take action. ➡ [More](#)

➤ Hate Crime Ambassadors Programme

Are you passionate about tackling hate crime in our community? Do you want to help identify and challenge hate crime in Waltham Forest? Do you want to be a part of supporting all in the community to feel valued and safe?



Could you be a local hate crime ambassador?

The Hate Crime Ambassadors Programme is building a team of ambassadors to help tackle hate crime in Waltham Forest. An event is being held:

- ➔ 11th Aug (9.30am-5pm) or 31st Aug (9am-5pm)
- ➔ Waltham Forest Town Hall, Forest Road, E17 4JF

During the one day programme they will look at ways to support victims, how to be an active bystander, challenging attitudes that underpin hate crime and how to raise awareness.

“Electronic prescriptions save time!”

Join us today and have your say!

Ambassadors will be supported with the skills and materials they need to carry out the role in their community. You don't need to dedicate set hours to the programme, they just ask that you commit to the free one day training programme.

They would like to encourage those with lived experience of hate crime to apply.

To find out more:

☎ 07976 436739

✉ Fozia.shaikh@walthamforest.gov.uk

➤ Safe & Well Campaign Update

You may be aware that June was Safe & Well month. This was to raise awareness with all partners in the borough of the seventeen priorities for the four Strategic Partnership Boards that ultimately work to keep our residents safe and well.

During the month the Strategic Partnerships Unit worked with partners to coordinate 14 events, attended by 350 multi-agency workers. These included awareness raising of the Gypsy, Roma and Traveller community, a safeguarding awareness raising session for the community/voluntary/faith sector and launch of the Safeguarding Adolescents Practice Guide.



Working to keep residents 'safe and well'

Multi-agency partners also hosted events that ranged from safeguarding awareness week at Whipps Cross Hospital to modern slavery training for GPs and Primary Care staff and awareness raising with NELFT staff around the Young Carers' Service.

The Strategic Partnerships Unit delivered 9 informative 'spotlight' emails that highlighted work and resources including the bitesize guides (two minute videos) around areas of practice and board priorities, such as child neglect, professional curiosity and mental wellbeing. The campaign has been well-received & feedback has been extremely positive - the month was a 'resounding success'.

All the resources and other useful information can be found via links on the Strategic Partnerships webpage. ➔ [More](#)

“My GP could offer more support on referrals.”

Join us today and have your say!

➡ The Patients Association on 'GP Premises'

The Patients Association is keen to explore patients' experience of GP premises. What do patients think about current condition, use, possibilities for improvements and potential for alternative uses?



Natural light reduces energy use and enhances wellbeing

By undertaking a survey and a focus group they will gather patients' views of GP surgery buildings with a view to highlighting how important the physical environment might be for people's health.

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

“I am in control of my diabetes.”

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

➡ Solace Women's Aid

Are you worried about domestic or sexual abuse? Solace are here to support women living or working in North, East, and South East London who have experienced any form of domestic or sexual abuse. Abuse can include neglect, controlling behaviour, forced marriage, honour based violence or female genital mutilation.

If you are being abused, remember you are not alone. They can help you by providing advice and support with Improving your safety; Housing and homelessness; Finances and welfare benefits; Access to legal services; Parenting and children; Emotional support. To find out more, get in touch or visit the website. ➡ [More](#)



0808 802 5565



advice@solacewomensaid.org

➡ Community Waltham Forest Training Events

Community Waltham Forest is the umbrella body for the voluntary and community sector, volunteers, social enterprises and local community action. They regularly hold training events - upcoming topics include 'Made Easy' sessions on Managing Volunteers, Demonstrating Impact and Governance.

The training is FREE for staff, volunteers and trustees (board members) of charities, community groups, social enterprises and faith groups based in, or providing most of their services to, the people of Waltham Forest. ➡ [More](#)

➡ Leyton Orient Trust - Bring and Share!

Leyton Orient Trust Over 50's Monthly Network celebrates their one year anniversary with 'Bring and Share':



Celebrate the first birthday with a bite to eat!

➡ Monday 20th August, 12.00pm - 2.00pm

➡ Leyton Orient Stadium, Oliver Road, E10 5LG

If you can, bring a dish or a bite to eat and join the celebration! Light refreshments provided by Tesco. If it's your first time coming to the stadium, get in touch and they can support you to attend. To book contact Carolyn Sellick:



07715536872



carolyn.sellick@walthamforest.gov.uk

“I need to be involved in decisions about me.”

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

➡ 'Red Bags' to be Rolled Out at Care Homes

Innovative 'red bags' that help care home residents admitted to hospital to be discharged quicker are being rolled out across the country.

The bags, which contain key paperwork, medication and personal items like glasses, slippers and dentures, are handed to ambulance crews by carers and travel with patients to hospital where they are then handed to the doctor.

The simple initiative started three years ago in Sutton, South West London, and now all areas of the country are being urged to adopt the scheme with a toolkit launched recently to help.



Contents include key paperwork and medication

It's an example of how the NHS is integrating care and working in partnership with social care, to create a 'seamless pathway' for patients so they only have to tell their story once. ➡ [More](#)

Latest Newsletters

➡ NICE Public Involvement Update, July 2018 ➡ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➡ The latest news from the Waltham Forest Guardian ➡ [More](#)
- ➡ The latest news from the Waltham Forest Echo ➡ [More](#)
- ➡ Survey: The All-Party Parliamentary Group for Women and Enterprise ➡ [More](#)
- ➡ NHS England pledges specialist mental health services for new mums in every part of England ➡ [More](#)
- ➡ New measures announced to halve childhood obesity by 2030 ➡ [More](#)
- ➡ 12 million people to benefit from better joined up NHS and social care work ➡ [More](#)
- ➡ 'Red bags' to be rolled out across care homes getting patients home from hospital quicker ➡ [More](#)
- ➡ NHS England announces new £10 million fund to help retain GPs ➡ [More](#)
- ➡ How do we create a personalised and financially stable social care system? ➡ [More](#)
- ➡ The original social work Try Before You Apply day returns ➡ [More](#)
- ➡ NHS mental health job coaches help thousands of people into work ➡ [More](#)
- ➡ Allied Health Professions hold key role in future NHS ➡ [More](#)
- ➡ Prime Minister sets out 5-year NHS funding plan ➡ [More](#)
- ➡ NHS launches plan to improve patient care by cutting long hospital stays ➡ [More](#)
- ➡ New chair appointed to improve patient access to innovation in the NHS ➡ [More](#)
- ➡ Councils reducing delayed discharges at faster rate than NHS ➡ [More](#)
- ➡ Adult social care green paper delayed until autumn ➡ [More](#)
- ➡ New research into funding for adult social care published ➡ [More](#)
- ➡ 8 out of 10 patients are positive about GPs says new national survey ➡ [More](#)
- ➡ GP practices across the country to become 'veteran friendly' ➡ [More](#)
- ➡ NHS action plan can prevent over 600 still births a year says NHS England ➡ [More](#)
- ➡ Satisfaction with NHS cancer care at record high, national patient survey reveals ➡ [More](#)
- ➡ NHS publishes guidance to help trusts learn from deaths ➡ [More](#)
- ➡ 'Top GP' will help spread innovations to join up NHS health and social care ➡ [More](#)



Would you like to share your views on;
Respiratory Diseases and Smoking?

We will be discussing 3 reports;

A) Smoking and Cessation B) Air Quality C) Respiratory Disease Pathways



Are you a **local resident or a Voluntary Sector** professional?

If you have opinion on **health and social care services**,
we would like to hear from you.

Date: Wednesday 29th of August, 5 pm – 8 pm

Venue: Waltham Forest Resource Hub (central)

1 Russel Road London, E10 7ES

To book a place or for more information:



Info@healthwatchwalthamforest.co.uk



020 378 9990



Healthwatch_WF



<http://www.healthwatchwalthamforest.co.uk/events>



In Partnership with



Events for your diary!

Upcoming local health and social care related events.

Leyton Orient Trust - Bring and Share!

Monday 20th August

12pm - 2pm, Leyton Orient Stadium, Oliver Road, E10 5LG

Leyton Orient Trust Over 50's Monthly Network celebrates their one year anniversary with 'Bring and Share'. If you can, bring a dish or a bite to eat and join the celebration! Light refreshments provided by Tesco.

Norlington Road Street Party

Sunday 26th August

From 12pm, Norlington Road

The street party is about bringing the community together and it is to have a big feast with lots of tables and chairs so everyone can sit down. Bring a dish! Bring a bottle! Bring yourselves!

Wellness Event at Handsworth Medical Practice

Saturday 8th September

10am - 4pm, Handsworth Medical Practice, Highams Park, Handsworth Avenue, E4 9PD

Join the Patient Participation Group for an informative and fun day with activities including Tai Chi, talks, health checks and massages, leaflets and stands.

To register, or for information:

☎ 020 3078 9990 or ✉ info@healthwatchwalthamforest.co.uk

Other Upcoming Events...

11th August, Hate Crime Ambassadors Programme (more on Page 9)

29th August - Health and Wellbeing Board Forum (Page 3)

5th September, Waltham Forest Safeguarding Adults Board Forum (Page 5)

13th September - Healthwatch Coffee Morning (Page 3)

19th September - PPG Forum (Page 2)

24th September, Waltham Forest CCG AGM (Page 4)