

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 Reservoirs

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Contact us for alternative formats

Contact Us

➡ Volunteer Appreciation Lunch

Recently we held our annual volunteers appreciation lunch, well-attended by 18 volunteers and staff. Volunteers were able to get to know each other and discuss their volunteering & community experiences with each other, it was a very lovely atmosphere & we would like to thank our very helpful volunteers again for all the hard work they do for us!



A 'lovely atmosphere' at the volunteer lunch

Whipps Cross CQC Inspection: Follow Up

We also held a Whipps Cross CQC (Care Quality Commission) inspection follow-up meeting, to give the CQC and local patient representatives feedback about how patient engagement has helped shape the inspection, and for patient representatives to ask questions. A CQC inspector commented that the patient perspectives were very useful, and helped to corroborate the findings. Patient representatives raised questions around the inspection report, discussing key issues including staffing, morale, estates, and the value of learning from patient feedback. There was agreement that there is value in the CQC working with patients, and the CQC will be working with local patient representatives again through an ongoing dialogue for the next inspection.

Safeguarding Training

Our team and Enter & View volunteers underwent Safeguarding training. The session informed us of what we can do to help ensure that individuals we work with are kept as safe as possible from abuse and neglect. A volunteer commented: "I found the course really thorough and Informative, the trainer was very engaging and got people to think about answers. And no afternoon slump after lunch!"

"Electronic prescriptions save time!"

Join us today and have your say!

➡ Open Patient Experience Panel (PEP)

On 18th January we held our quarterly Open Patient Experience Panel, which is an opportunity for people to join our team and volunteers who get together on a weekly basis to review the comments Healthwatch receives from the public. We review and apply coding to the comments, in order to scrutinise health and social care issues, and discover leading health and social care related trends and issues. It was very well attended, including people from the Waltham Forest Parents Forum, POhWER, Whipps Cross, and other Patient representatives and members of the public.



At the PEP we turn raw feedback into hard evidence

We received some very positive feedback, including:

"I will definitely now complete hospital and doctors' review forms."

"Nice to see feedback is taken seriously."

"Very nice experience - great mix of people both lay persons and professionals!"

We attended a Healthwatch England Communication team meeting. Healthwatch being a young organisation, we are still trying to raise awareness nationally about what we do, so that people know where to go to share their experience of health and social care services. If you've got any ideas of what we could do locally, please do get in touch, all ideas are welcome!

Other meetings attended include the CCG Business Intelligence Working Group; Patient Voice - PPG Chairs; Out of Hospital Pathways; CCG Patient Reference Group; Maternity Service Liaison Committee; Yong People's Health and Wellbeing; Transforming Services Together Patient and Public Reference Group; Listening into Action: Outpatients check in/out; SENIASS; Primary Care Commissioning; Whipps Cross Quality Summit; Advice Providers Forum; Roma Refugee Forum; North East London Cancer Commissioning; Whipps Cross Patient Panel; Better Care Together Communications, plus more!

➔ Better Health and Care for North East London

The Better Health and Care Plan (also known as Sustainability and Transformation Plan) looks at how services can improve and continue in future.

For the NHS to meet the needs of future patients in a sustainable way, they need to close the gaps in health, finance and quality of care between where they are now and where they need to be in 2020/21.

Changes must be made to the way care is delivered to create a better future for the NHS. This doesn't mean doing less for patients or reducing the quality of care provided.

It means more preventative care; finding new ways to meet people's needs; and identifying ways to do things more efficiently.

Have your say on how we can deliver the right services in the right places; change the way health and social care is provided; work together to secure the future of local services; improve specialist care; creating shorter waiting times and better manage our buildings.

North East London Healthwatch are running three events across the area, for Waltham Forest, Tower Hamlets and Newham residents. Next event:

➔ Tuesday 7th February 10:30am -12:30pm
Stratford Circus, Theatre Square, E15 1BX

However, we do understand that this is short notice, and apologise for that. If you cannot make this event, you are more than welcome to attend one of the two other engagement events happening in North East London, later in the month.

You may also fill out a survey online to share your views. ➔ [More](#)

We will also be running some local engagement events in March for Waltham Forest residents. We'll keep you posted about them in our March newsletter and on our website!

More information about the Better Health and Care Plan is available online. ➔ [More](#)

“My pharmacist had all the answers.”

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

➔ The Use of Confidential Patient Information

On 22nd February the Confidentiality Advisory Group (CAG) of the Health Research Authority will be holding a meeting to explore patients' views about the use of confidential patient information for purposes beyond direct patient care.



Advising on the use of confidential information

For several years the role of the CAG has been to advise the Health Research Authority and Secretary of State for Health on whether it is justifiable to use identifiable patient information for purposes such as medical research or the management of NHS services in cases where it is not practical to obtain patient consent.

“I want a named social worker.”

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

The CAG now has a new role (created by the Care Act 2014) in advising NHS Digital on the dissemination of data that identifies, or enables the identification of, individual patients.

The CAG want to test their thinking with a group of patients on how they should carry out this new aspect of their work. A meeting will inform the CAG's future advice to NHS Digital about the dissemination of patient data. Anyone with an interest in contributing to this discussion is welcome to attend the meeting, which will run between 10am and 1pm in London (venue to be confirmed). Travel expenses will be reimbursed.

To find out more, contact Dr Tony Calland:

✉ acalland@btinternet.com

➔ Women Urged to Take Cervical Screening Test

Local women between the ages of 25 and 64 are being encouraged to make an appointment for a cervical smear test in a bid to reduce the risk of cervical cancer.



Less than two thirds of local women attend screening

NHS Waltham Forest Clinical Commissioning Group (CCG), is running a social media campaign during Cervical Cancer Prevention Week (22nd -28th January) aimed at encouraging women to book an appointment to take the test and reduce the numbers of those with the deadly disease.

The CCG Senior Commissioning Manager Janice Richards described her personal experience of cervical screening and how, as a result, she had treatment that may have saved her life.

She said: "I had no symptoms or any reason to be worried but my cervical screening found that I had abnormal cells that were quite advanced.

I was referred to a specialist clinic and told that the cells had a high chance of developing into cancer. I was given laser treatment at the hospital which thankfully got rid of all the potentially cancerous cells. The abnormal cells were caught just in time - that smear test probably saved my life."

Less than two-thirds of women in the borough attend their screening appointments and the local and national campaigns aim to let them know how quick and convenient it can be to see a nurse for this potentially life-saving test.

"The phone is engaged constantly!"

Join us today and have your say!

➔ 'Successful Project' on Over-65s Discharge

More than 60 people have been able to return home earlier than planned from hospital in the last three months, thanks to an innovative scheme which aims to prevent those aged over 65 staying in hospital longer than necessary.

Occupational therapists, physiotherapists, social workers, reablement officers and others work alongside a wide range of hospital clinicians and therapists to ensure those who are medically fit are able to leave hospital and return home as soon as possible. An assessment is then carried out on the day the patient returns home and a comprehensive support package is set up.



Returning home earlier than planned

The Supported Home Discharge project - launched in October - is coordinated by North East London NHS Foundation Trust (NELFT), working with NHS Waltham Forest Clinical Commissioning Group (CCG), London Borough of Waltham Forest (LBWF) and Bart's Health NHS Trust.

The CCG Chair Dr Anwar Khan said: "The ongoing health and care needs of many people over 65 are often best assessed in their own home. The Supported Home Discharge team provides the skills and expertise to assess people's needs while they are in hospital, arrange a package of care that enables them to return home, visit patients in their home and set objectives that mean people can live independently again as soon as possible. This might mean help getting around at home, washing, dressing and other activities, preparing drinks and meals or managing medication."

The successful scheme is the result of national research into similar care pathways under the umbrella term Discharge to Assess. The Supported Home Discharge project continues to build on its success by developing new and innovative ways to ensure those over 65 years old only stay in hospital when absolutely necessary.

➔ Macmillan Cancer Information & Support Event

When you are affected by cancer, having the right kind of information and support at the right time is essential.

The Macmillan Information and support team will be holding a Health and Wellbeing event at Whipps Cross Hospital for people living with cancer and their families and carers:

- ➔ Thursday 9th February, 10am - 1pm
- ➔ Board Room, Whipps Cross Hospital

If you would like more information, support and education on living with and beyond cancer please come along.



Come along for talks and expert advice

There will be talks and expert advice on benefits and financial support; diet and lifestyle; physical activity; local services; support and workshops; anxiety and psychological support.

Healthwatch Waltham Forest will have a stall at this event, so do come along and have a chat with us!

To find out more, please contact Whipps Cross Macmillan information Centre:

☎ 020 8535 6790

✉ clare.golden@bartshealth.nhs.uk

➔ Free HIV Testing and Sexual Health Screening

Come by for free, rapid, and confidential HIV testing and full sexual health screening in Waltham Forest, provided by Positive East. The clinics are as follows:

- ➔ 1st and 3rd Monday every month, 3pm - 6pm
Waltham Forest Citizens Advice Bureau, E17 3AY
- ➔ 2nd Wednesday of the month, 11am - 2pm
Walthamstow Library, E17 7JN



Positive East is London's largest HIV charity

Positive East is London's largest HIV charity, providing services throughout East London. The prevention and testing team work with diverse audiences on a range of topics around their sexual health, as well as providing more tests in community settings than any other organisation.

Having an HIV test for many people can be stressful and may bring up lots of issues and questions. Positive East use a rapid testing method, so you get your results in minutes. Whatever your result, they're here to answer your questions. ➔ [More](#)

“I prefer to see my own GP.”

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

Latest CQC Inspection Reports

- ➔ Connington Court, 20a Connington Crescent, London, E4 6LE (*Rated Good*) ➔ [More](#)
- ➔ Eastway Leytonstone, Klubhouse, 4 Hanbury Drive, London, E11 1GA (*Rated Good*) ➔ [More](#)
- ➔ Ebony House, 104-106 James Lane, London, E10 6HL (*Rated Requires Improvement*) ➔ [More](#)
- ➔ Green Man Medical Centre, 1 Hanbury Drive, London, E11 1GA (*Rated Requires Improvement*) ➔ [More](#)
- ➔ Wood Street Health Centre, 6 Linford Road, London, E17 3LA (*Rated Requires Improvement*) ➔ [More](#)
- ➔ Kingshead Medical Practice, 178 Kings Head Hill, London, E4 7NX (*Rated Good*) ➔ [More](#)

➡ Introducing 'No Bellies'!

Are you a man aged 35-65 years old? Is your trouser waist size at least 38 inches? Do you want to lose weight, have a healthier lifestyle and ultimately be fitter?

The 12 week Football Fans in Training programme from Leyton Orient Trust can help you do this for free. You'll get a behind the scenes look at your club, be trained by selected club coaches, have a nosy at the trophy cabinet and have the chance to talk tactics in the dressing room.

Who knows, maybe you'll even bump into a player or two. So what are you waiting for?

➡ Mondays, 13th February - 15th May, 6.30 - 8.30pm

➡ Matchroom Stadium, Oliver Road,, E10 5JY

To find out more:

☎ 020 8556 5973

✉ phillip.smith@leytonorienttrust.org.uk

“The clinic was clean and modern.”

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

➡ Get Active at the Disability Resource Centre!

Get active at Waltham Forest Disability Resource Centre! Places are available at fun weekly sessions for disabled people; older people; people with learning disabilities and people with long term health conditions.

Activities include Strictly Mondays Fun Latin Moves (Mondays 1.30 - 3.30pm), free sessions funded by Fit For Fun for people with different abilities to have fun trying out some Latin dance moves to exciting Latin sounds.

Also seated exercise, an excellent workout for people who want to exercise sitting down (Thursdays 2.30pm - 3.30pm). Only £3 per session!

For more information:

☎ 020 8534 1589

✉ p.stanley@wfdrc.org.uk

➡ A 'Hidden Army of Unsung Heroes'

To the hundreds of people across east London with sickle cell disease who require regular blood transfusions, a team of pathologists working at Barts Health laboratories is their hidden life source. So the two groups have met for the first time to share their stories, with pathologists thanked for their life-saving work.

One of the patients present was Dr Yvette Hendricks, a 55 year old Hackney GP who lives in Walthamstow. Yvette receives monthly blood transfusions to relieve her symptoms, also suffering from arthritis in her right ankle as a result of frequent leg ulcers caused by the disease.



The research can 'improve quality of life'

Yvette told the group: "It's not often I get to thank everyone behind the scenes, and I've been a patient at The Royal London since I was five so that's a lot of people. It's because of your use of science leading to medical advancements that I'm still here. I have monthly transfusions; it takes a few hours and for the first two weeks I have very high energy. But by the third week I start to feel ill again. It is grim - pain is a significant problem in sickle cell anaemia.

My mother was 73 when she passed away at The Royal London Hospital a few years ago. We were told that she was probably the eldest of all the patients with sickle cell; that is down to the care we have both received. Thank you."

Pathologists look at the causes and effects of diseases, in particular laboratory examination of samples of blood and body tissues. ➡ [More](#)

“I think because I am old no one cares.”

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

➔ Your Say About the New Whipps Cross Food!

Serco (New Soft FM Contractor) would like to invite you to a food tasting session to showcase their proposed menus for the Whipps Cross / Mile End / St Barts / Royal London hospitals. This will include a selection of dishes from their standard menu but also some from their extensive specialist menus. They will also have some examples of the menus for you to have a look at on the day as well.



➔ Tuesday 21st February, 11.30am - 12.20pm

➔ Royal London Hospital (Princess Alexandra Block)

Have your say on the new hospital food!

If you are interested in attending please get in touch with Reza Miah:

☎ 020 7363 8326

✉ Reza.Miah@Bartshealth.nhs.uk

Latest Newsletters

- ➔ Community Independence Service - Newsletter, December 2016 ➔ [More](#)
- ➔ Healthwatch England - Healthwatch Network News, December 2016 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, December 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ MRI scans could spare 25% of men from prostate biopsies ➔ [More](#)
- ➔ What it's like to be a young carer - Lavinia Kellman ➔ [More](#)
- ➔ A third of adults treated for asthma 'may not have the disease' ➔ [More](#)
- ➔ Preventing patients falling through the gaps - Professor Tim Kendall ➔ [More](#)
- ➔ Most autism practice not supported by good evidence, finds study ➔ [More](#)
- ➔ Saving Babies Lives - Dr Matthew Jolly ➔ [More](#)
- ➔ Ofsted ratings do reflect local authority deprivation and spending ➔ [More](#)
- ➔ Time to move: Get up, get dressed, keep moving - Dr Amit Arora ➔ [More](#)
- ➔ The new service models shaking up children's social work ➔ [More](#)
- ➔ Allied Health Professions join forces to help shape future healthcare ➔ [More](#)
- ➔ Care home funding gap will result in divide between rich and poor areas, providers warn ➔ [More](#)
- ➔ We need a new respiratory taskforce - Dr Penny Woods ➔ [More](#)
- ➔ Social care sector is letting down older people with HIV, finds report ➔ [More](#)
- ➔ Strengthening our commitment to personalisation - Kim Forey ➔ [More](#)
- ➔ 'Social care is ever-evolving - you need to be prepared to grow with it' ➔ [More](#)
- ➔ Make flu jab a New Year resolution - Jill Crook ➔ [More](#)
- ➔ How support workers helped reduce social worker caseloads ➔ [More](#)
- ➔ New drug treatment for pancreatic cancer 'extends survival' ➔ [More](#)
- ➔ How the DoLS can give voice to people with minimal consciousness ➔ [More](#)
- ➔ New insights into why breast cancer drugs fail for some women ➔ [More](#)
- ➔ Youngest children in class 'more likely to be given ADHD drugs' ➔ [More](#)
- ➔ Warning over 'burnt toast chemical' acrylamide's cancer risk ➔ [More](#)



Health & Wellbeing Forum

- Would you like to **share your views** on health & wellbeing with the council?
- Are you a **voluntary sector** professional or **local resident**?

If you have an expert opinion on **health and social care services** we would like you to attend our forum events.

The purpose of the forum is to give a public voice to the **Health & Wellbeing Board business**.

The event is facilitated by Healthwatch.

Date: Thursday **2nd March**, 16:00 – 19:00

Venue: Waltham Forest Resource Hub (Central)
1 Russell Road, London, E10 7ES

To book a place or for more information:

✉ daniela.muenzel@healthwatchwalthamforest.co.uk



020 3078 9990



07507483288



Healthwatch_WF



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

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