

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 'Lost Byway', Leyton

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Contact us for alternative formats

Contact Us

➡ Goodbye and Thanks to Our Interns!

Interns Maggie Dixon and Molly Fields have recently completed their terms at Healthwatch Waltham Forest, and write about their experiences.

Maggie says "When you look up the definition of 'care' in the Oxford Dictionary, it states 'the provision of what is necessary for the health, welfare, maintenance and protection of someone or something'.

And I think these words define what Healthwatch Waltham Forest is all about - the people who work behind it and the values they all share.



Intern Maggie Dixon

I can say, without an inch of doubt, that the team at Healthwatch Waltham Forest are passionate about the work they do. More than anything, they have inspired me to excel in my Nursing career - to advocate, support and care for individuals in my professional and personal life.

My time at Healthwatch has been short in time but large in impact. I have learnt so much about healthcare services, the importance of quality of care and most importantly, consumer advocacy. I have been lucky enough to attend networking events, training sessions, hospital visits and various healthcare meetings that have shaped my opinion on the fundamentals of care.

I will be sad to leave Healthwatch, but I am glad I have my experiences to take with me when I return back to the land down under (Australia)."

"The midwife stayed by my side."

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

Molly says "I have been the Volunteer and Engagement Intern at Healthwatch Waltham Forest for only one month, but I have learned so much about the importance of patient feedback and the weight of its impact on local communities.



Intern Molly Fields

Through various hands on experiences, I got to expand my professional skills, and build meaningful relationships with my supervisor and colleagues. I had the opportunity to attend an Enter and View training session with Healthwatch England, where I learned the importance of on-site observation of health and social care services.

"NHS 111 were fast and efficient."

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

I also had the privilege of listening to voices of the Waltham Forest community by attending a Health and Wellbeing forum where we discussed important issues including drugs and alcohol, mental health, and end of life care. I attended a Patient Panel discussion at Whipps Cross Hospital where I listened to prevalent health and social care issues, new projects, and future planning to help improve the quality of patient care.

Not only did I get to speak to the people of Waltham Forest about their views on local health and social care, but I was able to gather the views of employees at other local Healthwatches around London through Networking events. Interning at Healthwatch Waltham Forest has helped me develop my knowledge on patient advocacy and provided me with crucial professional skills I will be able to take with me on my future career journey."

➔ Whipps Cross Hospital Site Visit

At Healthwatch we organised a site visit at Whipps Cross Hospital, before the Christmas break. We got to see first-hand experience of the way doctors, nurses and hospital staff are working to ensure a quality service for patients.

The wonderful Marie Clough, Patient Experience Lead at Whipps Cross Hospital, was leading us the way around the hospital. Whilst walking down the longest corridor in Europe; we got to see what each of the wards have to offer and speak to some patients and ward staff about their experience here at Whipps Cross.

It was particularly exciting for us to visit the children's ward, it was colourful & well organised, we watched some of the staff organising the Christmas gifts for the children, whilst visiting (all the wards) we could see the hard work and effort Whipps Cross was putting in this year in terms of 'Patient experience'. - Sumita Ahmed



On site at Whipps Cross Hospital

Maggie, Healthwatch Intern says "When walking through the corridors and seeing the changes and improvements that Whipps Cross has made to their wards, I'm proud to be a part of the Healthwatch team! It really consolidates that the work you do counts!"

Rachel, Placement Student says "Visiting Whipps Cross was both an enlightening and informative experience. My most memorable section of the visit was visiting the children's ward. A bell hung above a colourful wall, which child cancer survivors would ring, signifying that their battle against cancer was a success and was now over. Learning about how the hospital operates and the importance of each specific ward functioning efficiently, to provide the best patient care, are among the many things that I will carry into any future employment I may partake in, in the health care sector."

➔ Diarra on Work Experience

Work experience volunteer, Diarra McIntosh writes about her time at Healthwatch.

Diarra says "Although I was only on placement at Healthwatch Waltham Forest for two weeks, I have already gained quite a substantial amount from this experience. You always have an important part to play, whether you're an experienced employee or a volunteer, and there are always interesting and worthwhile things to do to help out and improve the organisation.



Diarra, assisting with Healthwatch projects

At the beginning of my two-week placement I was a bit weary of the treatment that I would be facing as I had not had a good experience with work placement in the past. However, as soon as I walked in I was made to feel at home and they treated me like I was just an extension to the original team, not just someone that was here on placement for two weeks. They gave me my own desk and computer and gave me tasks that actually contributed to the projects that they were working on.

Whilst on placement here I have learned a lot about the roles that organisations like Healthwatch and the Care Quality Commission take on to ensure that we and everyone around us are receiving fair and just treatment whilst using all health and social care services. The two weeks went in the blink of an eye and I would highly recommend volunteering here for anyone who wants to go into this field of work because I would definitely do it again if I could.

"I need to be recognised as a carer."

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

➔ Think Family, Think Safeguarding Event

Are you a volunteer, member or worker in a faith, voluntary or community group in Waltham Forest? Do you want to know more about your safeguarding responsibilities and find out where to get advice?

The 'Think Family, Think Safeguarding' event will bring together speakers and a range of adults and children safeguarding practitioners from across the partnership, such as health, social care, Police, London Fire Brigade and specialist providers, to support your work with families and communities:

➔ Tuesday 27th February, 3.30pm - 8pm

➔ Leyton Orient Football Club, E10 5NF



Helping to 'keep our community safe'

What's on offer? Learn more about safeguarding issues, such as Modern Slavery; Get advice on your responsibilities; Obtain information on how to get help for vulnerable people; Network with other faith, voluntary or community groups

Admission is free and a light buffet will be provided. It's suggested you visit for at least one hour.

In order to assist with planning for this event, please reserve your ticket online. ➔ [More](#)

➔ PPG Forum, 7th March

Announcing the next Patient Participation Group (PPG) forum:

➔ Wednesday 7th March, 6pm

➔ Resource Hub, 1 Russell Road, E10 7ES

The forum is a dedicated space for PPGs to share good practice, raise and discuss issues on patient participation at local GPs. To find out more, contact the Healthwatch office.

➔ Over-the-Counter Medicines Consultation

NHS England is launching a public consultation on reducing prescribing of over-the-counter medicines for 33 minor, short-term health concerns.

In the year prior to June 2017, the NHS spent approximately £569 million on prescriptions for medicines which can be purchased over the counter from a pharmacy and outlets such as supermarkets.



The NHS spends much on 'over-the-counter' medication

These prescriptions include items for a condition:

That is considered to be self-limiting and so does not need treatment as it will heal of its own accord; which lends itself to self-care, i.e. that the person suffering does not normally need to seek medical care but may decide to seek help with symptom relief from a local pharmacy and use an over the counter medicine.

Vitamins/minerals and probiotics have also been included in the consultation which are of high cost to the NHS. NHS England has partnered with Clinical Commissioning Groups (CCGs) to carry out the consultation after they asked for a nationally co-ordinated approach to the development of commissioning guidance in this area, to ensure consistency, and address 'unwarranted variation'.

The intention is to produce a consistent, national framework for CCGs to use.

The consultation closes on 14th March. ➔ [More](#)

“Service with a smile at my dentist!”

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

➔ 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:

➔ Thursday 8th March, 2.00pm – 4.00pm

➔ 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.

What happened last time?

As well as discussing specific topics the forum is a chance for you to share your concerns and ideas about safeguarding adults in Waltham Forest. For example, at the last forum, residents were worried about how to reach and safeguard adults with care and support needs that are homeless so they can access health services.



A chance for you to be heard

The Safeguarding Adults Board responded to tell them about the London Homeless Health Programme which is a collaboration between all 32 London Clinical Commissioning Groups (CCGs), and NHS England London region. It means that in Waltham Forest GPs are aware of their responsibilities to let homeless people register despite having no address or ID, and they should be able to do this on the day.

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

➔ Health Research Needs You!

The National Institute for Health Research Central Commissioning Facility is looking for members of the public to join their advisory panels. The deadline for applications is 5th March 2018. More information is available online. ➔ [More](#)

“When my child reaches 16 the service stops”

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

➔ Change4Life Healthier Snacking Campaign

Change4Life has launched a new campaign in January to help families choose healthier snacks and reduce their children's sugar intake.

Children in England are eating nearly three times the recommended amount of sugar. Surprisingly, half the sugar they consume comes from snacks and sugary drinks. Eating too much sugar is bad for health and can lead to harmful fat building up inside and serious health problems, including painful tooth decay, heart disease and obesity.

To help parents reduce the amount of sugar their children are consuming and choose healthier snacks while shopping, Change4Life is encouraging parents to use the new simple tip - 'Look for 100 calorie snacks, two a day max!'



Helping parents with a 'new simple tip' on calories

Parents can receive money-off vouchers for healthier snacks and get helpful tips and ideas by signing up to the Change4Life website. People can also find out what's inside popular snacks by downloading the free, updated 'Food Scanner' app from the iTunes store or Google Play. Visit the Change4Life website for more details and loads more tips on healthier snacking. ➔ [More](#)

For more details on what else Waltham Forest Council is doing locally to tackle high sugar intake, visit their sugar declaration webpage or get in touch. ➔ [More](#)

✉ monica.hill@walthamforest.gov.uk

“Getting physiotherapy has been a big help.”

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

➔ Inspiring Families

Support is currently available to help you find work that is right for you and your family.

If you would like to know how much better off you could be back in work; if you need help to find a job that fits with your family commitments; or if you would like some help to find jobs, write your CV and support with interviews, help may be available.



Get practical help and support

Inspiring Families can provide you with a personal adviser to support your journey back into employment and continue to offer support after you find work.

“Booking online is much more convenient.”

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

Your adviser can help you balance your work life with your family responsibilities. They can help you understand how much better off you would be in work and help you get job ready.

You can access up to 65 weeks of support with the Inspiring Families Programme, but we hope you find work before that.

If you would like some support to get back into work that is designed specifically for families, get in touch for a confidential chat.

Eligibility criteria applies.

✉ Edmund.Glynn@centreformentalhealth.org.uk

➔ Time to Talk

How are you? Many of us will answer 'fine', even when we're not. Too often, mental health problems are treated as a taboo subject, especially at work. However, mental health affects us all and we should feel able to talk about it.



We should 'all feel able to talk about it'

On 1st February, the council supported Time to Talk day to encourage open conversations about mental health. Public Health also won the bid for Waltham Forest to be the London 'Time to Change Hub', supporting mental health awareness and destigmatisation. Great news! ➔ [More](#)

➔ Changes to Local Sexual Health Services

As part of the recent improvements to the way sexual health services are delivered, current sexual health clinics at Whipps Cross Department of Sexual Health and Newham Greenway will relocate to the Sir Ludwig Guttmann Health Centre (SLG) in Stratford from March 2018, offering extended opening hours including evenings and Saturdays.

In addition, there will be new community clinics in place from March 2018 at St James Medical Centre, Forest Road Medical Centre and Chingford.

The following community clinics are currently in place - Oliver Road polyclinic - relocating to above community clinics from March 2018, Harrow Road GP Practice, Boots Selbourne Road and a mobile clinic at St James Medical Centre. ➔ [More](#)

“The district nurse was very helpful.”

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

➔ Working T to Improve Patient Experience

The Ear, Nose and Throat (ENT) team at Whipps Cross Hospital were faced with a problem. Twenty pieces of equipment, called scopes, were being used so regularly in outpatients clinics that they were running short while waiting for them to be cleaned for reuse multiple times a day.

Nurses had to walk a long way from the Outpatients Department to Endoscopy to clean each piece of equipment - taking up to 30 minutes each time. With patients waiting to be seen and consultants ready to run their clinics, the scopes were often missing.



Teamwork, improving conditions for staff and patients

The Outpatients and ENT teams decided that things needed to change. So they banded together to find a way to ensure staff had the right equipment at the right time, so that patients could be seen sooner.

Their solution was simple - clean the scopes in the Outpatients clinic. The League of Friends generously donated funds for an additional machine that would thoroughly clean and decontaminate the scopes. An added bonus is that the state-of-the-art equipment has drastically cut the time it takes to clean each scope; from over 10 minutes down to two minutes.

Jacque Wells, outpatients nurse, said: "Being able to clean equipment within the department rather than go all the way to Endoscopy has saved us so much time, which will have a huge impact on how quickly we see patients."

"It has made such a big difference to staff who work in the clinic," explained Gill Regan, ENT nurse practitioner, when talking about the new way of working within the clinic. "It's one of our hospital's values isn't it? To work collaboratively. And doing so has not only allowed us to improve conditions for staff, but also improve our patients' experience because now they don't need to wait around while the equipment is being cleaned."

➔ CQC Rates NELFT Services as Good

North East London NHS Foundation Trust (NELFT) has welcomed the publication of the Care Quality Commission's (CQC) report into their services following the Well-Led Review late in 2017.

NELFT are 'delighted' with the new overall rating of 'Good' as this reflects the improvements made over the last 18 months, to move from the previous 'Requires Improvement' rating.



Staff 'working hard' to improve services

John Brouder, NELFT chief executive, said: "I am proud of the dedication and commitment of all our staff who have been working hard to continuously improve the services we provide and this is recognised in our CQC rating of Good. We strive to deliver the best care by the best people and this is a significant step towards our overall ambition to be rated as outstanding.

It is tremendously important for us to reflect on our achievements and improvements across the Trust, but I am conscious that we must not rest on our laurels. We want to ensure we deliver consistently high-quality care across the communities we serve & we are continuing on our improvement journey."

The Inspectors said the most significant improvement was for child and adolescent mental health inpatient wards at Brookside where, in an 18-month period, the ratings for the service had improved from Inadequate to Outstanding. The CQC said: "The Trust had shown vision and strong leadership in reviewing the model of the service being provided." ➔ [More](#)

"We need more time at GP appointments."

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

➔ Patient and Public Participation Event

You are invited to join a free event which aims to bring together people from Waltham Forest, Redbridge and West Essex who are involved in, or who would like to be involved in patient and public participation (also referred to as engagement or involvement) in health and care.

➔ Wednesday 21st February, 3.30pm - 7.30pm

➔ Chingford Assembly Hall, Station Road, E4 6AG

The event aims to give everyone attending an understanding of opportunities for patient and public participation in health and care in the area, how these fit together, and how we can all work together to involve more people.

This is the fourth in a series of patient and public participation events held by NHS Waltham Forest Clinical Commissioning Group (CCG).



Participation gives you a voice!

As well as hearing from them about up and coming public involvement opportunities, they would like to hear from you about groups and individuals that you think they could be working with.

Central to the event will be a marketplace, showcasing opportunities to get involved in patient and public participation in the local health and care system. This is a chance to showcase your own group, if you are part of one, and to network.

If you are not currently involved in patient and public participation, the marketplace will give you a chance to meet others who are. Who can attend? You need to be living or working in Waltham Forest, Redbridge or West Essex, and consider your local hospital to be Whipps Cross.

To book or to find out more:

✉ wfccg.communications@nhs.net

➡ Singing for the Brain

From the Alzheimer's Society, a singing group for people living with Dementia, families and carers:

- ➡ Every Tuesday, 2.00pm - 4.00pm
- ➡ The View, 6 Rangers Road, E4 7QH

Come and enjoy singing in a relaxed and supportive environment. Disability facilities & parking available.



A relaxed and supportive singing group

For more information please get in touch:

☎ 020 8556 8171 or 07483122449

✉ walthamforest@alzheimers.org.uk

“Mental Health need not be a hidden condition.”

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

➡ End of Life Planning Event

Carers First invites you to their event 'Planning for the Future', which looks at 'end of life and you':

- ➡ Thursday 15th March, 12.30pm - 2.30pm
- ➡ Resource Hub, 1 Russell Road, E10 7ES

The day will be an opportunity to discuss end of life care, funeral planning and costs, lasting power of attorney, wills and other issues or concerns that may arise when thinking about or going through end of life planning for you or the person you care for.

To find out more ☎ 0300 303 155 (Option 1)

➡ UCL Cancer Collaborative

Would you like to join a Patient and Carer Network and make a difference to cancer services? UCLH Cancer Collaborative has launched a Patient and Carer Network for people with recent experience of cancer treatment in north central and east London, and west Essex.

Joining the Patient and Carer Network means you will hear about a range of opportunities for people with different skills, interests, and a varying amount of time to offer. You must be committed to working collaboratively and broadly representing the diverse views and needs of people affected by cancer. Participation in other cancer networks and links to community groups is considered really helpful.



Can you help make a difference to Cancer services?

Opportunities for Network members include; Joining the UCLH Cancer Collaborative Patient Experience & User Involvement Steering Group; Joining a Pathway Board or Expert Reference Group; Joining a time-bound project group; Participating in one-off discussion workshops or focus groups; Giving feedback remotely, by email, for example in surveys or on patient information materials and publicity documents; Speaking to community groups and raising awareness of cancer as part of the early diagnosis work. ➡ [More](#)

To find out more, please contact Becky Driscoll:

☎ 020 3447 2787

✉ uclh.getinvolvedwithcancer1@nhs.net

“GP's and pharmacists should work together.”

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

➔ PositiveTools4Life

Introducing a community-based, volunteer-run organisation aiming to support people in Waltham Forest and Barking & Dagenham suffering from stress, anxiety and depression by providing low-cost counselling and affordable wellbeing workshops.

They believe people can be helped to find their own solutions, given the right support, and they aim to offer a range of tools to help with this.

As well as counselling, they currently offer mindfulness meditation workshops and 'green therapy' workshops.



Helping you 'move towards mental wellbeing'

Find out more on the website. ➔ [More](#)

➔ International Women's Day Event

Kiran Support Services celebrates International Women's Day:

➔ Friday 9th March, 6.30pm - 12.00am

➔ Pavilion Banqueting Suite, 324 Hoe St, E17 9PX

Features a 3 course dinner, dance and raffle prizes. Tickets £25 women only (12+ years), admission strictly by ticket.

To book or for more information:

☎ 020 8558 1986 or ✉ amrita@kiranss.org.uk

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

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

➔ GoodGym is Coming to Waltham Forest!

Do you want to take up running in the New Year? Not just to run but do good at the same time? GoodGym enables you to go running and do some volunteering in the borough at the same time, helping out isolated people aged 60+ and community groups near you.



Get fit in a way that helps the community!

Activities include weekly group runs to help local projects like paint a community centre, 'mission runs' - one off tasks to help older people with tasks that they are no longer able to do alone and 'coach runs' - weekly runs to visit an isolated older person. Keep on feeling good, and doing good in your community! ➔ [More](#)

“Staff have a great sense of humour.”

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

➔ Alzheimer's Society 'Have Your Say Group'

Are you affected by dementia? Do you have ideas on how to improve Alzheimer's Society services and local services?

Would you like to meet other people with memory difficulties over coffee and cake on a regular basis? Come along to the monthly "Have Your Say" group! The first session is coming up:

➔ Wednesday 21st February

➔ Resource Hub, 1 Russell Road, E10 7ES

To find out more: ☎ 020 8556 8171

Healthwatch WF working with our contract provider YVHSC are able to offer additional commissioned services to meet the needs of health and social care commissioners within the borough. YVHSC delivers these services across a number of London boroughs already and are regularly re-commissioned, these include:

Deep dive studies/Research: The in-depth analysis of a particular service or services, identifying gaps in provision, areas of positive practice and direct feedback from patients and those whose voices are seldom heard. Each study engages with 500 - 2000 patients, providers and key stakeholders to produce a comprehensive analytical report.



'Better technology' to measure patient experience

Emerging communities programme: Targeted engagement to enable better communication with emerging and newly arrived communities, seldom heard and marginalised groups. Enabling better access to services, prevention and identifying gaps in community based services.

Advocacy: Community based advocacy to support the needs of non statutory advocacy, specifically including advocacy for social care, carers support and to support marginalised groups.

Community analysis and informatics: Informatics' business intelligence system is utilised by Healthwatch to provide stakeholders with the highest quality reporting. This is improving the quality of reporting within the network and empowering Healthwatch with better technology.

“The Practice nurse was very caring.”

Join us today and have your say!

The process provides clear Health and Social Care feedback and alerts, transparency for the public and integration with its stakeholders. Our work has been identified as a key tool for patient experience measurement.

Mystery shopping: Our mystery shoppers measure quality of service provision and gather specific information about those services. The mystery shopper's specific identity and purpose are generally not known by the establishment being evaluated.

Mystery shoppers perform specific tasks such as purchasing a product, asking questions, registering complaints or behaving in a certain way, and then provide detailed reports or feedback about their experiences. YVHSC run extensive mystery shopper programmes for health and social care provision.

Self Care and Prevention: The programme aims to develop an approach:

To deliver a facilitative and informed service that provide volunteers trained to support better self-care, access and understanding and facilitate better preventative care.



Support, guidance and education for carers

To develop an access point within GP surgeries that support self-care and reduces inequality in health and social care.

To raise awareness throughout the community of services enabling better access and understanding of health and social care services.

Carer Support Service: The carer support service offers emotional support, guidance, education and awareness to carers. The support is offered to all carers but particular preference will be given to younger and child/youth carers and families that have more than one carer responsibility.

➔ Making Sense of 'Accountable Care'

Accountable care has been a source of much debate recently.

In a recent King's Fund report, Chris Ham answers key questions about accountable care:

What is it? How is it being implemented? What does it mean for commissioning? Is it about making cuts and privatising services?

For more on accountable care, have a look at the quick guide.



The term 'Accountable Care' is increasingly used in the NHS

Find out more on the King's Fund website. ➔ [More](#)

Latest Newsletters

➔ NICE Public Involvement Update, November 2017 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

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- ➔ The Latest News from the Waltham Forest Echo ➔ [More](#)
- ➔ High demand for emergency medical care ➔ [More](#)
- ➔ MPs launch inquiry into long-term adult social care funding ➔ [More](#)
- ➔ Children's social work: 'It's about social workers connecting with their base values' ➔ [More](#)
- ➔ Adult social care minister role upgraded ➔ [More](#)
- ➔ More clinical pharmacists set to boost GP services for patients and practices ➔ [More](#)
- ➔ Screening for breast cancer genes 'is cost-effective' ➔ [More](#)
- ➔ Why it's important to check your baby's movements during pregnancy ➔ [More](#)
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- ➔ Announcing the foster carer of the year ➔ [More](#)
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- ➔ Cold weather alert: Level 3 - cold weather action ➔ [More](#)
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- ➔ New approach to NHS clinical assessment could save thousands of lives ➔ [More](#)

YOUTH SUMMIT | 01 FEB 2018

**"YOUR sense of belonging -
the challenges and
opportunities"**

If you are young and passionate about creating positive change for Waltham Forest Youth, join us in a youth led debate hosted by Waltham Forest College in conjunction with the Mayor, Cllr Yemi Osho.

The event offers a platform to come together with peers to discuss key issues/challenges that impact the lives of

contemporary youth and to explore possible solutions.

Following the event, a 'Marketplace of Opportunities' will be organised at Waltham Forest Town Hall on 24th March 2018, bringing together young people and stakeholders best suited to deliver the outcomes of the summit.

HAVE YOUR SAY

Time: 4-6pm | Venue: Waltham Forest College

For queries please email: steve.myhill@walthamforest.gov.uk
or mayor@walthamforest.gov.uk