

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 Wetlands

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... *plus more!*

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Contact us for alternative formats

Contact Us

➡ STP Engagement Events

In February we ran a number of engagement events about the Sustainability and Transformation Plan (STP), also known as the Better Health and Care Plan for North East London. The STP aims to improve the way health and social care services work together to deliver better care and treatment in North East London. This was an opportunity for local residents to hear what the STP plans to do, to ask questions and have their say.

We had a panel discussion including representation from Waltham Forest Save our NHS, Councillor Ahsan Khan and the Waltham Forest Clinical Commissioning Group (CCG). The discussion included concerns about practical considerations of trying to shift patients out of hospitals and into better care in the community, how the Whipps Cross Hospital redevelopment fits into the STP, and need for ongoing and better public engagement as the STP moves along.

A third event is taking place in Walthamstow on 15th March, for full information please see the flyer about the STP events in this newsletter. It would be great to see you there!

➡ Whipps Cross Safety Huddle

At the beginning of February Joyce, our Volunteer and Enter & View coordinator, and one of our volunteers Frances, attended a Safety Huddle at Whipps Cross hospital. The Safety Huddle provides a forum where Ward Managers, Ward Sisters and other staff meet on a daily basis to discuss patient care, including safety and risk.

Staff are encouraged to feel empowered by discussing patient care and receive support by management and other team members when highlighting any concerns. They discussed issues such as anticipated number of discharges daily, bed availability, waiting times in A&E, infection control, patients at risk of falling, pressure sores/ulcers and grades of ulcers, safeguarding, staff vacancies and sickness levels.

Joyce and Frances fed back that it was a “positive experience”, that there was a good sense of team working, and that it gave a good snapshot of what was going on in the hospital on a daily basis so that daily pressures and potential risk areas can be highlighted and dealt with at an earlier stage, to improve patient care and ensure that any issues are discussed and agreed on.

➡ Outreach in the Community

This month we engaged with the Leyton Ward Forum, attended a support group run by Waltham Forest Alzheimer’s association for carers of people with Alzheimer’s, and held a stall at the Macmillan Cancer Information and Support Centre at Whipps Cross’ fundraising event.

We are always looking for community events and meetings where we can ask people about their experience of health & social care in Waltham Forest and offer advice.



We listen to people’s experiences, and can offer advice

If you know of any events, whether it’s a large meeting or a small gathering, please let us know!

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

Other meetings and activities we attended include:

- Accessibility & Information Standard monitoring
- Out of Hospital Pathways Working Group
- Leyton Sixth Form College Health Networking
- Children Health and Wellbeing Sub Committee
- Whipps Cross Maternity Services meeting
- Adult Residential & Nursing Provider Care Forum
- Urgent Care working group
- Communications and Engagement Group
- Personal Home Support Provider Forum
- WF CCG Governing Board meeting
- Whipps Cross Patient Panel meeting

“The midwife supported me throughout.”

Join us today and have your say!

➔ Patient Representative Training

We still have a couple of places left at our free Patient Representative training!

➔ Saturday 4th March 2017, 10am – 4pm

➔ Resource Hub, 1 Russell Road, Leyton, E10 7ES

This one day training course will support new and existing Patient & Public Representatives to understand and carry out their roles.



Could you be an effective Patient Representative?

The interactive training will focus on effective collaboration and communication in carrying out the Patient Representative role. Please contact the Healthwatch office to book a place. ➔ [More](#)

➔ Engagement Opportunities at NHS England

NHS England Specialised Commissioning is recruiting four independent members to the Patient and Public Voice Assurance Group (PPVAG).

The role of the PPVAG is to provide assurance around communication and engagement plans supporting key areas of work within the NHS England Specialised Commissioning Directorate.

PPVAG is seeking applicants who can bring expertise in good practice communications and engagement techniques and/or assurance processes. The closing date for applications is 5th March 2017. ➔ [More](#)

“I like to be recognised on arrival.”

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

➔ Get Involved in NIHR Advisory Panels!

The National Institute for Health Research Central Commissioning Facility (NIHR CCF) is currently looking for members of the public to join the following panels:

- Invention for Innovation Programme (one member on product development award panel).
- Programme Grants for Applied Research programme (one member on national sub-panel).
- Research for Patient Benefit programme (seven members across six regional advisory panels).
- Department of Health Policy Research Programme (two members for the commissioning panel).

The deadline for applications 12pm on Monday 27th March 2017.

Shortlisted candidates will be invited to attend an interview. Please check the Information pack for interview dates and location. ➔ [More](#)

“Electronic prescriptions save me time!”

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

➔ Lay Member Opportunities at NICE

The National Institute for Health and Care Excellence (NICE) is looking for lay members to join the indoor air quality at home public health advisory committee.

They are looking for people with an understanding of indoor air quality in the home and the issues important to groups particularly at risk from air pollution in the home and the wider public:

Gained through personal experience you have of being at risk from poor air quality in the home;

As a relative or unpaid carer of someone who is at risk from poor indoor air quality in the home as a volunteer or employee of a relevant voluntary organisation or support group.

The closing date is 5pm on 17th March 2017. ➔ [More](#)

➔ The Local NHS Wants to Hear Your Views!

People in Waltham Forest are being encouraged to get involved with their local NHS by joining a group that helps develop plans for local health services. NHS Waltham Forest Clinical Commissioning Group (CCG) is looking for people to join its Patient Reference Group (PRG) which plays a key role in deciding how healthcare is delivered locally.

CCG Lay Member for Public Involvement, Richard Griffin, said: "We are looking for local people to represent our community and have a say in ensuring the needs of those living in the borough are represented.

We would like volunteers to represent the three localities of Chingford, Walthamstow, and Leyton and Leytonstone and are looking for people who can represent the diverse service users and carers of Waltham Forest.

If you don't have time to attend meetings during the week you can join the Rapid Feedback Group, which is run via email."

"Complaining can be a positive thing to do!"

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

PRG members will be involved in all stages of the group's work, including assessing the healthcare needs of people in Waltham Forest, providing advice on plans for health services and helping to keep track of progress with the CCG's community participation strategy.

Those who would like to join the Patient Reference Group are asked to complete an application form and attend a short interview. The full information pack is available on the website. ➔ [More](#)

An application can also be made via an online survey. ➔ [More](#)

Applications close midnight Tuesday 4th April 2017. If you would prefer to apply via post or require further information, please get in touch:

☎ 020 8208 3918

✉ communications@walthamforest.nhs.uk

➔ 'It's Our NHS' National Demonstration

Local residents of Waltham Forest Save our NHS are encouraging people to join the national 'It's Our NHS' demonstration:

➔ Saturday 4th March, 12pm - 5pm

➔ Assemble at Tavistock Square, London

A campaign spokesperson says "We must fight to save our NHS from destruction. The threat is real. It is happening now. Hospitals, GPs, mental health, ambulance and community services are on their knees.

Private companies are gaining an ever greater foothold within the NHS. Years of pay restraint has seen the value of NHS staff salaries reduce by 14% since 2010.



The NHS is 'one of our greatest achievements'

The government's Sustainability and Transformation Plans (STPs) are a smokescreen for a massive programme of hospital and community service closures, and are its latest instrument for privatisation.

The NHS is one of our greatest achievements. We cannot allow it to be undermined and ultimately destroyed.

Our NHS needs you to fight for it. We must march together, sending a clear message to the government - the NHS will last as long as there are folk with the faith to fight for it." ➔ [More](#)

"Hospital transport was late."

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

➔ CQC Barts Health Inspection

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England. They register, monitor and inspect services to make sure they provide safe, effective, compassionate, high quality care, and they encourage them to improve.

The CQC will shortly be inspecting services provided by Barts Health NHS Trust in May:

This includes services delivered at:

- Mile End Hospital
- Newham University Hospital
- The Royal London Hospital
- St Bartholomew's Hospital
- Whipps Cross University Hospital



The CQC regulates health and social care services

Share your feedback and experience of the service with the CQC, and it will help them decide when, where and what to inspect.

Tell them about your experience online, or by phone or email. ➔ [More](#)

☎ 0300616161

✉ enquiries@cqc.org.uk

➔ Get Active for Mental Wellbeing

Want to try something new? Ever felt that you'd like to get fit but don't know where to start? Don't feel ready to go to a sports club or gym? YMCA have teamed up with Motivate East to offer a day of free physical activities for adults to promote better physical health and emotional wellbeing:

➔ Thursday 9th March, 11am - 3.00PM

➔ YMCA Sports Hall, 642 Forest Road, E17 3EF



An array of sporting activity!

No need to book, just turn up on the day and try one or more of the activities on offer, including short tennis, badminton, bocchia, tai chi, yoga, boxercise, dance, aerobics, football and basketball. All sessions will be run by qualified sports coaches, and there will opportunities for free physical health checks. Please wear appropriate clothing. To find out more:

✉ barbara.armstrong@nelft.nhs.uk

“I will never forget the kindness of the nurses.”

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

Latest CQC Inspection Reports

- ➔ Crawley Road Medical Centre, 479 High Road, London, E10 5EL (*Rated Requires improvement*) ➔ [More](#)
- ➔ Zephyr Care Limited, 313 Billet Road, London, E17 5PX (*Rated Good*) ➔ [More](#)
- ➔ Aston Grange Care Home, 484-512 Forest Road, London, E17 4PZ (*Rated Inadequate*) ➔ [More](#)
- ➔ Bluebird Care (Waltham Forest), 93 Oak Hill, IG8 9PF (*Rated Good*) ➔ [More](#)
- ➔ Bayfield Court, 71 Hatch Lane, London, E4 6LP (*Rated Good*) ➔ [More](#)
- ➔ Gracewell of Chingford, 71 Hatch Lane, London, E4 6LP (*Rated Good*) ➔ [More](#)

➤ Kiran Support Services Coffee Morning

Kiran supports women who are fleeing domestic violence. They run regular coffee mornings for Asian women in order to help empower the women to socialise but also to help them to interact with other women.

The coffee mornings range from housing topics, courses, 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 and think you may benefit from these sessions, please still get in touch as they will see how to help.

The next coffee morning is on Monday 6th March and is based around international women's day. It runs every 2 weeks. To find out more contact Amrita:

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

“Test results delayed, again!”

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

➤ Olive Branch Doula, Support During Pregnancy

Olive Branch Doula offers support when you need it the most! Having a doula on your healthcare team can mean a special kind of guidance and comfort during your pregnancy and delivery.

Numerous studies have documented the benefits of having a doula present during labour:

Helping mothers to experience a positive birth and to make informed choices; fewer interventions; decreasing the overall c-section rate and decreasing the length of labour.

The service offers emotional and physical support to mother and her partner before, during and after the birth of their baby. There is also an access fund available for women whose income is or below £16,000. For more:

☎ 07737368340

✉ olivebranchdoulauk@gmail.com

➤ Health and Wellbeing Day 2017

Dao Lu C.I.C. is leading and collaborating with Hornbeam Team, Waltham Forest Local Area Coordinator Team and 15+ other local groups to stage this 'wonderful' event:

- ➔ Saturday 18th March, 11am - 7pm
- ➔ Learning Lodge and Pimp Hall Reserve, E4 7HR

There is something for everyone. The Focus of the 2017 event is health. Why not try a rich whole day programme with a day ticket in the beautiful local nature reserve? Tai chi, yoga, singing, massage, making lights and lanterns and a glow walk, the list is endless. We even have a men's shed group for guy-friendly chat!



Activities include light and lantern making

Workshops are first come, first served due to limited places. There will be a signing-up list on the door. Check online for prices & more information. ➔ [More](#)

➤ Introducing Waltham Forest SENDIASS

Do you have a child with Special Educational Needs or Disability? Do you have concerns regarding education, health or social care for your child? Do you need impartial information, advice and support?

Contact SENDIASS for information and guidance on Special Educational Needs and Disabilities:

☎ 020 3233 0251

✉ wfsendiass@walthamforestcab.org.uk

“The porters and cleaners were in good spirit!”

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

➡ No Smoking Day on 8th March 2017

No Smoking Day has been running since Ash Wednesday 1983, when it was called 'Quit for the Day'. The campaign is re-designed every year to help spur smokers into action

It is 'No Smoking Day' on 8th March and the local Waltham Forest Stop Smoking service will be running a number of events across Waltham Forest.

At the events smoking cessation advisors will provide information about the local service, smoking cessation medications and electronic cigarettes.

They will also be offer free carbon monoxide testing.



You're more likely to quit, with assistance

The schedule is as follows, with events in March:

- Leytonstone Station - Tues 7th, 3pm - 7pm
- Walthamstow Station - Weds 8th, 3pm-7pm
- South Woodford Station - Thurs 9th, 3pm-7pm
- Walthamstow Station - Sat 11th, 11am-2pm
- Ilford Station - Sat 11th, 11am-2pm
- Seven Kings Station - Tues 14th, 3pm-7pm
- Blackhorse Road Station - Weds 15th, 3pm-7pm

More information can be found on the local Stop Smoking Service webpage. ➡ [More](#)

You may also give them a call and speak to an advisor.

☎ 0800 032 0102

“Training should not be overlooked.”

Join us today and have your say!

➡ Families and Children Centre Launch

A number of events took place during February to showcase the integrated Children and Families Centres offer in Waltham Forest.

There were a lot of activities for parents and their children, and a chance for parents to speak to service leads and give their views on the children and families centres.

The new integrated Families and Children Centres bring together early education and Early Help services with Public Health services - in addition to providing traditional services such as support with parenting, and employability for parents, the centres have a new emphasis on health and wellbeing. The new service known as Best Start is delivered by HENRY and provides advice and support for Infant Feeding (breast, bottle and mixed feeding), Healthy Weight, Oral Health, and Speech & Language for families with children aged 0-5.

For further information, contact Zaya:

✉ zaya.fullerton@walthamforest.gov.uk.

➡ Local Support Service Praised by the CQC

Lifeline Waltham Forest, the local alcohol and drug treatment service for adults (commissioned by Public Health), was inspected by the Care Quality Commission (CQC) in early December 2016. The inspection report, published on 15th February 2017, identified three areas of outstanding practice, all of which focussed on accessibility for residents:

In addition, the feedback from service users during the inspection was described by the CQC as 'overwhelmingly positive'.

One person said that Lifeline was the best service they had received and another person said that the group they attended had helped them in their recovery. Others said that staff were polite and friendly and that there was a relaxed atmosphere within the service.

To find out more, contact Lifeline today:

☎ 020 3826 9600

For more information about the service or the CQC report contact Stella:

✉ stella.bailey@walthamforest.gov.uk

➔ Understanding the NHS - A 'Guide for Everyone'

Introducing a guide on the structure and function of the NHS, taking into account the changes brought about under Health and Social Care Act 2012.

Although intended for NHS staff, the guide is very useful for ordinary people and residents with an interest in the health service.

The guide is easy to read, and provides overviews of how the NHS is set up, and how it interacts with external organisations such as Healthwatch and the Care Quality Commission (CQC). The guide also includes a glossary, which is always useful in navigating what can be a very complex system.



Helping staff and others to understand the NHS

View the guide online now. ➔ [More](#)

Latest Newsletters

➔ NICE - Patient and Public Involvement Update, February 2017 ➔ [More](#)

Please send us a link to your latest newsletter!



News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ Social work audits to be shared with Ofsted under new inspection plans ➔ [More](#)
- ➔ Patients with rare conditions to benefit from new treatments ➔ [More](#)
- ➔ Number of social workers who prefer locum work on the increase ➔ [More](#)
- ➔ Spreading new care models ➔ [More](#)
- ➔ Guidance issued on DoLS and intensive care after landmark ruling ➔ [More](#)
- ➔ How effective is the NHS Health Check? - Dr Matt Kearney ➔ [More](#)
- ➔ 'Breakthrough in communication for patients with severe MND', study claims ➔ [More](#)
- ➔ NHS England publish new guidelines on tackling conflicts of interest ➔ [More](#)
- ➔ Rise in social workers quitting or switching jobs in adult services ➔ [More](#)
- ➔ Consultation launched to ensure excellent care for patients with congenital heart disease ➔ [More](#)
- ➔ Care Act guidance on financial assessments updated ➔ [More](#)
- ➔ Recruitment of new members to the Advisory Committee on Resource Allocation (ACRA) ➔ [More](#)
- ➔ 'Antibiotics, not surgery, best for child appendicitis' says study ➔ [More](#)
- ➔ NHS England, Government and BMA agree new GP contract for 2017/18 ➔ [More](#)
- ➔ Munro withdraws backing for 'dangerous' social care exemptions plan ➔ [More](#)
- ➔ Five-a-day of fruit and veg is good, but '10 is better' ➔ [More](#)
- ➔ Government wants thousands of social workers accredited next year ➔ [More](#)
- ➔ Exercise 'most proven method' to prevent return of breast cancer ➔ [More](#)
- ➔ Social Worker of the Year Awards ➔ [More](#)
- ➔ Could brain scans be used to screen for autism? ➔ [More](#)
- ➔ 'When a young person leaves care, we forget the trauma that brought them there' ➔ [More](#)
- ➔ GPs 'failing to prescribe tamoxifen to prevent breast cancer' ➔ [More](#)
- ➔ Children in poorest areas more likely to enter care ➔ [More](#)
- ➔ Online reviews of health products 'are misleading' ➔ [More](#)



Have your say on STP

Better Health and Care Plan for North East London

-  The Sustainability and Transformation Plans (STP) aims to improve the way health and social care services work together to deliver better care and treatment.
-  Come and hear what they plan to do and **HAVE YOUR SAY.**

Walthamstow

When: Wednesday 15th March 2017, 6– 9 pm

Where: The Chambers,
Walthamstow Town Hall, E17 4JF

Two other events in Chingford and Leyton take place on the 25th and 28th of February. Contact us for more information.

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>

In partnership with




Want to help improve health & social care services in Waltham Forest ?

Join us as a volunteer!

Healthwatch ensures local people have a say in what happens with health & social care services, and our volunteers play a key role!

Volunteer with us to help with:

- Office based work
- Patient Experience Panel
- Events
- Projects



Turn over
for more
details

We also provide **training** to help you develop the skills you need.

Get in touch for more information, or apply through our website!

-  <http://www.healthwatchwalthamforest.co.uk/volunteering-0>
-  info@healthwatchwalthamforest.co.uk
-  020 3078 9990
-  07507483288
-  Healthwatch_WF



You can volunteer in many ways...

Office

Providing **admin/IT** support, **data entry** and **database management**, helping with **communications** including newsletter, website and social media.

Patient Experience Panel

Join the team that reviews **patient experience** comments and **identifies the issues** in Waltham Forest.
Every Wednesday 10:30-12:30.

Outreach

Outreach activities ensure we are **engaging communities** across the borough. Running information stalls and talking to people helps us **gather views** and **experiences** people have around the health and social care services in Waltham Forest.

Events

We hold **public events** to inform and consult with the public. We need support for reception, taking notes and facilitating workshops.

Enter & View

We train our volunteers to be **authorised representatives** who visit health and social care services in the borough. They talk to service users, their relatives and carers, and staff, to see how the service is running and what can be improved.

Other...

We can discuss other opportunities with us that **suits your** interests, skills and time commitment.

Get in touch and we can have an informal chat!