

## 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: On Leyton Marshes

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... *plus more!*

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Contact us for alternative formats

Contact Us

## ➔ A Word from Intern Ellie

Intern Ellie Knoll writes about her experience at Healthwatch Waltham Forest.

Ellie says "Although I only have a short seven weeks here with Healthwatch, my internship experience will stay with me long after. Health and social care is critical to the success of the community and working with Healthwatch has showed me how to make this care the best it can be.



Intern Ellie Knoll

Whether it's listening to people voice their concerns, engaging with the community, or conducting Enter and View visits, every employee here has showed me the importance of advocating on behalf of others and improving services for all.

It has been a very busy few weeks so far. I attended a forum on modern slavery by the Safeguarding Adults Board, spoke with guests at the March Over 50's event at Leyton Orient, and participated in the Whipps Cross peer review of respiratory care. These covered a wide range of health and social care services and attracted a variety of participants that brought a unique perspective.

I have thoroughly enjoyed all of my interactions with individuals at these events, and I want to thank everyone for welcoming me to Waltham Forest.

Currently, I am working on a project about the low rates of cervical screenings in Waltham Forest. There is lots of work to be done to improve the rates of screenings in this borough especially.

I am fulfilled and grateful for the opportunity to intern. My colleagues have showed me such a passion for their work and I hope to carry that with me after I return to my studies in the United States. My work here will be incredibly valuable as I pursue a career in medicine and public health."

I hope you had a good Easter weekend. There is a lot happening at Healthwatch Waltham Forest over the next two months. We are working on our new strategy to ensure that Healthwatch Waltham Forest provides a meaningful service for the client groups, communities, carers and stakeholder organisations that we work with. To support this Sumita is working on a research project to compare our performance to other local Healthwatch organisations in the region. The initial findings are very interesting. The final report will be available in April.

During April and May we would love to hear your views on health and social care services and support in the borough. Please get in touch:

☎ 020 3078 9990

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

## ➔ Volunteering Opportunities

We are recruiting new volunteers for our Enter and View programme as well our outreach and engagement projects. We have a variety of roles and opportunities on offer. For more information on volunteering opportunities please contact Sumita:

☎ 020 3078 9990

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

## ➔ NHS Complaints Advocacy

Sandra Ifield is our NHS Complaints and Advocacy Coordinator. She can support you with NHS related complaints. To book an appointment:

☎ 07943 862 742

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

## ➔ Health and Wellbeing Board

The next meeting is scheduled as follows:

➔ Wednesday 11<sup>th</sup> April, 3pm - 5pm

➔ Waltham Forest Town Hall

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

**"Our health visitor is very good!"**

Join us today and have your say!

### ➔ 'Count Us In' Waltham Forest!

Waltham Forest's voluntary, community and social enterprise sector (VCSE) has an incredibly diverse range of organisations achieving fantastic things on typically extremely limited resources.

There is now a real opportunity to strengthen the relationships and partnerships between the VCSE groups and the public sector, and to remove obstacles that have prevented more productive partnership working in the past.

Count Us In...

'Count Us In' brings together a number of activities to highlight the amazing work the sector does to support people in the borough.



A 'real opportunity to strengthen relationships'

The initiative, by Community Waltham Forest, aims to achieve a number of outcomes. First, they want Count Us In to act as a call to action for the VCSE to come together and tell others about what is happening in Waltham Forest, but also to make a case for the greater use of community assets in tackling issues in the borough.

They want to highlight the positive role the VCSE in Waltham Forest can/does play; understand the pressures the VCSE is currently facing; gather evidence and inform the emerging needs in the borough; and make a case for greater VCSE involvement in tackling these issues. To achieve this, they will be holding a number of events and networking opportunities. ➔ [More](#)

“My GP gives me plenty of time.”

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

### ➔ Diabetes Prevention Programme Consultation

NHS England makes courses available to tell people about diabetes and to support and motivate them to achieve a healthy weight, improve their diet and become more physically active.



Helping people achieve 'healthier lifestyles'

The courses consist of face to face group sessions and 1-2-1s over a period of up to a year with trained facilitators. At least 13 sessions are offered and a minimum of 16 hours contact time.

“Mental health need not be a hidden condition.”

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

Participants are helped to set and achieve healthier lifestyle goals and blood glucose and weight are measured before and after so people can see how they've reduced their risk. The programme is free for participants.

People are offered the service if they are found to have very high blood glucose following a blood test.

Referrals are generally made by GPs and following an NHS Health Check (a free health check available to everyone between the ages of 40-74 in England).

### Public Consultation

In March 2019, the programme will be renewed and Diabetes UK would like to hear your views on plans to make it even more accessible.

The consultation closes on 25<sup>th</sup> May. ➔ [More](#)



### ➔ Ending Sexual Harassment on Our Streets

A crackdown on wolf whistling, cat calling and other forms of sexual harassment has been launched by Waltham Forest Council, and supported by a local women's campaign group.

Waltham Forest Council has produced Women Safety Leaflets, that make clear that unwanted physical and verbal attention including following women, groping them and taking photographs of women without their permission is unacceptable.



Supporting a 'safe community' for all women

Council neighbourhood officers, Community Safety Officers and female residents were out on the streets on International Women's Day, 8<sup>th</sup> March and on 23<sup>rd</sup> March at Walthamstow Central Transport Hub.

**“The food was fantastic and the ward clean.”**

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

They handed out flyers that explain how to help victims of sexual harassment.

Victims or witnesses can also text a special number 61016 to report harassment to the police so that they can monitor areas where this happens most frequently - including on buses, at bus stands, trains and the underground.

For further information about the initiative, please get in touch:

✉ [vawg@walthamforest.gov.uk](mailto:vawg@walthamforest.gov.uk)

### ➔ Public Involved in Redeveloping Whipps Cross

More than a hundred people gathered recently at Chingford Assembly Hall, to share their views on public involvement in the proposed redevelopment of Whipps Cross Hospital.

People from Waltham Forest, Redbridge and neighbouring areas were given an update by Redevelopment Programme Director, Alastair Finney, on Barts Health NHS Trust's proposals to modernise the hospital site with new health and care facilities.

Workshops were held to discuss how the community would be involved, once Barts secures approval from NHS Improvement and the Department of Health and Social Care to draw up detailed plans to transform the site in to a health, care and wellbeing campus.



Proposing 'new health and care facilities'

The Trust and its partners are keen to involve local people in developing the plans. Mr Finney said: "It's important that we share our vision to transform Whipps Cross with our local people, so I was delighted to attend this event."

I am looking forward to developing our plans for the future of Whipps with our communities in Waltham Forest, Redbridge and West Essex."

The activities formed part of a patient and public participation event organised by Waltham Forest Clinical Commissioning Group (CCG) which sought to bring together people involved in, or keen to know more about, shaping healthcare services. ➔ [More](#)

**“We need good access for wheelchairs.”**

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

### ➔ Promoting Patient Independence

From Barts Health NHS Trust, some useful tips on promoting the independence of patients.

Help your patients to...

**Get dressed in their own clothes.** How? Ask your patients (or their families) to bring in home clothes. Encourage patients to wash and dress themselves. Why? It establishes a normal routine and better for dignity - no open-backed gowns.

**Get out of bed.** How? Encourage your patients to spend time out of bed including sitting in a chair. If possible, they should eat meals at a table rather than lying down in bed. Why? Time in bed leads to muscle wastage and increases the risk of falls.



Personal, dignified care can aid recovery

**Get moving.** How? Support patients to mobilise and provide walking aids if necessary. Why? Moving about aids recovery.

**“We need a single point of access.”**

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

**Use the toilet.** How? Help your patients to use the bathroom rather than providing a commode, bedpan or urine bottle. Why? For their dignity, privacy, comfort and promoting a return to normal.

**Have catheters or cannulas out.** How? Check if your patients really need their catheter, cannula or cardiac monitoring. If they can be removed, document in notes. Why? Tubing makes mobility more difficult and increases the risk of infection.

To find out more, follow hashtag #endPJparalysis.

### ➔ Changes to Local Sexual Health Services

From April 2018, Sexual Health services will be delivered from Sir Ludwig Guttman Centre in Stratford, and community clinics in Waltham Forest.

Community clinics will offer services at Harrow Road, Forest Road Medical Practice, St James' Health Centre, Boots Walthamstow plus a service in Chingford (to be confirmed).



Sir Ludwig Guttman Centre is a new, modern facility

Self testing kits to test for Sexually Transmitted Infections can also be ordered online directly (this service will be available in the summer of 2018).

Please note that sexual health services will no longer be delivered from Whipps Cross or Oliver Road clinic. For more information on the changes, including clinic opening times, locations and move dates, visit the website, or get in touch. ➔ [More](#)

✉ [nel.transformation@bartshealth.nhs.uk](mailto:nel.transformation@bartshealth.nhs.uk)

### ➔ Save the Date!

Barts Health is holding a Patient Experience and Engagement Event:

➔ Monday 30<sup>th</sup> April, Old Town Hall Stratford

The theme is co-production. All are welcome. To find out more:

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

**“I like to be recognised on arrival.”**

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

## ➔ 60 Seconds, Shirley Peterson

We catch up with Shirley Peterson, Deputy Chief Nurse and Head of Midwifery at Homerton University Hospital NHS Foundation Trust.

### How long have you worked here?

I started in November 2017 as interim Head of Midwifery, and became post-holder this February.



Shirley leads a 'significant' maternity team

### What attracted you to the job?

Professionally it was a good opportunity. I have had a long career in senior midwifery roles and naturally aspired to become a Head of Midwifery. I'd heard good things about Homerton, it has a nice, friendly environment with good levels of staff retention. The maternity unit is significant within East London, with a level 3 Tertiary Neonatal Unit.

### What does your job involve?

I provide professional leadership to the midwifery workforce and ensure that the service is safe and responsive. I believe my three main priorities are safety, partnerships and leadership. Safety is paramount. Partnership is about working in co-production with women and families, commissioners and other allied health professionals. In addition, visible leadership can make all the difference.

### What do you like most about your job?

As we've already touched on, I enjoy being able to make a difference. I'm in a position to bring influence and change, and I do that very much as a team, with the midwives, obstetricians and support staff wholly involved and on board.

**“Weekend opening helps as I work long hours.”**

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

I am also keen to engage with the local population who use maternity services - partnership is key in co-production with women, and I aim to make engagement more representative as a whole. I also champion feedback initiatives, such as Maternity Voices Partnership.

### What's your proudest achievement?

I feel in a privileged position, one that I can support the service to grow and develop, and to become world class. I am proud of the dedication and commitment of the team - during the recent spell of snow all staff turned up, and on time, to provide an uninterrupted service. It is important that this level of commitment and professionalism is recognised as 'happy staff equals happy patients', and compassionate care.

### What has been your biggest challenge?

Being able to maintain quality of care under challenging financial circumstances - we can't compromise on safety. Also, keeping up with ongoing national changes and initiatives in maternity care, and understanding the social and medical needs of women. We must ensure that the service evolves and responds.

### What one thing would make Homerton a better place in which to work and be cared for?

Homerton, although a place of work, feels like a family and the people who work here genuinely care, and strive at all times for good outcomes.

**“The dentist put me at ease.”**

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

## ➔ PPG Forum, 16<sup>th</sup> May

Announcing the next Patient Participation Group (PPG) forum:

➔ Wednesday 16<sup>th</sup> May, 6pm - 8pm

➔ Resource Hub, 1 Russell Road, E10 7ES

The forum is for all GP patients and representatives and is an opportunity to share good practice, and to raise and discuss local issues.

There is limited parking on site. Light refreshments will be available. To find out more, contact the Healthwatch office.



## ➡ East London Health & Care Partnership Update

East London Health and Care Partnership (NEL STP) writes to update us on their communication and engagement plans.

They say "we believe there will be real benefit in streamlining communication and engagement where appropriate, and integrating the work more across the region and the Clinical Commissioning Groups (CCGs) to ensure everyone is working to the same overall direction, with common objectives (where possible and as appropriate).

Local communications will continue to be a key focus for individual boroughs and CCGs but there is a benefit in having a North East London wide approach to ensure more effective, joined up working, supporting colleagues to build stronger relationships locally.



Supporting 'better links across health and social care'

We are considering a new model to ensure the right balance is struck between strategic direction-setting and local delivery.

The next stages of the communication and engagement review will include discussions with partners about how we can integrate this work better across all organisations to support better links at all levels between health and social care, commissioners and providers. This is fundamental to making sure our partnership can deliver on its ambitious plans."

Watch this space for further updates.

**"Not everybody can use a computer."**

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

## ➡ The London Choosing Wisely Programme

The London Choosing Wisely programme is a clinically-led review of evidence for a set of surgical procedures, to make sure they are used consistently across London and their use follows a criteria that ultimately improves the health of patients.



Ensuring those 'with equal need have equal access'

The aim of the review is to make sure people with an equal need will have equal access to treatments, wherever they live in London. A standardised approach across London means patients will get better healthcare, and doctors will have better guidance on what should be offered to patients.

**"I want a named social worker."**

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

The procedures that are being reviewed are surgical removal of benign skin lesions (abnormal growth or abnormal appearance of skin); hip arthroplasty (replacement); knee arthroplasty (replacement); knee arthroscopy (keyhole surgery); interventional treatments for back pain; varicose vein procedures; shoulder decompression (removing bone spurs and soft tissue through keyhole surgery) and cataract surgery (replacing a clouded eye lens with an artificial lens).

The eight procedures above will be reviewed by clinicians (both from primary and secondary care), patient representatives, equality and diversity leads and public health experts.

More information can be found online. [➡ More](#)

## ➔ Good Gym is Up and Running in Waltham Forest

GoodGym launches in Waltham Forest on Wednesday 11<sup>th</sup> April at 6.45pm.



Runners of all abilities welcome!

GoodGym, is a running community that combines getting fit with doing good such as supporting community projects or individuals who are isolated. For the first good deed, they'll be running 4km to help out at The Limes, an activities and community centre for disabled children and their families:

➔ Wednesday 11<sup>th</sup> April, 6.45pm

➔ Mirth, Marvel and Maud, 186 Hoe Street, E17 4QH

Runners of all abilities are welcome! You can sign up online now. ➔ [More](#)

For more information and to sign up to Good Gym Waltham Forest, see the website. ➔ [More](#)

## ➔ 'Ending Ambulance Queues at A&Es' Event

The Patient's Forum of the London Ambulance service is holding an event to look at ending ambulance queues at London's A&E departments:

➔ Monday 9<sup>th</sup> April, 5.30pm - 8.30pm

➔ City Hall, The Queen's Walk, SE1 2AA

The event features a range of guest speakers. To find out more:

✉ [PatientsForumLAS@aol.com](mailto:PatientsForumLAS@aol.com)

**“The specialist nurse at hospital was great!”**

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

## ➔ Waltham Forest Time to Change Hub

Waltham Forest was announced last month as the first Time to change Hub in London.

Time to Change Hubs are networks of local organisations and individuals committed to tackling negative attitudes and behaviours towards people experiencing mental health problems. Over the next 18 months, there will increased campaigning against stigma and discrimination around mental health, led by Time To Change Champions.



It's 'time to change' attitudes on mental health

Local champions are currently being recruited, who will be trained, funded and supported to tackle the misconceptions and negative attitudes towards mental ill health within their communities. If you will like to become a champion, or to find out more:

✉ [chris.osullivan@crestwff.org.uk](mailto:chris.osullivan@crestwff.org.uk)

**“The welfare of carers is very important!”**

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

## ➔ Waltham Forest CCG Governing Body Meeting

Announcing the next Waltham Forest Clinical Commissioning Group (CCG) Governing Body Meeting:

➔ Wednesday 23<sup>rd</sup> May, 12pm - 2pm

➔ Kirkdale House, 7 Kirkdale Road, E11 1HP

This part of the meeting is open to the public - come and see how the Governing Body operates. Find out more online. ➔ [More](#)



## ➡ Waltham Forest Community Hub Training

Waltham Forest Community Hub (formerly The Asian Centre Waltham Forest) is a registered charity and a company limited by guarantee.

Their home is in a 19th Century locally listed former school building, set in a conservation area and their aim is to provide and facilitate development and support services for the local community.

They regularly hold training events - upcoming topics include 'Governance - Duties of a Trustee', 'Dealing with Challenging Behaviour', 'CV Writing Workshop' and 'Safeguarding and Child Protection'.



Get training on CV writing, and much more!

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

“I got my referral for a scan within days.”

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

## ➡ Looking for Long Term Venue or Space for Hire?

A call out for voluntary, community and social enterprise groups who are looking for a long term venue or space to hire.

Waltham Forest Community Hub, on Orford Road are interested in hearing from groups that are looking to rent a space from September 2018 onwards.

To find out more, visit the website or contact the office. ➡ [More](#)

☎ 020 8223 0707

✉ [info@wfchub.org](mailto:info@wfchub.org)

## ➡ Youth Mental Health Ambassadors

The council's Public Health Team have recruited seven Youth Mental Health Ambassadors who are working with clinicians and partners to lead on a one year project to 'capture the voice' of young people in the design of the new mental health early intervention and prevention offer, specifically addressing promoting positive mental health and reducing the risk of developing mental health difficulties amongst young people.



Promoting positive mental health

All secondary and special schools in the borough have been invited to a free Emotional Wellbeing Consultation Workshop, providing an opportunity for pupils to share what they feel are the most common emotional wellbeing challenges for their peers, what they find is working well in schools and in the community, and what support they would like.

To find out more about the project:

✉ [zaya.fullerton@walthamforest.gov.uk](mailto:zaya.fullerton@walthamforest.gov.uk)

## ➡ 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 'Finance Made Easy for Social Enterprise', 'Equality, Diversity and Inclusion' and 'Safeguarding is All Our Business'. ➡ [More](#)

“We can visit mum and take her out.”

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

## ➔ Patient Experience Week, 23<sup>rd</sup> - 27<sup>th</sup> April

Patient Experience Week is a global annual event, to celebrate the positive impact of healthcare staff on patient experience every day.

The week provides a focused time for organisations to celebrate accomplishments, and honour those involved. From nurses and doctors, to support staff and, to patients, families and communities served, the week will bring together healthcare organisations 'across the globe'.



Celebrating the 'positive impact' of health professionals

Look out for events and activities near you.

Find out more online. ➔ [More](#)

## Latest Newsletters

### ➔ NICE Public Involvement Update, February 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](#)
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- ➔ Health charge for temporary migrants will increase to £400 a year ➔ [More](#)
- ➔ NHS England highlight Back on Track's staff wellbeing case study ➔ [More](#)
- ➔ An independent local pharmacy campaign ➔ [More](#)
- ➔ Vision for Northwick Park emerges ➔ [More](#)
- ➔ 160 new social workers in two years: how a council's recruitment drive improved services ➔ [More](#)
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- ➔ New Cancer Drugs Fund 'benefiting thousands of patients' ➔ [More](#)
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- ➔ Average social worker caseloads: the highest and the lowest ➔ [More](#)
- ➔ NHS England announces agreement on 2018/19 GP Contract ➔ [More](#)
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- ➔ Annual surge in online GP services as patients 'sign up for convenience' ➔ [More](#)

women's aid

# change that lasts

the right response to domestic abuse



## Could you be a Change that Lasts Community Ambassador?

Join a movement within your community (where you work, play, live, learn, worship, network) that breaks the silence about domestic abuse so that people experiencing it can get the help they need, when they need it.

### What's involved?

#### 1 Break the silence

You will attend a free training course and then talk to others about what you have learned. This could be over a coffee with a friend, at a work team meeting or posting on social media.

Ambassadors shed light on the issue of domestic abuse and help change attitudes and behaviours by having conversations with others about domestic abuse.

#### 2 Raise awareness

? Answer questions



Increase understanding



A community that better understands the barriers faced by survivors



#### 3 Listen and believe, with compassion, without judgement

As we all talk more about domestic abuse our communities will become spaces where people experiencing domestic abuse feel able to speak out. When this does happen, you will be there to listen. If a person needs further support, you will know what services are out there that can help.

Sign up today to join our growing network of **Community Ambassadors**  
[www.womensaid.org.uk/changethatlasts](http://www.womensaid.org.uk/changethatlasts)



## About **Change that Lasts** in your community

Learning about domestic abuse is a life skill that will empower you and your community to create spaces where domestic abuse survivors can feel heard and believed, and gain valuable information about what help is available.

We will provide you with the knowledge that you need to start a conversation and help raise awareness about abuse.

Following the course, time commitment for the role is as much or as little as you can give. We will send you a brief online survey each month so that you can tell us about the difference that you're making.

## A **Community Ambassador**...

... believes in equality of all people, regardless of their gender, age, religion, ethnicity, sexual orientation, disability, marital status, cultural beliefs or circumstances.

... listens and believes others that share their personal experiences of domestic abuse.

... is non-judgmental and respectful.

... is passionate about ending domestic abuse.

There is a chance that we may decide that it isn't appropriate for a person to take on the role if they don't share these values and qualities. We will work with people to overcome any barriers wherever possible, or we will signpost you to a more suitable volunteering or training opportunity.



*"This has been one of the best training events I have ever attended."*

*"I found the whole training brilliant."*

Proudly supported by:

