

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: Forest Grove Reservation

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...plus more!

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Contact us for alternative formats

Contact Us

➡ September Update

Welcome to the latest edition of the Healthwatch Waltham Forest newsletter. This issue is full of events and activities that you can get involved with.

It has been a very busy three months for all of the Healthwatch Waltham Forest team. A number of you have been in contact with us over the summer. I must apologise for any gaps in communication during the change over. Please bear with us as we integrate our new systems and ways of working.

We said good bye to Daniela in June 2017. Daniela has had a fantastic summer. She rode to Scotland in July. She is presently travelling in America and will be volunteering abroad from October.

We have a new team structure. We are in the process of recruiting an Engagement and Volunteer officer. This is a new role to the organisation. This new person will be responsible for engagement and volunteering.

Joyce Osei is now responsible for all work related to Enter and Views.

We are also establishing a new Healthwatch Waltham Forest committee to work with us. Would you like to join the committee? Come along to our first 'introductory to the committee' event:

- ➡ Thursday 7th September, 6.00pm - 8.00pm
- ➡ Resource Hub (Central), 1 Russell Road, E10 7ES

If you are interested in becoming a committee member or if you would like to attend this event, please contact the office.

We are recruiting new volunteers and have created a number of new volunteering roles and opportunities. Come and volunteer with us.

The next Health and Wellbeing Forum is the 14th September and we are launching a new Adult Safeguarding Forum in November. To book:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“NHS 111 gave spot-on advice.”

Join us today and have your say!

➡ Your Voice in Health and Social Care

Community organisation 'Your Voice in Health and Social Care' (YVHSC) recently secured the contract to deliver Healthwatch Waltham Forest.

Chief Executive, Tim Spilsbury writes "As Chief executive of Your Voice in Health and Social Care I am delighted to introduce the Healthwatch Waltham Forest newsletter. YVHSC believe that effective service delivery stems from positive engagement with the local community & fully integrated Healthwatch services are the cornerstone of this. I have no doubt that the staff, partners and volunteers will continue to produce great work to ensure those that purchase, manage and deliver health and social care services hear the voices of the people of Waltham Forest.



Tim Spilsbury, Chief Executive

Through patient experience, volunteer commitment and the dedication of the Healthwatch Waltham Forest team we will be able to represent more people, reflect greater diversity and examine more services than ever before. YVHSC are already rightly proud of the Healthwatch Waltham Forest service and view it as a pioneering one that leads the way for an integrated Healthwatch & Health Advocacy service.

The role of Healthwatch is to engage and involve members of the public in the commissioning of Health & Social care services. Through extensive community engagement and continuous consultation with local people, health services, and the local authority we can identify a clear understanding of the needs, and ethnic, social and economic diversity of the borough, which will inform our work moving forward.

The upcoming 12 months will see Healthwatch Waltham Forest undertake further reviews and increase the level of patient engagement. In addition, we will expand our Enter and View programme and deliver Health Advocacy to more people across the borough. This will ensure that we are fulfilling the expectations we have of ourselves as a consumer representative organisation."

➔ Feedback on GP Home Visiting Services

Have you, or someone you care for, used the GP out-of-hours home visiting service in Waltham Forest?

The GP out-of-hours service offers home visits outside of normal appointment hours for patients who are housebound and have urgent medical needs that cannot wait until the next day to be treated.



Share your experience of out-of-hours GP home visits!

NHS Waltham Forest Clinical Commissioning Group (CCG) is asking patients, their carers and their families to give their feedback on the service by filling out a short questionnaire. This feedback will be used to improve the way that the service is delivered in the future.

Dr Ken Aswani a local GP and Clinical Director for Urgent Care at Waltham Forest CCG, said "We would like local people to tell us about their experiences of using the current GP out-of-hours home visiting service, including anything that they think needs to change and their ideas for how it can be improved. The feedback will be used to review and make improvements to the service."

The survey can be completed online or accessed via the NHS Waltham Forest CCG website. The survey closes on 25th September. ➔ [More](#)

To request a postal survey, or to find out more:

☎ 020 3688 2604

✉ wfccg.communications@nhs.net

**“They treat symptoms,
not the root problem.”**

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

➔ ‘Making Safeguarding Personal’ Task Group

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?

If you have an interest and/or an opinion on safeguarding adults then why not consider attending the forum and sharing your views. The purpose of the forum is to give a Waltham Forest resident's voice to the Safeguarding Adults Board.

What do we mean by adult safeguarding? It is about protecting adults' rights to live in safety from abuse and neglect. The Safeguarding Adults Board is a 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 partners work together so that adults in the borough are safeguarded. ➔ [More](#)

An event is being facilitated by Healthwatch:

➔ Thursday 9th November, 4pm - 7pm

➔ Committee Room, Town Hall

To find out more:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

**“A lovely experience at
maternity.”**

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

➔ Barts Health Community Engagement Event

Join Barts Health at their upcoming event to hear about what they're doing to improve health outcomes and patient experience, and to share your views on their services:

➔ Wednesday 20th September, 9.30am - 12.30pm

➔ Epicentre, 41 West Street, London E11 4LJ

To book or to find out more:

✉ Khasruz.zaman@bartshealth.nhs.uk

➔ Maternity Voice Partnerships Event

Join the London Maternity Clinical Network for a development day which will provide networking opportunities and practical information for London Maternity Voice Partnerships (MVPs):

- ➔ Thursday 28th September, 9.30am - 4.00pm
- ➔ Kia Oval, Surrey County Cricket Club, SE11 5SS

Featuring co-production; collecting feedback and reaching diverse groups; building relationships at local level; how to open conversations and with whom; spotlight on funding - ideas and solutions for funding, plus more. Register now! ➔ [More](#)

To find out more:

✉ england.london-scn@nhs.net

“I found the assessment too complicated.”

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

➔ Thrive LDN Mental Health Event

Thrive LDN is a citywide movement for mental health, supported by the Mayor of London and led by the London Health Board.

Waltham Forest and Thrive LDN will hold a community conversation aimed at encouraging people to work together to improve wellbeing, health and happiness in the borough:

- ➔ Wednesday 27th September, 3.00pm - 6.00pm
- ➔ 1 Adelaide Road, Leyton, E10 5NN

On the afternoon, delegates will hear about the aims of Thrive LDN and then discuss how we can all work together to make them happen here.

Waltham Forest residents, and anyone who delivers services with them, are very welcome to come and share their views. Free light refreshments will be provided, please get in touch if you have any specific dietary requirements. ➔ [More](#)

To find out more:

✉ england.london-scn@nhs.net

➔ Children and Young People's Services Event

Community Waltham Forest invites community organisations working with children and young people to join a network event for voluntary, community and social enterprise organisations:

- ➔ Wednesday 27th September, 10.00am - 12.00pm
- ➔ The Outset Centre, 2A Grange Road, E17 8AH

Join other organisations working with children and young people and find out about policy, funding and the work going on in the borough.



Does your organisation work with children or young people?

Work together to set the agenda for children and youth services going forward - one that will enable and inform Community Waltham Forest to represent the real needs and priorities. The event is free, but please register your attendance. ➔ [More](#)

➔ Shaping Health Services Together Event

NHS Waltham Forest Clinical Commissioning Group (CCG) invites you to the Shaping Health Services Together Community Conference, and AGM:

- ➔ Thursday 14th September, 5.15pm
- ➔ 1 Walthamstow Assembly Hall, E17 4JF

To find out more:

☎ 020 3688 2604

✉ wfccg.agm2017@nhs.net

“My pharmacist had the answers.”

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

➔ Patient & Public Voice Group Recruitment

The London Clinical Senate supports development of London's health services and the delivery of high quality, sustainable and cost effective care by providing independent advice to commissioners, supporting them to make the best decisions about health care for their populations.

They are seeking patients, carers and members of the public to join their Patient and Public Voice (PPV) Group.



Could you be 'the voice' of patients, carers or the public?

Would you like to help improve health services at a London level? Do you have a good knowledge of the healthcare needs and experiences of your local communities or networks?

Could you present these views & offer constructive advice and challenge to senior doctors, nurses and other health and care professionals in a large group environment?

“Staff need awareness of different cultures.”

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

The role of the Clinical Senate's PPV Group is to act as the 'voice' of patients, carers and the public, so that the advice which the Clinical Senate provides is informed by their views and what makes a positive difference in the way that people experience healthcare. ➔ [More](#)

To express interest, or to find out more:

☎ 0113 807 0443

✉ sue.dutch@nhs.net

➔ Expansion of International GP Recruitment

The General Practice Forward View has committed to 5,000 more doctors and 5,000 other health professionals like clinical pharmacists, nurses, and physician associates in general practice by 2020.



Some older GPs are 'leaving the profession early'

As well as more GPs, it will mean bigger teams of staff providing a wider range of care options for patients and freeing up more time for GPs to focus on patients with more complex needs.

While GP training places are increasing year-on-year and many GPs are returning to practice, many practices continue to face recruitment issues, and newly qualified GPs are often locuming rather than joining a practice as a permanent GP.

Some older GPs are leaving the profession early - this is leaving a gap between the number of doctors practices want, and the numbers they are successfully recruiting and retaining. That is why work is being done to partly bridge that gap through scaling up targeted international recruitment to a total of 2,000 overseas doctors over the next three years.

The initiative follows the World Health Organisation Global Code of Practice on the International Recruitment of Health Personnel and all doctors will need to meet the highest standards of practice and speak good English. They will look to attract UK-trained doctors back to the UK wherever possible and target those countries where there is likely to be the best chance of affordable supply. ➔ [More](#)

“The welfare of carers is very important!”

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

➡ 'What it's Like to Live in a Care Home' Report

When Healthwatch across the country visited care homes, they spoke to residents, their families and staff about what works and what could be better. They identified some key themes, including:

Quality of care varies between homes, but also within the same home. Visitors saw lots of homes that were doing things well. However, in most homes they suggested at least one improvement, showing that even well-performing homes can learn from feedback.



Even well-performing homes 'can learn from feedback'

Too few homes that local Healthwatch visited were getting every aspect of care right. It's important to provide the basics, such as keeping homes clean and providing enough trained staff to keep residents safe. But it's also important to meet residents' other needs. This might mean changing the culture of a home rather than spending lots of money.

People in care homes often need high levels of both health and care support. We saw variations in the way homes respond to residents' different needs. For example, some homes visited didn't have dementia friendly decor, while in other homes residents weren't given the support they needed to see GPs and dentists.

The best services recognise that they are people's homes. Residents in care homes should be supported to live as full a life as possible. They should have the opportunity to take part in the same activities they might do in their own homes. ➡ [More](#)

“Weekend opening helps as I work long hours.”

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

➡ Barts Health - Safe and Compassionate

Alwen Williams, Chief Executive of Barts Health writes “This month I brought the wider leadership community across Barts Health together for a conference to help us focus our attention on what we need to do over the coming months to make even more improvements for our patients.

We were joined by Jim Mackey, Chief Executive of NHS Improvement, who thanked us for our hard work in coming as far as we have and challenged us to aim for excellence. To achieve our ambitions I called for us to celebrate what we have achieved and to intensify our efforts to go even further.



'43% fewer agency shifts worked'

“Medication delay at discharge.”

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

For example, I am pleased to share some good news on our recruitment drives, with 43% fewer agency shifts being worked now compared to the start of 2016/17. I am determined that we build on this to reach our goal of having a 95% fill rate of permanent staff and all departments are looking at their recruitment plans to help us get there.

And central to our improvement is the need to put patients at the heart of our improvement. We held a patient experience conference at which we heard inspiring stories of the impact that increasing patient involvement has had.

I'm proud of how we're using patient experience data to resolve issues more quickly - evidenced by 21% fewer complaints last year.”

➔ Inspire Project

Trendy Teens, a youth empowerment organisation based in East London, successfully launched the first of its youth engagement programmes. Inspire, which included young people from across three London boroughs (Camden, Redbridge and Waltham Forest) representing 11 state and independent schools, completed a summer enrichment programme at the Outset centre in Walthamstow.



A project to inspire young people

Inspire aims to improve the lives and life prospects of young people primarily from disadvantaged backgrounds by giving access to new opportunities and by providing them with unparalleled personal development. The Inspire programme looks to address systemic problems with health, education and social mobility and is designed to complement, and fill gaps in, the state education system. It focuses on areas of development that are not traditionally covered by secondary or post-compulsory syllabuses or teaching methods.

A strong focus of the summer programme, was to improve the emotional resilience of youth, in order to tackle the rising levels of mental health challenges facing young people. Participants were supported to develop their confidence and feel positive about expressing emotions, thoughts and feelings appropriately, lead themselves through personal crisis and take control of negative situations, to improve mental and emotional wellbeing. Having successfully piloted the inaugural programme, Inspire will be rolled out more widely across Waltham Forest. To find out more:

✉ info@inspire-outreach.org.uk

“Our social worker goes the extra mile.”

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

➔ Serco Menu Review & Food Sampling

As part of the implementation programme for the on-going Soft Services Contract across all Barts Health Trust Hospital sites, they would like to invite you to a patient dining tasting session and patient menu(s) review:

➔ Monday 9th October, 11.00am – 12.00pm

➔ Newham University Hospital, Events Room

This is an opportunity for all to sample the new patient dining offer that will be available to patients at Newham University Hospital (Main Site).



A good diet is important for good health

The ‘exciting journey’ is coming to an end since we started last year, whilst we work with Serco to introduce the Fresh Chilled options that will be introduced over the coming months.

To book or to find out more:

✉ softfm@bartshealth.nhs.uk

“The phone is constantly engaged!”

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

➔ Barts Health Annual General Meeting

Barts Health invite you to attend their Annual General Meeting (AGM):

➔ Wednesday 13th September, 6.00pm – 8.00pm

➔ Stratford Town Hall, 29 The Broadway, E15 4BQ

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

➡ Lime Tree Surgery Health Awareness Day

Lime Tree Surgery & Patient Participation Group invite you to their Health Awareness Day:

➡ Saturday 9th September, 11.00am - 3.00pm

➡ Lime Tree Surgery, 321 High Road, E11 4JT

Featuring the Patient Participation Group, Diabetes UK, Pharmacy 1st, Mental Health, Healthy eating & nutrition advice, Health check-up's, Age UK, Face painting and fun area for kids, and more to be announced. All welcome!

For more information, or to get involved:

✉ limetreesurgeryppg@outlook.com

“A lack of privacy in reception.”

Join us today and have your say!

➡ Volunteer Manager's Network

Please join the next Volunteer Management Network meeting:

➡ Thursday 21st September, 10.00am - 12.00pm

➡ Quaker Meeting, Jewel Road, E17 4QU

What is it? An opportunity for anyone recruiting, managing or supervising volunteers to come together and find support from others doing the same thing in Waltham Forest.

What do you get? A space for you to air and discuss both individual and organisational issues and concerns around volunteer management - whether it's difficult situations, poor recruitment or a general lack of support within the organisation for the work that you are doing.

Ultimately, it's a place for you to network and share your stories and best practice and resources.

This workshop is for people involved in the voluntary and community sector (staff members, trustees or volunteers). If you are not part of an organisation, please get in touch to book your place. There is a £25 fee payable for non-attendance unless 3 working days' notice of cancellation has been given. Booking is essential! ➡ [More](#)

➡ 'Green Hearts Activator' Job Vacancy

Green Hearts Project encourages more local people to use Douglas Eyre Sports Centre to become more physically active on a regular basis.

The project provides a mile-long path around the perimeter of the field marked off by clearly visible poles at quarter mile intervals. Those using the path have a choice of walking, jogging or running the course for whatever distance they choose and at any time during daylight hours that suits them. As the course is marked out, individuals will be able to set their own targets in terms of the frequency and intensity of their exercise.

London Playing Fields Foundation is looking for a dynamic, highly motivated individual to play a key role in providing opportunities for the local community in Walthamstow to become more physically active.



Supporting people to be 'more physically active'

In order to stimulate interest in the project a part-time Green Hearts Activator is required to support new participants in increasing their activity levels. The Activator's role will be to build participants' confidence and self-esteem at group sessions normally delivered once a week. The intention is to empower participants and help them to feel confident enough to exercise on their own rather than at group sessions.

The closing date for applications for the post of Green Hearts Activator is 8th September. For more:

☎ 020 7323 033 or ✉ alex.welsh@lpff.org.uk

“The community midwife was fantastic!”

Join us today and have your say!

➔ Skin Camouflage Workshop

Introducing an event from Skin Deep, looking at non-infectious skin conditions (dermatoses) and scars e.g Acne, Vitiligo, Plaque Psoriasis etc:

➔ Thursday 19th October, 10.30am - 4.00pm

➔ Impressions, Milner Rd, London E15 3AD

The workshop will take you through the skin matching process to identify the most suitable product and acceptable colour.

Learn how to apply the skin camouflage; manage it during wear; remove to cleanse skin and where to obtain your camouflage products.

Free admission, with lunch provided.



Learn about camouflage, cleansing and products!

Places are limited, to book or to find out more:

✉ events@skinawareness.org

Latest Newsletters

➔ Community Waltham Forest - Funding Newsletter, July 2017 ➔ [More](#)

➔ NICE Public Involvement Update, August 2017 ➔ [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](#)
- ➔ New scheme launched to help NHS whistleblowers ➔ [More](#)
- ➔ Social worker recruitment and retention among biggest risks facing children's services ➔ [More](#)
- ➔ Chief nurse to lead NHS England's London team ➔ [More](#)
- ➔ Apprenticeships will not 'dumb down' social work, say backers ➔ [More](#)
- ➔ Hundreds more people surviving heart failure, independent study finds ➔ [More](#)
- ➔ Study finds high rate of repeat referrals in children's services ➔ [More](#)
- ➔ National survey shows cancer patients feel increasingly positive about their NHS care ➔ [More](#)
- ➔ Social care co-operatives can create more flexible support, finds report ➔ [More](#)
- ➔ UK health system comes out on top in new report ➔ [More](#)
- ➔ Thousands of new roles to be created in mental health workforce plan ➔ [More](#)
- ➔ 8 out of 10 patients are positive about GPs - new survey ➔ [More](#)
- ➔ 'Social work in London opened my eyes to the world' ➔ [More](#)
- ➔ More people will be able to give blood following scientific review ➔ [More](#)
- ➔ Government eyes emergency measures to ease DoLS pressures ➔ [More](#)
- ➔ £86 million funding announced for new medicine and technology ➔ [More](#)
- ➔ Government responds on cyber security and data ➔ [More](#)
- ➔ Key reforms mean big difference to sight impaired ➔ [More](#)
- ➔ Secondary school staff get mental health 'first aid' training ➔ [More](#)
- ➔ 'Exercise pill' could potentially help people with heart failure ➔ [More](#)
- ➔ NHS Digital launches e-nursing week campaign ➔ [More](#)
- ➔ Software used to screen social media photos for depression signs ➔ [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 **14th September**, 16:00pm – 19:00pm

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

To book a place or for more information:



info@healthwatchwalthamforest.co.uk



020 3078 9990



07507483288



Healthwatch_WF



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

In partnership with

