

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: Downstream to Stratford

In this Issue!

NHS 'Long Term Plan' Engagement Urgent and Emergency Care Patient Experience Project	2
What Next for Healthwatch Waltham Forest? End of Life Care Focus Group Outreach and Projects Update	3
Safeguarding Adult Board Forum Volunteer with Healthwatch!	4
Coffee Morning with Healthwatch! Patient Experience of Primary Care	5
Start4Life - Public Health Weaning Programme	6
Making a Complaint Independent Complaints Advocates	7

...plus more!

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Contact us for alternative formats

Contact Us

➡ Urgent and Emergency Care Patient Experience

Healthwatch Waltham Forest have been commissioned by Waltham Forest Community Education Provider Network (CEPN) to deliver a collaborative project with Waltham Forest Clinical Commissioning Group (CCG). This is a patient experience project about Urgent & Emergency Care at Whipps Cross Hospital.

We have an excellent opportunity to review present services and to inform what Urgent and Emergency Care at Whipps Cross will look like in the future. The findings from this project will help to shape Urgent and Emergency Care services delivered at the hospital. The project will be completed in June 2019.



Have your say on emergency care at Whipps Cross

Your views?

We want to hear your views on Urgent and Emergency Care at Whipps Cross Hospital. To share your experiences please contact Jade Brown:

☎ 020 3078 9990

✉ jade.brown@healthwatchwalthamforest.co.uk

“The community midwife was fantastic!”

Join us today and have your say!

Volunteers Required!

We are presently recruiting for Outreach volunteers and patient representatives to sit on a new Urgent and Emergency Care patient forum. For more information, please contact Agata Arcimowicz:

☎ 020 3078 9990

✉ agata.arcimowicz@healthwatchwalthamforest.co.uk

➡ NHS 'Long Term Plan' Engagement

Healthwatch Waltham Forest are working with patients, service users and stakeholder organisations to speak to as many people as possible about the proposed changes to the NHS.



Help to shape the long term future of the NHS

Healthwatch Waltham Forest is coordinating the NHS Long Term Plan engagement for the North East London region. This means we are working closely with our Healthwatch colleagues in Redbridge, Barking and Dagenham, Havering, Newham, Tower Hamlets, City and Hackney.

As the North East London region, we have agreed to focus on three priority areas and they are Primary Care, Personalisation and Prevention.

There are questionnaires and focus groups planned throughout the borough. We want to complete 250 questionnaires that reflect the diversity of Waltham Forest. To find out more, please contact the office.

We are especially keen to hear from you, if you are part of a patient group or community group that would like to be involved.

All responses must be returned by 17th May 2019.

For more information, please contact Althea:

☎ 020 3078 9990

✉ althea.bart@healthwatchwalthamforest.co.uk

“Weekend opening helps as I work long hours.”

Join us today and have your say!

➔ What Next for Healthwatch Waltham Forest?

What would you like to see Healthwatch Waltham Forest do next? We were established to capture the patient and public voice on health and social care provision locally. We are here for you.

Do you think there is something that we should be working on? Do you have ideas for social care or wellbeing projects? Is there something that you would like Healthwatch to investigate?



Do you have ideas for social care or wellbeing projects?

Some of the best ideas are the simplest. If you have an idea that you would like to discuss with us please contact the Healthwatch Waltham Forest office.

➔ End of Life Care Focus Group

Are you presently accessing End of Life Services or Support? Do you have experience of caring for someone who is terminally ill? Please attend this focus group to share your views and experiences of End of Life Care and support:

- ➔ Wednesday 1st May, 5.30pm – 7.00pm
- ➔ Resource Hub (Central), 1 Russell Road, E10 7ES

Light refreshments will be provided and there is limited parking on site. To book, contact Althea:

☎ 020 3078 9990

✉ althea.bart@healthwatchwalthamforest.co.uk

“A lack of privacy in reception.”

Join us today and have your say!

➔ Outreach and Projects Update

Jade Brown, Outreach Officer updates us with her latest projects.



PPGs help to improve the service for all patients

PPG Forum

Our next PPG (Patient Participation Group) forum is scheduled as follows:

- ➔ Wednesday 24th April, 6.00pm – 8.00pm
- ➔ Resource Hub (Central), 1 Russell Road, E10 7ES

At this meeting, we will be discussing 'Personal Health Budgets'. We are trying to build the group so, if you are a patient at any GP Practice in Waltham Forest, please come along. We provide fruit, biscuits, tea and coffee. If you have any allergies etc., please get in touch.

Men's Mental Health Forum

By the end of June, the Men's Mental Health forum will be up and running. This is open to all men over the age of 18. To find out more, please contact me.

Young Person's Health and Wellbeing Forum

At this current time, I am meeting with schools and colleges in Waltham Forest. Due to exams and holidays, this forum will be up and running from the end of September 2019. If I have more than ten young people before September, it will be running early. This forum will be for those aged 14-18.

Work-Based Project

As mentioned in the previous newsletter, I am about to start my dissertation on the mental health of young people who are involved in knife crime and/or gangs. My proposal has been approved; I am now awaiting ethics. To find out more about any of the above projects:

☎ 020 3078 9990

✉ jade.brown@healthwatchwalthamforest.co.uk

➔ Safeguarding Adult Board Forum

Are you interested in discussing Adult Safeguarding in your community? Would you like to hear more about Adult safeguarding matters? If this is something that interests you, please join us at our next quarterly Safeguarding Adult Board Forum.



Help to 'strengthen the local community'

It's a great way for local residents and local sector professionals to strengthen the local community by sharing your views with the council and give a public voice to the Safeguarding Adult Board (SAB) business meetings. Topics discussed at our last meeting included pressure care and Safeguarding priorities. Our next Forum will take place during the week commencing 20th May 2019 - date and time to be confirmed. To find out more, contact Joyce Osei:

☎ 020 3078 9990

✉ joyce.osei@healthwatchwalthamforest.co.uk

➔ Other Engagement Activities

Join us at these forthcoming engagement events around the borough:

➔ Monday 29th April, 10am - 2pm

South Chingford Library

➔ Tuesday 30th April, 10am -1pm

Carers Focus Group

➔ Tuesday 7th May, Details TBC

Mental Health Focus Group

For more information, please contact Althea:

☎ 020 3078 9990

✉ althea.bart@healthwatchwalthamforest.co.uk

➔ Volunteer with Healthwatch!

We are currently recruiting volunteers for our 'Enter & View' team. We are looking for people who can talk with service users and take note of what is happening in places where problems have been reported, or where examples of good practice can be made known and publicised.

Our Enter & View programme involves training authorised representatives to visit publicly funded health and social care services in Waltham Forest to see what is going on and to talk to service users, their relatives and carers, as well as staff. At the end of the visit a report is written by the team.



Healthwatch can visit health and social care services

If you have experience within the health and social care sector and are passionate about helping to create change within your community as an Authorised Enter & View Representative please contact Joyce Osei for further information. Training and support will be provided.

Other volunteering opportunities include Patient Experience Panel member (more on Page 9), Healthwatch Waltham Forest Committee member, plus Media and Communication Support Volunteer.

To find out more, visit the website or contact Agata Arcimowicz, Volunteer Coordinator. ➔ [More](#)

☎ 020 3078 9990

✉ agata.arcimowicz@healthwatchwalthamforest.co.uk

“I like to be recognised when I come in.”

Join us today and have your say!

☞ Coffee Morning with Healthwatch!

A coffee morning is a great way to meet new people from your local area. Join us, have fun and enjoy making new friends!



Join us for a coffee and a chat!

➔ Thursday 25th April, 11am – 1pm

➔ Resource Hub (Central), 1 Russell Road, E10 7ES

Parents are welcome to bring their children. Limited parking is available on site. To find out more, contact the Healthwatch office.

“A lovely experience at maternity.”

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

☞ Patient Experience of Primary Care

Waltham Forest Clinical Commissioning Group (CCG) have commissioned Healthwatch Waltham Forest to conduct a short study into Primary Care services, such as GPs, in Waltham Forest.

The CCG wants to hear patient and public views on Primary Care in the borough. To support this, Healthwatch Waltham Forest will be organising a series of public workshops and focus groups to review Primary Care Services. We also want to take this opportunity to discuss what local people and providers want Primary Care to look like in the future. We ask for all comments by the 10th of May. We want to hear your views on Primary Care. To share your experiences of GP services contact Jade:

☎ 020 3078 9990

✉ jade.brown@healthwatchwalthamforest.co.uk

☞ Update from Intern Logan

Intern Logan Schmidt writes “Hello, I am an undergraduate student from Saint John’s University out of Minnesota, United States interning with Healthwatch Waltham Forest.

During the short six weeks I have with the team, I am focusing on the mental health of young adults – specifically the correlation of technology and perceived social isolation. As a pre-medical student, I am excited for this opportunity to further learn about the ‘Dos & Don’ts’ of a successful medical practice while having insight into the world’s leading ‘single-payer healthcare system’.



Healthwatch Intern Logan Schmidt

I have a background in biology and chemistry, two subjects that may seem to be opposite of the work done by Healthwatch, but I believe that my education will bring a unique perspective to the team and my focus on mental health.

Although my time is short, I am continuing to look forward to meeting as many Londoners as I can and indulging myself with the British culture!!”

☞ Follow Us on Social Media!

We have recently updated our social media offering, which is a great way to get information and interact with others about local health and social care.

Twitter: @HealthwatchF

Facebook: @HWwalthamforest

“The phone is constantly engaged!”

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

➔ Start4Life - Public Health Weaning Programme

Recently, Public Health England (PHE) launched its first ever Start4Life campaign, designed to help parents introduce solid foods to their baby.

Start4Life is PHE's programme that helps parents adopt healthy behaviours during pregnancy, birth and their children's early years.

The campaign is informed by a report published by the Scientific Advisory Committee on Nutrition (SACN) in July 2018. The SACN 'Feeding in the First Year of Life' report was the first comprehensive review of the evidence on the introduction of solid foods published in more than 20 years.



Making it 'easier for parents to get information'

The report recommends that advice on the age at which solid foods should be introduced should remain unchanged. That is, most infants should not start solid foods until around the age of 6 months, having achieved developmental readiness.

SACN recommends that a wide variety of solid foods, including foods which contain iron, should be introduced in an age-appropriate form from around 6 months of age. Once solid foods have been introduced, the types of food, flavours and textures offered should become increasingly diverse.

There is a range of information available on complementary feeding, leaving many parents confused about when & how to introduce solid food.

“Staff need awareness of different cultures.”

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

The government advises that most babies should not start solid foods until they are around 6 months old. By this point their bodies are better able to cope with solid foods and they are more able feed themselves.



Weaning 'should start at around six months'

They are also better at moving food around their mouth, chewing and swallowing.

The last UK Infant Feeding Survey showed that three-quarters of parents start weaning by the time their baby is 5 months old.

The Start4Life weaning campaign will promote waiting until around 6 months to introduce solid foods alongside breast milk or infant formula.

“The welfare of carers is very important!”

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

The campaign will also explain the government's advice to gradually introduce a wide variety of foods and textures from around 6 months, and will provide advice on what foods to introduce and how to prepare simple recipes.

As part of the campaign, a brand-new weaning hub has been launched on the Start4Life website to provide parents with NHS-approved weaning advice and tips, plus simple, healthy weaning recipes for baby.

Developed in partnership with parents, the hub makes it easy for parents to find answers to their weaning questions and get information relevant to their baby's age and weaning stage. ➔ [More](#)

➔ Making a Complaint

If you're not happy with the care or treatment you've received or you've been refused treatment for a condition, you have the right to complain, have your complaint investigated, and be given a full and prompt reply.



Try having a chat with your doctor, or staff member

You can raise a concern or make a complaint in writing, by email, over the telephone or in person.

Most issues can be resolved without you having to make a formal complaint. Try having an informal chat with your doctor or a member of staff first. A formal complaint takes time and minor issues are resolved quicker if you just speak to a person on site. For example, if you have problems booking a GP appointment speak to the practice manager about it. If you are worried about something during your hospital outpatient appointment talk to one of the nurses or the clinic manager.

NHS England calls this informal process 'local resolution' and urges everyone to see if things can be solved there and then before they escalate to a real problem. However, if despite everything this doesn't solve your problem, or even if it does but you would still like to make a formal complaint, you should ask to see the complaints procedure and follow the instructions on how to make a complaint. Make your complaint as soon as possible. In the NHS complaints should normally be made within 12 months of the date of the event that you're complaining about, or as soon as the matter first came to your attention.

“I feel involved in my care planning.”

Join us today and have your say!

The time limit can sometimes be extended (so long as it's still possible to investigate the complaint). An extension might be possible, for instance in situations where it would have been difficult for you to complain earlier, for example, when you were grieving or undergoing trauma.

Making a complaint about a health or social care service can be complicated. You can either complain to the provider directly - such as a GP, a dentist surgery, care home - or to the commissioner of the services, which is the body that pays for the services you use. You cannot apply to both.



We're all entitled to expect good quality services

“My pharmacist had the answers.”

Join us today and have your say!

Help to Make a Local NHS Complaint

If you need support, advice or guidance to make a complaint about an NHS service in Waltham Forest, Healthwatch Waltham Forest may be able to help.

Our dedicated Advocacy Co-ordinator, Sandra Ifield says “Our service helps people to make their NHS complaints and we provide practical support and information to people who live in Waltham Forest who want to make a complaint about a service that is funded by the NHS, or part funded by them”.

Please do get in touch if you feel we can help you!”

☎ 020 3078 9990

✉ sandra.ifield@healthwatchwalthamforest.co.uk

➡ Making the Difference in Local End of Life Care

The evidence around end of life care in Waltham Forest suggests that a high proportion of people die in our local hospital when often they would prefer to die at home (including their care home if this is where they are living as they approach the end of their life).

In Waltham Forest the local system is making plans to address this, by developing an Integrated Care System (ICS) for end of life.

The core functions of the ICS will be to ensure that high quality end of life care is accessible across all sections of our community, increasing awareness of options and supporting people to make informed choices about their care, ultimately supporting local people achieve their preferences at end of life.



Services working together under 'integrated care'

The first phase of the programme has been the enhancement of community services and they have already implemented the Enhanced Palliative Integrated Care service (EPIC).

As the national 'Dying Matters' week approaches in May of this year, there will be a number of events across Waltham Forest which will give local people the opportunity to meet the project team and become involved in driving this work forward.

To find out more, contact Carolyn Doyle, Senior Programme Lead:

✉ Carolyn.doyle@nelft.nhs.uk

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

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

➡ NHS England Launches the Long Term Plan

NHS England recently launched the 'NHS Long Term Plan' that sets out the goals for the next 10 years.

The plan sets out how the NHS will move to a new service model in which patients get more options, better support, and properly joined-up care at the right time in the 'optimal care setting'.



Planning care for now, and for future generations

It says that new, funded action will strengthen prevention and health inequalities.

It also sets out the NHS's priorities for care quality and better health outcomes for the decade ahead, and looks at how current staffing pressures will be tackled, and staff supported.

In addition, it aims for a wide-ranging and funded programme to upgrade technology and 'digitally enabled care' across the NHS. Finally, it looks at how the 3.4% five year NHS funding settlement will 'help put the NHS back onto a sustainable financial path'. Next steps in implementing the Long Term Plan are also outlined.

The summary is available on the website. ➡ [More](#)

➡ Changes to Barts Health Patient Transport

Barts Health NHS Trust has recently changed the eligibility criteria for its patient transport service. In doing so, it aims to prioritise the service for patients that need it most because of a medical or clinical need; prioritise their carers, friends and relatives; and remove access for patients that 'contribute to avoidable delays', for example people who repeatedly fail to cancel unneeded transport. The new assessment process is now 'more in-line with other NHS Trusts'. ➡ [More](#)

➤ The Patient Experience Panel

Healthwatch Waltham Forest is the 'official voice' across the Borough for health and social care service users.

Our database contains 1,000's of health and social care related stories, good and bad, about services ranging from GPs, Whipps Cross University Hospital (and other local hospitals), Care Homes, Adult Social Care, Mental Health Services, Dentists, Pharmacists and more.

To evaluate this feedback, we are looking for residents to join our Patient Experience Panel (PEP).



We review people's experiences of local services

Meeting twice a month, the PEP reviews service user experiences, applies coding (or theming), monitors equality and dignity, and discovers leading health and social care related trends.

“Hospital passports are a very good idea!”

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

The PEP also serves as a quality assurance measure, ensuring that service user experience is scrutinised in a consistent, and methodical manner. In addition, it gives local people the opportunity to evaluate local services.

If you think this is a role for you, please contact Agata Arcimowicz, Volunteer Coordinator:

☎ 020 3078 9990

✉ agata.arcimowicz@healthwatchwalthamforest.co.uk

➤ Community Insight and Reports

Thanks to the work of the Patient Experience Panel, we are able to produce evidence based reports on services such as Whipps Cross, GPs and Dentists. Our latest reports show that the vast majority of people receive good quality, compassionate services, with accounts of 'hard working, dedicated and professional staff'.



Feedback suggests good quality, compassionate care

However, a significant number of people would like to be more involved and informed in their treatment and care, for example being given personal options on referrals. Access to services is also an issue, with many people experiencing long waiting lists, and lengthy waits at appointments. Quarterly insight reports are available on the website. ➤ [More](#)

➤ 'Research Matters' Event and Programme

From Barts Health NHS Trust, this year's Research Matters forum will focus on patients' experience of taking part in research:

➔ Wednesday 22nd May, 5.30pm - 8.30pm

➔ St Bartholomews Hospital, EC1A 7BE

In addition to this event, there will be a number of additional activities taking place in May as part of the Research Matters programme. Look out for pop-up stands at Barts Health hospitals or join a tour of the Clinical Research Unit, where you will have a chance to meet and chat with research staff and former trial patients. ➤ [More](#)

“The surgery is too overcrowded!”

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

➡ Social Care and Support Guide

If you or someone you know needs help with day-to-day living because of illness or disability, this guide by NHS England explains your options and where you can get support.

Topics covered include money, work and benefits; practical tips if you care for someone; help from social services and charities; care after a hospital stay; caring for children and young people; making decisions for someone else; support and benefits for carers; equipment and more.



Get information on a wide range of topics

The guide is available online now. ➡ [More](#)

Latest Newsletters

➡ NICE - Public Involvement Update, March 2019 ➡ [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](#)
- ➡ Campaign to bring more family doctors back to general practice ➡ [More](#)
- ➡ NHS applauds plans by English Football League to improve nation's health ➡ [More](#)
- ➡ Jo Cox Foundation backs campaign to end loneliness ➡ [More](#)
- ➡ Councils boost adult social worker employment by 7%, driving fall in vacancy rate ➡ [More](#)
- ➡ First Chief Midwife appointed to drive world-class NHS care for new mums ➡ [More](#)
- ➡ Average children's social worker caseload revealed by government ➡ [More](#)
- ➡ Age UK: 50,000 elderly in England have died waiting for social care package ➡ [More](#)
- ➡ 20,000 mums get help from NHS maternity advice line ➡ [More](#)
- ➡ England's Chief Nurse sets out long term vision for NHS nursing ➡ [More](#)
- ➡ A third of social workers struggle to park for work every day, survey finds ➡ [More](#)
- ➡ NHS to celebrate health and care heroes as it launches parliamentary awards ➡ [More](#)
- ➡ Government's social care recruitment scheme 'set to fall flat without long-delayed reforms' ➡ [More](#)
- ➡ Number of children's social workers leaving their jobs up 16%, statistics show ➡ [More](#)
- ➡ NHS Long Term Plan to reduce toll of 'hidden killer' sepsis ➡ [More](#)
- ➡ Social care 'near collapse' as 1m denied vital help ➡ [More](#)
- ➡ NHS signals four-hour A&E target may end ➡ [More](#)
- ➡ New 'Chief People Officer' to help build the NHS workforce of the future ➡ [More](#)
- ➡ NHS publishes latest NHS staff survey results ➡ [More](#)
- ➡ Patients on NHS type 2 diabetes prevention programme lose the weight of four London buses ➡ [More](#)
- ➡ 11 tips to improve hot-desking for social workers ➡ [More](#)
- ➡ NHS Assembly announced to help deliver the Long Term Plan ➡ [More](#)
- ➡ Inspectors criticise 'significant deterioration' of practice in 'inadequate' children's services ➡ [More](#)
- ➡ Government withdraws social care 'myth busting' guide after legal challenge ➡ [More](#)
- ➡ Contextual safeguarding: a new way of identifying need and risk ➡ [More](#)
- ➡ Working with parents of looked-after children: key tips for social workers ➡ [More](#)
- ➡ What is social work? Championing those who have no one else to do so ➡ [More](#)

Volunteer as an Enter and View Authorised Representative

What is an Enter and View authorised representative?

As an Enter and View authorised representative, you will visit publicly funded health and social care services in Waltham Forest. This will give you the opportunity to talk to service users, their relatives, carers and staff members; and to make a positive difference to your local community.

The role

As a volunteer, you will be required to:

- Visit hospitals, GP surgeries or care homes (amongst others) to collect the views of residents, patients, staff and visitors about their experience

Ways to **contact** us:

Healthwatch Waltham Forest
Waltham Forest Resource Hub (Central)
1 Russell Road
London
E10 7ES 020 3078 9990
Agata.arcimowicz@healthwatchwalthamforest.co.uk



Events for your diary!

Upcoming local health and social care related events.

PPG Forum

Wednesday 24th April

6pm- 8pm, Waltham Forest Town Hall, Forest Road, E17 4JF

At this meeting, we will be discussing 'Personal Health Budgets'. We are hoping to build the group so, if you are a patient at any GP Practice in Waltham Forest, please come along!

Healthwatch Coffee Morning!

Thursday 25th April

11am - 1pm, Waltham Forest Resource Hub Central, 1 Russell Road, London, E10 7ES

The idea of coffee mornings is to create a safe space for people to meet other people. Light refreshments will be available and limited parking is available on site.

End of Life Care Focus Group

Wednesday 1st May

5.30pm - 7.00pm, Waltham Forest Resource Hub Central, 1 Russell Road, London, E10 7ES

Are you presently accessing End of Life Services or Support? Do you have experience of caring for someone who is terminally ill? Please attend this focus group to share your views and experiences of End of Life Care and support.

Other Engagement Activities...

29th April, Chingford Library

30th April, Carers Focus Group

7th May, Mental Health Focus Group

For information:

 020 3078 9990 or  info@healthwatchwalthamforest.co.uk