

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: Lea Valley in Winter

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Contact Us

Contact us for alternative formats

➔ New Team Member - Introducing Jade!

Hello and welcome to our latest newsletter. Firstly, we would like to introduce you to Jade, our newest member of the team. Jade is our outreach officer.

Jade, works part time and would love to hear your views and ideas. I am sure you will meet Jade at our forums and events.

Jade says "I have a degree in Public Health and Health Promotion and am studying a Masters of Law in Human Rights Advocacy.

I am experienced in working with young parents and those who use drugs; I am passionate about reaching marginalised groups to increase their health and social welfare. Harm reduction & health promotion are my expertise and I aim to work alongside the community to increase health outcomes.



Jade Brown, Outreach Officer

I have recently started this role and have been warmly welcomed by all colleagues, and I look forward to working closely with them on projects. I have lived in Waltham Forest for five years and am looking forward to hearing your views on health and social care services in the borough."

Christmas Hours

Healthwatch Waltham Forest will be closed from Monday 24th December 2018 and will reopen Monday 7th January 2019.

“A single point of access would be helpful.”

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

➔ Project Updates

Updates on our latest projects - we hope that you will be able to join in one or both!

Urgent and Emergency Care - Patient Experience

We have received funding from Waltham Forest CEPN to deliver a patient engagement project in Urgent and Emergency Care at Whipps Cross Hospital. The project will include training and development for patients, capturing patient experience and making recommendations for improving the service from a patient perspective. To find out more:

✉ althea.bart@healthwatchwalthamforest.co.uk



Help us to improve urgent and emergency care!

“The telephone just rings and rings.”

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

Mental Health and Housing Project

The local authority would like to know what the specific needs are for service users with mental health challenges. We want to know what it is like to be a resident in Waltham Forest when you have mental health issues. We will be organising focus groups to discuss this issue in February.

Are you a mental health service user living in the borough? What are your housing needs? What is it like to be the neighbour, loved one or carer for someone living with mental health service users in terms of housing? To find out more:

✉ althea.bart@healthwatchwalthamforest.co.uk

➔ PPG Forum

Every GP surgery in the borough should have a Patient Participation Group (PPG). A PPG is a way to be actively involved in how your GP delivers its services to the local community.



PPGs help patients and GPs to work in partnership

Are you registered at a GP surgery and resident in Waltham Forest? If so, we would like to hear your views and experiences of GP services in the borough. The PPG Forum invites GP service users to their next meeting:

- ➔ Wednesday 16th January, 6.00pm - 8.00 pm
- ➔ Resource Hub (Central), 1 Russell Road, E10 7ES

For more information, please contact Jade Brown:

✉ jade.brown@healthwatchwalthamforest.co.uk

➔ Health and Wellbeing Board Forum

The next meeting is scheduled as follows:

- ➔ Tuesday 12th March, 5.30pm - 8.00pm
- ➔ Resource Hub (Central), 1 Russell Road, E10 7ES

Light refreshments are provided and there is limited parking on site. Is there a topic that you would like to see discussed at the Health and Wellbeing forum? Please send any suggestions:

✉ althea.bart@healthwatchwalthamforest.co.uk

“Mental health need not be a hidden condition.”

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

➔ Committee Member Vacancies

Healthwatch Waltham Forest are looking for new committee members. We meet four times a year, to discuss health and social care related issues in Waltham Forest. The committee is tasked with ensuring Healthwatch Waltham Forest is delivering for local people.

If you are passionate about health and social care services and want to get involved, please contact Agata our Volunteer Coordinator:

☎ 020 3078 9990

✉ Agata.Arcimowicz@healthwatchwalthamforest.co.uk

➔ Marketing and Media Opportunities



Opportunities to join our volunteer team!

Can you help us with our marketing and media? We are looking for new volunteers to help us with our marketing and social media presence. If you can spare an hour or two a week; please contact Agata:

☎ 020 3078 9990

✉ Agata.Arcimowicz@healthwatchwalthamforest.co.uk

What's your story?

We would love to hear and share your stories of health and social care in the borough. Have you received a good service recently? Have you found it difficult to get what you need?

If you have something that you would like to share with us please get in touch:

☎ 020 3078 9990

✉ info@healthwacthwalthamforest.co.uk

➔ Update from Joyce

Staff member Joyce Osei says "Hello, my name is Joyce and I lead on the Enter and View Programme and the Safeguarding Adults Forum for Healthwatch Waltham Forest. This is my update for December and January.

➔ Enter & View Programme

Our Enter & View team are coming to the end of our care home programme. We have successfully delivered nine visits to care homes and one hospital ward visit this year.



Healthwatch can visit health and social care services

In 2019, we will launch our new Enter & View GP programme where our team will be visiting GP practices within the borough. If you would like us to visit your GP surgery please contact Joyce:

☎ 020 3078 9990

✉ joyce.osei@healthwatchwalthamforest.co.uk

Enter & View Authorised Representatives

We are currently recruiting for new Enter & View reps to help us with our Enter & View programmes. If you have experience of working within the health or social care sectors or are passionate about helping create positive change then please consider becoming an Enter & View Rep. To find out more or to express interest, contact Joyce.

“ Food on the ward has ticked my box! ”

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

➔ Safeguarding Adult Board Forum

Are you interested in adult safeguarding matters? If this is something that interests you, please come along to our quarterly Safeguarding Adult Board Forum (SAB) and share your views and experiences on safeguarding. Next meeting:

➔ Tuesday 26th February, 2.00pm - 4.00pm

➔ Waltham Forest Town Hall, Forest Road, E17 4JF

The SAB Forum discusses what we can do together to strengthen our local community. The purpose of this forum is for members of the local community (local residents and local sector professionals) to share views with the council and provide a public voice to the SAB business. The SAB forum is facilitated by Healthwatch Waltham Forest, working in partnership with the council's Strategic Partnership Team.



Working to 'strengthen our local community'

“ I have no help to fill in the forms. ”

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

The SAB Forum is an opportunity to be informed about Adult Safeguarding. Our meetings include presentations and a group discussion. To find out more or to register your interest, please contact Joyce. Is there an item that you would like to see discussed at the forum? If so do let us know!

Light refreshments are available. Please note that parking is difficult at and around the Town Hall site.

☎ 020 3078 9990

✉ joyce.osei@healthwatchwalthamforest.co.uk

➔ 'Massage on the NHS' Petition

Many people in Waltham Forest, like in the rest of the country, suffer with muscular aches and pains like lower back pain, sciatica, stiff necks and painful shoulders.

Others are still feeling the consequences of injuries like twisted ankles and whiplash years after the accident first happened, often due to a lack of suitable rehabilitation when the incident originally occurred.



Many of us suffer with muscular aches and pains

The usual NHS solution would be pain killers or anti-inflammatory medication, sometimes physiotherapy or even operations, but certainly never soft tissue manipulation like massage.

“The lady on reception was very supportive.”

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

Many patients feel these treatments are not effective. Often a 3 month wait to see a physiotherapist results in a 10 minute consultation and a sheet of exercises that the patient could have found online themselves, but no actual hands-on physical treatment.

Therefore many patients don't improve and have to go private and pay for massages to help recovery.

Touch is vital for well-being and healing and people like and want hands-on treatments. Despite NHS claims that there is no evidence massage works, patients often feel a lot better after a massage than after the standard NHS treatments.

Massage can help reduce pain, increase the range of movements in joints, improve people's ability to relax and sleep which is also very important for health and well-being. Digestive issues can be improved too.



How effective is medication such as pain killers?

Physical touch like massage makes sense to most people. When a muscle is tight and sore it helps to rub it.

And when you see official figures on how much money is wasted every year on pain killers that are proven not to work, on invasive treatments that aren't successful, on benefit payments because people are off work with unnecessary pain, using massage within the NHS makes even more sense as it's cheap, safe and has no negative side effects.

That's why a local resident and massage therapist has started a petition to get massage offered on the NHS.

Many local residents support this call, but it takes a lot of signatures to change the NHS.

So if you agree that massage should be an integral part of the NHS treatment offer for muscular issues, please sign and share this petition as widely as possible to prove to the NHS that people around the country really want massage - because it works for them!

The petition is available now online. ➔ [More](#)

“Medication delay at discharge.”

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

➔ Patient and Public Voice Partners Training

From NHS England, two days of interactive and fun classroom-based learning with a focus on influencing change, and developing skills and confidence to make the most of the Patient and Public Voice (PPV) partner role:

➔ 29th - 30th January 2019

➔ London (Venue TBC)



'Making the most of' the patient and public voice

Who is it for?

For PPV partners involved in NHS England or supporting transformation programmes (STP, ICS, etc.) on a regular basis. It is aimed at those working to support major change but who are less experienced in their role. There are also limited places for staff who support PPV roles.

What does it cover?

Understanding health and social care; PPV partner roles and responsibilities; Partnership and influence; Putting it all into practice.

Travel expenses and overnight accommodation will be provided based on individual need.

100% of previous participants say they would recommend this course to others. They also say: "Amazing training", "Lots of activity and action", "This training is a turning point!"

To find out more:

✉ england.ppve-learning@nhs.net

“I want a genuine choice on referral.”

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

➔ Macmillan Social Prescribing Service

The Macmillan Social Prescribing Service provides holistic, non-medical support to people at any stage of their cancer diagnosis who are over the age of 18 and residents in Waltham Forest.

They provide a series of one-to-one sessions at Waltham Forest Resource Hub where people can speak to someone about the impact cancer has had on their life and find out about what support, services and activities are available in the local community.

They can support people with emotional wellbeing, social isolation, returning to work, finances and physical activity. They connect people with services from peer support groups to employment programmes, from gardening groups to psychological workshops and debt management advice.



Find out about local activities and support services

“Care home staff have been wonderful.”

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

People can be referred through their GP or self-refer directly in to the service.

To make a referral or to find out more, get in touch.

More information, including a short film, is also available online. [➔ More](#)

☎ 020 8709 9736

✉ socialprescribing.cancer@nhs.net

➔ The CQC on the 'State of Care'

State of Care is the annual assessment of health and social care in England by the CQC (Care Quality Commission).

The report looks at the trends, shares examples of good and outstanding care, and highlights where care needs to improve.

This year's report finds that most people in England receive a good quality of care.

Ratings show that quality overall has been largely maintained from last year, and in some cases improved, despite the continuing challenges that providers face.



It 'often depends on how systems work together'

Some people told the CQC about the outstanding care they have received and how some individual services have changed their lives for the better.

Others told them about the poor and sometimes disjointed care they have received. They found that people's experiences of care often depend on how well local systems work together where they live.

Some people can easily access good care, while others cannot get the support they need. They may experience disjointed care, or only have access to providers with poor services.

This builds on what the CQC saw in Beyond Barriers, their report looking at how services work together to support and care for people aged 65 and over.

“Weekend opening helps as I work long hours.”

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

The safety of people who use health and social care services remains their biggest concern.

There were improvements in safety in adult social care services and among GP practices.



Most people receive 'good quality care'

But while there were also small safety improvements in NHS acute hospitals, too many need to do better. NHS mental health services also need to improve substantially. ➔ [More](#)

“A lack of privacy in reception.”

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

➔ Dry January Campaign

Can you give up alcohol for 28 days this January? Why not sign up for Dry January this new year and start reaping the benefit of giving up alcohol including saving money, looking and feeling better.

It only takes three weeks to break a habit, so going dry this January could be your route to healthier drinking long-term. Sign up and get access to a free app, which will help you keep track of how much money and calories you've saved, how much you are drinking and emails to keep you going. ➔ [More](#)

If you have a drinking problem, quitting without help can be unsafe. Get in touch to get help:

☎ 0203 826 9600

If you are under 18, call for confidential advice:

☎ 0300 555 1158

➔ Redbox Project - Period Poverty

Did you know that over 20,000 women in Waltham Forest are affected by period poverty, many of whom are young people that miss school due to not being able to afford sanitary towels during their period? This shouldn't be the case at all, and that is why the council has been working to galvanise support for the Redbox Project.

The Redbox Project is an initiative that aims to address period poverty by providing every child affected, with free sanitary towels through stocked red boxes located in schools, colleges and various collection points. Through the Redbox, donations for sanitary towels and underwear can be made and collections made easily by those who need it.

A launch event for schools took place on Thursday 13th December at Waltham Forest Town Hall. A donation point has now been established in the Town Hall Reception and various locations in Waltham Forest. To find out more or if you would like to volunteer and/or establish a donation point in your office please contact Sally Burns:

✉ sally.burns@walthamforest.gov.uk

➔ HIV Testing

The Council supported HIV campaigns - World Aids Day on 1st December and HIV Testing Week in November to raise awareness of the importance and ease of HIV testing, and the various opportunities to test in the borough.

Sexual health specialists from Barts and Positive East were out in the Town Square on Thursday 22nd November, offering HIV testing. Lots of people were tested and they identified people with positive HIV results. The people who tested positive were offered information and advice around next steps, and signposted to Barts Sexual Health clinic for ongoing support.

Testing is working. In the UK, with more people getting tested, more diagnoses and HIV treatment are happening earlier. Earlier diagnosis and treatment means less people die from the disease and less HIV transmission occurs from people not being treated.

However, 1 in 8 people still don't know that they have HIV, hence we must continue to encourage testing. Visit the All East website to book a test in one of their clinics in east London and Waltham Forest, or order a home test. ➔ [More](#)

➔ Stay Well this Winter

As the weather gets colder, working with Public Health England and Waltham Forest Clinical Commissioning Group, the Council is encouraging residents to take the flu jab, keep warm and stay well this winter. Cold weather can be very harmful, especially for people aged 65 or older, people with long term health conditions, carers and pregnant women. Here are a few tips to stay well this winter:

Get the flu jab. The flu vaccine is the best protection we have against the viruses that are common this winter. Visit your GP or pharmacist today to get the flu vaccine.

If you are over 65 years old or the main carer of an older or disabled person you will be eligible for the free flu jab, speak to your GP.



Keep warm this winter

For children aged 2, 3 and 4, the flu vaccine is not an injection, but a nasal spray. Talk to your local pharmacist for further information.

Keep warm. Take advantage of financial schemes and discounts to help you pay for heating. Visit the Council website to find out how. ➔ [More](#)

Keep active. Keeping physically active at home or outdoors will help you stay warm and healthy.

Act early. If you start to feel unwell, even if it is just a cough or cold, don't wait until it gets worse, get help from your pharmacist. The sooner you get advice the better. Get more tips online. ➔ [More](#)

“ I can get an emergency appointment same day! ”

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

➤ London Borough of Culture

In 2019, Waltham Forest will be the first ever London Borough of Culture, giving locals the chance to experience world-class culture on their doorstep.

The programme is packed with stand-out projects and unmissable moments that will capture the attention of the whole city.



Raising the local profile at City Hall

To get involved in the borough of culture, please visit the website. ➤ [More](#)

Do you want to volunteer for the borough of culture? Then become a 'Legend of the Forest'. Please visit the Borough of Culture website today to find out how! ➤ [More](#)

➤ World Diabetes Day

Can you help your families prevent diabetes? Diabetes is increasingly becoming an important health concern with over 24,000 adults in Waltham Forest living with diabetes, of whom about one third are not yet diagnosed.

For World Diabetes Day, the council worked with partners to shine a spot light. The theme this year was 'Diabetes concerns every family', highlighting that there is a lot that families can do to prevent diabetes and support loved ones to recognise the signs early on.

Type 2 diabetes which accounts for 90% of all diabetes can be delayed or prevented through lifestyle changes and there is much families can do to encourage a healthy lifestyle within their family including creating a healthy environment at home.

Find out more about the campaign and services and resources available in Waltham Forest to support families. ➤ [More](#)

➤ William Morris Ward Residents Association

The William Morris Ward Residents Association (WMWRA) was set up in February this year with the aim of being a Forum for residents to talk about their ward.

It is a Resident led association representing the interests of people living in the William Morris Ward area of Waltham Forest.

It is not allied to any political party, commercial organisation or pressure group. They have had six successful meetings covering issues which residents have felt strongly about such as such as Mini Holland, Drugs, Health and Social Isolation.



Shaping a 'happier and safer place to live and work in'

At meetings they have updates from Councillors, Neighbourhood Teams and Safer Neighbourhood Teams. They debate issues, concerns and ideas, working with local networks and residents in order to bring about change.

It is open to all people from all backgrounds, getting to know and understand each other's needs and aspirations and to find ways to make the ward a happier and safer place to live and work in.

If you live in the William Morris Ward please join the Association and help them to represent your views and concerns. Find out more online or contact the office. ➤ [More](#)

✉ secretary@wmrassociation.org

“Poor liaison between services.”

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

➔ A Practical Guide to Healthy Ageing

Introducing a new booklet from Age UK and the NHS, aimed at helping improve the health and general fitness of people of any age, but written to be particularly relevant for people who are about 70 years or older.

People of this age, and sometimes younger, begin a 'slowing-down' process related to the effects of ageing on their body.

We cannot stop the process of ageing, but the advice given in the booklet can help to keep you fit and independent.



Helping to keep 'fit and independent'

The booklet is available on the website now. [➔ More](#)

Latest Newsletters

- ➔ NICE - Public Involvement Update, December 2018 [➔ More](#)
- ➔ Healthwatch England - Annual Report 2017/18 [➔ 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](#)
- ➔ Urging GPs towards prevention and self-care [➔ More](#)
- ➔ Connecting Care health and social care hubs support patients to stay well [➔ More](#)
- ➔ Crossing the generations to tackle social stigma and loneliness head on [➔ More](#)
- ➔ 500,000 patients to benefit from new NHS partnerships and technologies [➔ More](#)
- ➔ More than 1,600 extra trauma victims alive today says major new study [➔ More](#)
- ➔ How enhancing patient rights and safeguards is top priority for Mental Health Act review [➔ More](#)
- ➔ Consultation announced to improve learning disabilities staff training [➔ More](#)
- ➔ Mental health therapists in GP practices could be the norm [➔ More](#)
- ➔ x£450k announced to help patients have their say on health services [➔ More](#)
- ➔ Campaign urges patients to 'check before you tick' for free prescriptions [➔ More](#)
- ➔ National conversation with health and care staff begins [➔ More](#)
- ➔ 'Improving is about having the right social workers in the right place' [➔ More](#)
- ➔ Local authorities supported to innovate against childhood obesity [➔ More](#)
- ➔ NHS England announces ground-breaking new personalised therapy for children with cancer [➔ More](#)
- ➔ Patient safety: no room for complacency [➔ More](#)
- ➔ Using assistive technology to help residents become fully independent [➔ More](#)
- ➔ NHS opens international search for new innovations [➔ More](#)
- ➔ Expansion of electronic prescribing at GPs and pharmacies [➔ More](#)
- ➔ The funding panel policies testing the limits of the Care Act [➔ More](#)
- ➔ What Works Centre launches £2m fund to explore devolving budgets to social workers [➔ More](#)
- ➔ Hospitals to receive £145 million to prepare for winter demand [➔ More](#)
- ➔ Guidance to help NHS patients benefit from digital technology [➔ More](#)

Events for your diary!

Upcoming local health and social care related events.

PPG Forum

Wednesday 16th January

6-8pm, Waltham Forest Resource Hub Central, 1 Russel Road, London, E10 7ES

Are you registered at a GP surgery and resident in Waltham Forest? If so, we would like to hear your views and experiences of GP services!

Safeguarding Adult Board Forum

Tuesday 26th February

2.00pm - 4.00pm, Waltham Forest Town Hall, Forest Road, E17 4JF

Are you interested in adult safeguarding matters? If this is something that interests you, please come along to our quarterly Safeguarding Adult Board Forum (SAB) and share your views and experiences!

Health and Wellbeing Board Forum

Tuesday 12th March

5.30pm - 8.00pm, Waltham Forest Resource Hub Central, 1 Russel Road, London, E10 7ES

Light refreshments are provided and there is limited parking on site. Is there a topic that you would like to see discussed at the Health and Wellbeing forum? Please send any suggestions!

For information:

 020 3078 9990 or  info@healthwatchwalthamforest.co.uk

Other Scheduled Events...

29th - 30th January, Patient and Public Voice Partners Training (more on page 6)