

## 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: The Village, Walthamstow

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... plus more!

020 3078 9990  
[www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk)  
[info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk)  
Waltham Forest Resource Hub (Central), 1 Russell Road, E10 7ES  
Twitter: @Healthwatch\_WF

Contact us for alternative formats

Contact Us

## ➔ Volunteer with Healthwatch!

Want to help improve health and social care services but don't know how to do it? This is your chance!

Being part of the volunteer team at Healthwatch Waltham Forest, you'll play an important role at both local and national level to make sure that people's experiences of health and social care services are taken into account.

Current opportunities available include a Media and Communication Support Volunteer. The purpose of this role is to assist with content for the website, social media and print media and research possible audiences for content.

We are also looking for volunteers to assist with our Enter & View programme (more on page 4). To find out more about volunteering, visit the website or contact the office. ➔ [More](#)

## ➔ Safeguarding Adult Board Forum

Would you like to have your say about safeguarding matters in your community? Would you like an opportunity to hear more about Adult safeguarding matters? If this is something that interests you, please join us at our quarterly Safeguarding Adult Board Forum (SAB) and share your views on what can be done to strengthen your community:

- ➔ Tuesday 26<sup>th</sup> February, 2pm - 4pm
- ➔ Town Hall, Rectory Road, E17 4SU

The purpose of this forum is for members of the local community (local residents and local sector professionals) to share your views with the council (London Borough of Waltham Forest) and give a public voice to the SAB business meetings. The event is facilitated by Healthwatch, working with the council's Strategic Partnership Team.

It is also an opportunity to become more informed on Adult Safeguarding matters as we tend to include speakers who deliver presentations on relevant safeguarding matters. To find out more:

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

**“Booking online saves so much time!”**

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

## ➔ Patient Experience Panel Open Day!

We welcome you to attend our Patient Experience Panel (PEP) Open Day:

- ➔ Wednesday 6<sup>th</sup> March, 10am - 12pm
- ➔ Resource Hub (Central), 1 Russell Road, E10 7ES

Our Patient Experience Panel reviews the comments Healthwatch receives in order to scrutinise issues, apply coding, and discover leading health and social care related trends.



At the PEP we turn raw feedback into hard evidence

Join us and get an insight into what we do with the stories and complaints we collect.

**“GPs and Pharmacists should work together.”**

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

Get the opportunity to see how your feedback is coded to feed into our work of identifying trends and informing care providers and commissioners. These sessions are for the local residents, voluntary sector, health and social care professionals.

At the last session attendees said: “I will definitely now complete hospital and doctors' review forms.”  
“Nice to see feedback is taken seriously.”  
“Very nice experience - great mix of people both lay persons and professionals!”

To book or to find out more:

☎ 020 3078 9990

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

## ➔ Update from Jade

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

### Men's Mental Health

From February to April, I will be researching men's mental health in Waltham Forest; this includes suicide, depression and anxiety. I will then be developing a focus group to hear the voices of men in Waltham Forest.

### Young People's Health

I aim to set up a group for young people under the age of 18. This group is a space for young people to discuss health services and issues that affect them. I plan to talk to those in schools and colleges to gather data on important health issues affecting our young people in Waltham Forest; this will help me develop agendas for meetings.



Jade Brown, Outreach Officer

### Dissertation

As part of my master's degree in Human Rights Advocacy, I am developing a research project on the health of young people who are in gangs and/or carry knives. This research is confidential and will aim to provide a clearer picture on why knife crime is so high. This project is currently being discussed and updates will be provided in the newsletter.

### PPG

I met with some Patient Participation Group (PPG) members on 6<sup>th</sup> January; this meeting was a chance for introductions and to gather different agendas for the coming months. I aim to bring in more PPGs and am in the process of contacting all General Practitioners in Waltham Forest. To find out more:

☎ 020 3078 9990

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

## ➔ Bringing People's Voices to Westminster

Over 100 Healthwatch representatives from across the country came together to meet their MPs at an event in parliament recently. Minister of State for Care, Caroline Dinenage said on the night "Through its work, local Healthwatch is giving citizens a voice and greater influence over the commissioning and provision of local services."



Healthwatch representatives at Westminster

By capturing people's views and experiences to help shape and bring about the service improvements we really need, and providing high quality information about health and social care services, local Healthwatch is empowering people to have more choice and, therefore, more control, over the care they receive. As a further sign of Healthwatch's effectiveness and reach - 85,000 members of the public were able to feed in their views on the development of the NHS Long Term Plan." ➔ [More](#)

## ➔ 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!

➔ Thursday 14<sup>th</sup> February, 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.

“As I get older I get more worried.”

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



## ➔ Change4Life Launches New Year Campaign

Waltham Forest council has been supporting Change for Life campaign this January highlighting some simple swaps to everyday food and drinks which can help cut back on sugar consumption.



Encouraging children to make some 'simple swaps'

In addition to working with schools, home schools coordinators and children and family centres, the council is working with Leyton Orient to share messages with young children and their parents.

Consuming around 2,800 sugar cubes more than they should each year, children in England are already exceeding more than double the maximum recommended amount and the maximum recommended sugar intake for an 18-year-old by the time they reach their tenth birthday.

Too much sugar is bad for children's health and can lead to serious illnesses, such as type 2 diabetes, heart disease, hence it is important that we support this very important campaign.

### Get help with swaps and tips!

Change4Life is here to help your family cut back on sugar, with lots of great tips and ideas, so you can make some simple swaps.

Discover easy ways to make a swap when you next shop. Use the sugar calculator to see how much sugar your kids could be having in a day. ➔ [More](#)

**“Popping to the chemist  
did the trick!”**

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

## ➔ Enter & View Programme

Our Enter & View team will be delivering a GP programme this year and will be visiting GP practices within the borough.

The 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 which ultimately becomes a public document.



Healthwatch can visit health and social care services

Our diverse team of reps continues to grow and we are currently recruiting, so 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. Full training will be provided:

☎ 020 3078 9990

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

## ➔ Improvement Leaders Fellowship Programme

Barts Health NHS Trust and partners have secured funding for a fellowship programme. Successful fellows will undertake a programme of leadership development and will collaborate on an 'improvement project'. Fellows will attend a 12 month programme of seminars and workshops which includes training and development.

To find out more about this exciting opportunity:

☎ 020 3594 1165

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

## ➔ Time to Talk

Too often, mental health problems are treated as a taboo subject, which leads to stigma and discrimination experienced by people with mental health problems, even though mental health affects us all.

To encourage open conversations about mental health and wellbeing, on Thursday 7<sup>th</sup> February 2019, the council supported the Time to Talk Day campaign. The council launched their Time to Change Employers pledge and are encouraging other employers in the borough to follow suit.



It's 'time to talk' about mental health

The pledge will be a set of actions Waltham Forest council commits to take as an employer, to create a positive shift in attitudes towards mental health, wellbeing and problems in the workplace.

**“My GP gave me options about my treatment.”**

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

In addition, the Time to Change champions organised an art exhibition on 1 Hoe street. Schools also came together during a mental health summit for young people to discuss issues around young people's mental health in Waltham Forest.

Recommendations from the summit will inform the borough's mental health charter, an outline of Waltham Forest's actions to support the mental wellbeing of young people in schools. ➔ [More](#)

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

## ➔ Could you be a Change that Lasts 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? You will attend a free training course and then talk to others about what you have learned.



Trained ambassadors are 'there to listen'

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.

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 the growing network of Community Ambassadors.

Feedback includes "This has been one of the best training events I have ever attended" and "I found the whole training brilliant." ➔ [More](#)

**“It's time to talk about mental health.”**

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

## ➔ '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.

**“We need more female doctors.”**

[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](#)

**“The reception team are wonderful!”**

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



## ➡ 'Help Design' the Future of Whipps Cross!

Whipps Cross Hospital has launched a new group to find out what residents want from a redeveloped site.



Offering the best care 'for generations to come'

Applications are now open for a small number of local people to join the Community Engagement Action Group, which will help make sure the public can shape the future of the ageing hospital and its surrounding land.

Barts Health NHS Trust and its partners published a vision for the future of the 100-year old site last year and are now embarking on drawing up more detailed plans. The vision for the site is to secure a multi-million pound redevelopment that would make Whipps Cross a flagship campus offering the best care for generations to come.

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

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

Preliminary assessments suggest a brand new state-of-the-art hospital - complete with an A&E and maternity department and co-located with other health and care facilities - could be built on a fraction of the existing estate. This would release land for other uses, potentially including new homes for the community and staff.

Now the Trust wants to design its plans with local people, so is recruiting a panel of residents who have good links with their communities and are passionate about securing a bright future for the hospital. ➡ [More](#)

## ➡ NHS Considers Scrapping 4 Hour A&E Target

NHS leaders are preparing to 'risk a backlash' by relaxing long-established key treatment waiting time targets, including hospitals' duty to deal with A&E patients within four hours.

Simon Stevens, the chief executive of NHS England, admitted it was considering changing the system under which 95% of A&E arrivals were meant to be seen and admitted, discharged or transferred within four hours.



People with 'minor ailments' could wait longer in future

The shake-up could see people with only minor ailments, such as a sprain, forced to wait longer, while priority is given to those with more serious conditions. Theresa May also hinted at a new approach to targets at the launch of the NHS long-term plan when she said that doctors needed to decide what were "the right standards for the future". A "clinical review" of existing targets, led by NHS England's medical director, Steve Powis, and which the prime minister ordered, is expected to recommend changes when it reports in the spring.

A growing inability to give patients A&E, cancer care and planned operations within the prescribed maximum waiting times has regularly yielded bad headlines for ministers and NHS managers since performance 'slipped significantly' in 2015 and has since 'got worse'. For example the obligation to give 92% of patients non-urgent surgery within 18 weeks has not been met since February 2016. ➡ [More](#)

**“The dentist explained all the costs.”**

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

### ➡ Period Poverty Community Event

It is estimated that nearly 20,000 girls and young women in Waltham Forest are experiencing period poverty and can't afford the sanitary products during their period. This results in girls missing school and puts their health at risk.

Working with the Red Box project, an initiative set up to provide free sanitary products to young girls who need it, the council joined forces with schools, local businesses, and groups to galvanise support to ensure that no young girl misses out on her education during their period.

This January, they met with local councillors, businesses and community groups to provide information about the impact of period poverty on girls in Waltham Forest and to support the Red Box Project volunteers to connect with residents and businesses who want to help.



Supporting girls across the borough

They are very proud of the interest and support shown so far. Various teams across the council have already started donating products, they have over twenty additional schools signed up and donation points established in libraries, council buildings and other points across Waltham Forest.

They are currently looking for people to support the local Red Box Project. To find out more or to get involved, visit Facebook or Instagram (search Red Box Project Waltham Forest) or get in touch:

✉ [redboxwalthamforest@gmail.com](mailto:redboxwalthamforest@gmail.com)

“My surgery has been cancelled, again.”

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

### ➡ Cervical Screening Campaign - March 2019

The NHS Cervical Screening Programme has made a 'significant impact' on cervical cancer mortality since it was established in 1988, saving an estimated 5,000 lives a year.

However, coverage is at a 20-year low.

Figures published by NHS Digital show that, at 31<sup>st</sup> March 2018, the percentage of eligible women (aged 25 to 64) screened adequately was 71.4%.



Encouraging more women to take up screening

To help address this issue, in March 2019 Public Health England (PHE) will launch its first national multimedia cervical screening campaign.

“The ward nurses were very professional.”

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

The campaign will highlight the risks of cervical cancer, the benefits of the often misunderstood screening test and encourage women of all ages to respond to their screening invitation and consider booking an appointment if they have missed previous invitations. It also aims to tackle issues of fear & embarrassment.

Deciding whether to be screened is always a personal choice. This campaign will aim to help more women understand and be less fearful of taking up the offer and improve cervical screening acceptance across England.

Ultimately the NHS hopes this will help stop more women getting cancer unnecessarily. ➡ [More](#)



## ➡ What's On at Lloyd Park?

Plenty! There's a lot happening all week round at Lloyd Park and they welcome you!

Mondays feature a 'Walk for Women' - enjoy a free walk and chat with friendly people and improve your health and wellbeing.



Women's Tai Chi on Fridays!

On Wednesdays there's the Lloyd Park 'Sharing Heritage' group - a free interest and social group for the over-50s.

Thursdays feature 'Volunteer Gardening' at William Morris Garden - meet new people, improve your health, gain skills and be part of your community.

On Fridays there's 'Women's Tai Chi Corner' (£3 per session). Includes gentle movements to improve your health and calm your mind - all abilities welcome, female teacher. Also 'Green Gym' nature conservation volunteering and 'Better Together', a social group for people with enduring mental health challenges. Enjoy tea, cake and activities.

Plus lots more, all week round. To find out more:

☎ 020 8496 2822

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

## ➡ English Conversation Clubs

Come and practice speaking English for free! The clubs are hosted on selected days and times at Leytonstone Library, Lea Bridge Library, Holy Trinity Church Leytonstone, The Junction Learning Centre and Leyton Library. Improve your speaking and listening skills. Make new friends - everyone welcome! To find out more:

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

## ➡ The 'Visually Prepared' Event

Are you visually impaired and want a career, an apprenticeship or to go to college? Visually Prepared, from the Redbridge Institute is an event for people of all ages with a visual impairment, particularly those aged between 12 and 25 years, their families, friends, all teachers and social workers and others in this field:

➡ Wednesday 20<sup>th</sup> February, 2pm - 7pm

➡ Redbridge Institute, Gaysham Avenue, IG2 6TD

Come and find out about college apprenticeship or work opportunities; access training and support equipment to increase accessibility & independence; learn what benefits, funding and grants are available and accessible and assisted transport.



### Tips on increasing accessibility and independence

The event includes Dragons' Den sessions to give you feedback on ideas (but not funding); advice on CV writing; inspiring story telling about accessibility; stalls for advice and much more! To find out more:

☎ 020 8550 2398

✉ [enquiries@redbridge-iae.ac.uk](mailto:enquiries@redbridge-iae.ac.uk)

## ➡ 'Universal Class' - Over 500 Online Courses!

Waltham Forest Council introduces 'Universal Class', a resource of over 500 online courses. Just tap in your library card number and go! ➡ [More](#)

**“Unplanned discharge causes distress.”**

Join us today and have your say!

### ➡ Eight Tips for Healthy Eating - A Guide!

This online guide, from the NHS outlines eight practical tips which cover the basics of healthy eating, and can help you make healthier choices.

The key to a healthy diet is to eat the right amount of calories for how active you are, so that you balance the energy you consume with the energy you use.

If you eat or drink too much, you'll put on weight. On the other hand, if you eat and drink too little, you'll lose weight.



Eat a 'wide range of food' for a balanced diet!

Eat a wide range of foods to ensure that you're getting a balanced diet and that your body is receiving all the nutrients it needs. ➡ [More](#)

## Latest Newsletters

- ➡ Social Care Institute for Excellence - eBulletin, December 2018 ➡ [More](#)
- ➡ 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](#)
- ➡ The Latest News from the Coalition of Collaborative Care ➡ [More](#)
- ➡ Royal College of Emergency Medicine - Concerns over scrapping the 4 hour A&E target ➡ [More](#)
- ➡ NHS commits to long term support for race equality ➡ [More](#)
- ➡ Local NHS allocated £570 billion to fund the NHS Long Term Plan ➡ [More](#)
- ➡ GPs create 100,000 extra patient appointments through Primary Care Network model ➡ [More](#)
- ➡ Army of workers to support family doctors ➡ [More](#)
- ➡ Evidence database for children's social workers launched ➡ [More](#)
- ➡ NHS top doctor prompts stronger mental health safeguards on high street botox ➡ [More](#)
- ➡ Registered social worker named chief inspector of adult social care ➡ [More](#)
- ➡ No snow day for NHS workers ➡ [More](#)
- ➡ More people face paying for residential care as charging thresholds frozen for ninth year ➡ [More](#)
- ➡ NHS England's plan to eliminate Hepatitis C decisively backed by High Court ➡ [More](#)
- ➡ Government issues deprivation of liberty definition in bid to provide clarity to practitioners ➡ [More](#)
- ➡ NHS Long Term Plan will help problem drinkers and smokers ➡ [More](#)
- ➡ Government launches consultation to revise Mental Capacity Act code of practice ➡ [More](#)
- ➡ Decade of improved outcomes for patients thanks to Surgical Safety Checklist ➡ [More](#)
- ➡ Frontline awarded £45 million to train 900 social workers ➡ [More](#)
- ➡ Boy with rare brain cancer to be treated at new NHS £125 million centre ➡ [More](#)
- ➡ Making the Mental Health Act work for children and young people ➡ [More](#)
- ➡ DfE failing to understand inequalities in children's services pressures, report argues ➡ [More](#)
- ➡ Clinical pharmacists vital to patient care in five-year GP deal ➡ [More](#)
- ➡ Social care workforce development network to close citing budget cuts and culture change ➡ [More](#)
- ➡ Top doctor calls for ban on 'damaging and misleading' celebrity social media ads ➡ [More](#)
- ➡ Patients avoid 7,500 nights in hospital with 'tailored' home help scheme ➡ [More](#)

# Events for your diary!

Upcoming local health and social care related events.

## Healthwatch Coffee Morning!

Thursday 14<sup>th</sup> February

*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.

## Safeguarding Adult Board Forum

Tuesday 26<sup>th</sup> February

*2pm- 4pm, 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!

## Patient Experience Panel Open Day!

Wednesday 6<sup>th</sup> March

*10am - 12pm, Waltham Forest Resource Hub Central, 1 Russell Road, London, E10 7ES*

An opportunity for local residents and professionals to get involved in scrutinising local health and social care services. No previous experience required - everyone welcome!

For information:

 020 3078 9990 or  [info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk)

## Other Scheduled Events...

20<sup>th</sup> February, The 'Visually Prepared' Event (more on page 9)