

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: Leytonstone Station

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... plus more!

020 3078 9990
www.healthwatchwalthamforest.co.uk
info@healthwatchwalthamforest.co.uk
Waltham Forest Resource Hub (Central), 1 Russell Road, E10 7ES
Twitter: @Healthwatch_WF

Contact us for alternative formats

Contact Us

➔ Healthwatch Update

Welcome to our October and November newsletter.

We want to welcome Agata Arcimowicz, our new Volunteer Coordinator. Agata will be working on volunteer recruitment, and development. I am sure that you will get to know Agata in time.

We are also recruiting for a new part time Outreach Officer. Interviews will be in October. We hope to have the new person in post by the beginning of November.

Engagement is really important to us. Our role is to champion the patient and public voice in health and social care in Waltham Forest. To do that we need to hear from you.



Your feedback can help shape your local services

We would like to ask you three questions....

What is important to you in terms of health and social care?

What are your experiences of health and social care services in the borough?

What areas of health and social care should we focus on?

Please send your responses by 16th November 2018:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“The community midwife was fantastic!”

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

➔ Dates to Remember

As always there is a lot happening in Waltham Forest. I hope that you find events that are of interest to you.

PPG Forum

Open to all GP patients living in Waltham Forest.
Topic; Waltham Forest Phlebotomy Services:



PPGs 'give patients a voice'

➔ Wednesday 14th November, 6pm - 8pm

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

Light refreshments provided and limited parking.
To register please contact the Healthwatch office.

“I need to be involved in decisions about me.”

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

Safeguarding Adults Board (SAB) Forum

Open to all residents and CVS organisations with an interest in Safeguarding:

➔ Thursday 29th November, 10am - 12pm

➔ Waltham Forest Town Hall (Room TBC)

Light refreshments provided. To register or to suggest agenda items please contact Joyce Osei, Enter and View Coordinator:

☎ 020 3078 9990

✉ joyce.osei@healthwatchwalthamforset.co.uk

➔ Advocacy Project Volunteer Opportunities

Would you like to shape mental health services in London? Do you have experience of mental health issues as a service user or carer?

The Advocacy Project is looking for passionate service users and carers across London to take part in exciting engagement activities that will help shape and influence the NHS Adult Mental Health Transformation Programme.



Would you like to 'help shape mental health services'?

The programme has six workstreams - increasing access to psychological therapies (IAPT); digital IAPT; early intervention in psychosis; Mental Health in Integrated Care Systems; London Mental Health Transformation Board and perinatal mental health.

They are currently looking for two service user and carer representatives for each of the workstreams, and a wider network of service user and carer representatives to review papers and feed in their views.

They will be training service users and carers to take on the roles and they will receive ongoing support and supervision to make sure that they are genuinely involved in the workstream meetings and planning. There are different levels of involvement to suit the individual. To find out more:

☎ 020 3960 7910

✉ bonnie@advocacyproject.org.uk

“A lack of privacy in reception.”

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

➔ Improvement Leaders Fellowship Programme

Barts Health NHS Trust is running an Improvement Leaders Fellowship Programme with 'Collaboration for Leadership in Applied Health Research and Care' (CLAHRC).

The last fellowship was in 2017 and a number of Barts Health staff went through it. For the 2018 cohort they want to have more of a focus on getting patient involvement in the fellowship and offer up half of the places on the fellowship to patient reps.

Successful fellows will undertake a programme of leadership development and will collaborate on an improvement project within Barts Health NHS Trust.

The Fellowship involves a 12 month bespoke programme of seminars and workshops. To find out more, get in touch:

☎ 020 3594 1165

✉ Rachel.Huck@bartshealth.nhs.uk

“Weekend opening helps as I work long hours.”

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

➔ Introducing 'Critical Care Survivors'

Introducing a research collaborative of experienced critical care researchers and clinicians (doctors, nurses and psychologists).

The group is interested in improving psychological recovery after critical illness. Find out more at their upcoming event:

➔ Friday 19th October, 1.00 - 3.00pm

➔ Central London (TBC)

They are also looking for one person to be part of a study group on a longer-term basis. You would need to be over 18 years and have been a patient in an Intensive Care Unit (ICU) in the UK (for at least 5 days) 1-5 years ago.

To find out more:

☎ 01707 285819 or ✉ natalie.pattison@nhs.net

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



Many people suffer with muscular aches and pains

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 their 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. Physical touch like massage makes sense to most people.

“We need a genuine choice on referral.”

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

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! Find out more online. ➡ [More](#)

➡ Consultation on Food and Drink Labelling



We need to be 'clearer about calories'

The Department of Health and Social Care is seeking views on making places that serve food and drink outside of the home show calorie information (calorie labelling).

For example, this could include on menus in cafes, restaurants, pubs, coffee shops and takeaways.

It also asks for views on which businesses and products should have to display calorie information; what information should be displayed alongside information about calories; where this information should be displayed; how businesses can put this into practice and whether they will face any issues or obstacles in doing so. The purpose of calorie labelling is to make sure that people have clear and accurate information about the calorie content of the food and drink that they and their families are eating when dining out. ➡ [More](#)

➔ Review of Blood Testing 'Highlights Benefits'

Improvements to the blood testing service in Waltham Forest have enabled clinics to open longer and more patients to be seen, according to a review by local NHS commissioners.

The new community blood testing service - delivered by North East London NHS Foundation Trust (NELFT) was launched in November last year and since then more than 100 comments have been received from patients, GPs and local people which have been listened to and acted upon.

The service was redesigned by NHS Waltham Forest Clinical Commissioning Group (CCG) using feedback from Healthwatch Waltham Forest and patients' comments.



Patients 'like to know the length of wait'

For example, people said they wanted longer opening hours, more phlebotomists, and changes to the waiting system so they knew how long they would wait or how to rebook an appointment.

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

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

A recent review by the CCG (published in full on the CCG's website) shows that in its first six months, the service saw around 6,000 more patients than in the same period a year ago.

More than half of all bookings by patients and the public are being made using the service's online booking system, which enables people to select their own appointment in advance. ➔ [More](#)

➔ Woman's Aid - Creating 'Change That Lasts'

Do you know what to say if someone tells you about a harmful relationship? Do you want to raise awareness of what a healthy relationship is? Do you want to be a 'Change That Lasts Community Ambassador'?



Could you be a Community Ambassador?

Women's Aid is working to bring Change that Lasts into our community. They are building a team of Community Ambassadors to raise awareness and give the right response to survivors of domestic abuse.

Speaking out about domestic abuse can be difficult. Many women fear that they won't be believed, or that they will be blamed. We want to change that.

Through training and ongoing support, Change that Lasts will increase the confidence of local people to provide the right response to survivors of domestic abuse, including how to best signpost them to local specialist services.

Change that Lasts is made up of three main schemes that involve the whole community in taking a stand against domestic abuse.

These schemes, entitled 'Ask Me, Trusted Professional and Expert Support' will ensure that survivors and their children can access help wherever they disclose abuse.

Each scheme will help women and children to reach safety, freedom and independence. ➔ [More](#)

“The welfare of carers is very important!”

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

➔ Minor Ailments Service in Community Pharmacy

The minor ailments service in community pharmacy was designed to serve vulnerable populations, including children and older people, to reduce visits to A&E and GPs. It also takes account of patient choice and rights enshrined in the NHS core principles and values, in particular that it meets the needs of everyone; is free at the point of delivery and is based on clinical need, not ability to pay.



Community pharmacies can assist with 'minor ailments'

Minor ailments are self-limiting, conditions that require little or no medical intervention and are usually managed through self-care and the use of products that are available to buy without a doctor's prescription. In North East London, consulting and advising on the treatment of minor ailments has always been a core service provided by community pharmacists.

Between 100 and 150 million GP consultations per year are for conditions that are potentially self-treatable, recent research (Proprietary Association of Great Britain (PAGB) and Pharmacy First – Liberating Capacity March 2016) shows that up to 40% of GP time is taken up dealing with patients suffering from minor ailments. To find out more:

☎ 01277 849 219 or ✉ marc.krishek@nellpc.org.uk

➔ Friday Flicks!

Introducing Friday Flicks at Leytonstone Library. A must for any movie fan!

- ➔ Every 1st and 3rd Friday of the month, 2.00pm
- ➔ Leytonstone Library, 6 Church Lane, E11 1HG

No need to book, just drop in! To find out more:

☎ 020 8496 3000

➔ Cervical Screening for FGM Survivors

The first walk-in clinic in England offering cervical screening tests to women who have experienced female genital mutilation (FGM) has opened at Whipps Cross Hospital.

According to NHS Digital there were 5,391 newly recorded cases of FGM reported in England in 2016-17 with almost half of all cases relating to women and girls living in London.

The clinic, run by Barts Health NHS Trust, in Waltham Forest gives local women the opportunity to use a convenient walk-in service with an FGM specialist gynaecologist, psycho-social practitioner, an FGM specialist midwife, a female FGM trained sample taker and access to an interpreter.



Clinic Lead, Dr Reeba Oliver

Dr Reeba Oliver, a Barts Health NHS Trust Consultant Obstetrician and Gynaecologist who is running the clinic said, "The clinic offers a specialist service for FGM survivors, particularly those who avoid having a cervical screening test because of the fear that a vaginal examination evokes due to the psychological trauma they have experienced. Additionally, in some cases an examination and smear is only possible after deinfibulation and the clinic offers this minor operation on the same day."

The walk-in clinic will be held on the final Monday of the month from 9am-12pm at the Perineal Clinic, Area A, Outpatients building, Whipps Cross Hospital, Leytonstone, London E11 1NR.

"Staff need awareness of different cultures."

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

➡ BETTER Club Games 2018 - 'Are You Ready'?

The annual BETTER Club Games for over 55 year olds to take part in a friendly competition returns for 2018 at the iconic Copper Box Arena.

Transport will be provided if needed with the team hoping to improve on its 4th place finish in 2017:

➡ Wednesday 10th October, 9.30am - 4.00pm

➡ Copper Box Arena, E20 3HB



Features a timed swim and much more!

The event features Badminton, Darts, Dominoes, Short mat Bowls, Short Tennis, Table Tennis, Timed Cycle and a Timed Swim.

If you think you have what it takes, then do get in touch today!

✉ simon.hemmings@gll.org

“My pharmacist had the answers.”

Join us today and have your say!

➡ Cook Better Than the Takeaway!

Introducing free, fun and easy lessons:

➡ Fridays 28th Sept - 19th October, 11am - 1.30pm

➡ Baptist Church, 65 Blackhorse Road, E17 7AS

Includes a free lunch! To find out more:

☎ 07914 803530

✉ wforest@bagsoftaste.org

➡ We Need You... Opportunities at E4!

Introducing community events and drop-ins from the E4 local area team:

➡ Drop-In: Mondays 1.30pm - 4.00pm

➡ South Chingford Community Library, E4 8LP

Also...

➡ Feel Good Walk & Talk, Tuesdays 11am - 2.30pm

➡ Ridgeway Park, Old Church Road, E4 6RS

Their ambition is that everybody enjoys a quality life, so do come along!

Volunteers Needed...



Volunteering is fun, rewarding and worthwhile!

Friendly volunteers are needed in Chingford to help out on their growing number of exciting projects.

Want to make your dream come true?

Would you like to run a club at the Hornbeam Lodge? Would you like to be the leader of some of their sessions? Have you got an idea that could be developed into a community project? They'd love to hear from you and help make it happen.

To find out more contact Elizabeth:

✉ lodge.hornbeam@gmail.com

“I feel involved in my care planning.”

Join us today and have your say!

➡ The 'Sing 17' Day Choir

Raise your voice and lift your spirits at the 'Sing 17' Day Choir!

➡ Wednesdays - 2.00pm - 3.00pm

➡ St Gabriel's Church



Singing can improve your health and wellbeing

Starts Wednesday 26th September. To find out more, get in touch or visit the website. ➡ [More](#)

☎ 07813686980

✉ we.are.sing17@gmail.com

“They treat symptoms,
not the root problem.”

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

➡ Leytonstone Locals

Introducing the Leytonstone Locals, a monthly social for anyone who'd like to get to know neighbours a little better. The next event:

➡ Tuesday 2nd October, 6.30pm - 8.00pm

➡ The Northcote, 110 Grove Green Road

Everyone welcome - just turn up! Look out for the red spotted cap on the table.

For more information contact Carolyn Sellick, Waltham Forest Local Area Coordinator:

☎ 07944 831 961

✉ Carolyn.Sellick@walthamforest.gov.uk

➡ Priory Court Events

Check out these latest activities from Priory Court.

Over 50's Open Day

➡ Thursday 11th October, 12.00pm - 2.00pm

➡ Priory Court Community Centre, E17 5NB

Features Stakeholder stalls with information on what is available in the area to over 50s, free activity tasters and demonstrations including floristry, neck and shoulder massages and more.

Light refreshments, tea and coffees available.

Afternoon Tea

Afternoons designed to bring together the over 50s community to help fight isolation and loneliness:



Come on in for tea, biscuits and company!

➡ Fortnightly from Monday 22nd October, 2pm-4pm

➡ Priory Court Community Centre, E17 5NB

Come along, whether it be to meet friends, socialise or interact with other residents, whatever the reason, be our guest! FREE Tea, Biscuits and Cakes!

To find out more:

☎ 020 8531 0380

✉ engagement@walthamforest.gov.uk

“A lovely experience at
maternity.”

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

➔ Introducing Forest Radio

Introducing Forest Radio, a local independent group.

They want to cover the issues that affect Waltham Forest people in whatever way, whether they be of a local, national or international kind.

They also provide a platform for showcasing local musical and other talent and simply discuss what interests and involves the people of our borough.

Welcome to a 'new era' of internet broadcasting!
This is your local Internet radio station - make the most of it!



The radio team, passionate about local issues!

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

Latest Newsletters

➔ NICE - Public Involvement Update, August 2018 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ The Latest News from the Waltham Forest Echo ➔ [More](#)
- ➔ Record numbers of people getting urgent NHS help over the phone ➔ [More](#)
- ➔ Extra support pledged for GPs this winter ➔ [More](#)
- ➔ Importance of 'community connector' services highlighted in UK loneliness study ➔ [More](#)
- ➔ Public asked for views on calorie labelling when eating out ➔ [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](#)
- ➔ Hospitals to receive £145 million to prepare for winter demand ➔ [More](#)
- ➔ What Works Centre launches £2m fund to explore devolving budgets to social workers ➔ [More](#)
- ➔ New logistics contract to help centralise delivery services for NHS trusts ➔ [More](#)
- ➔ Guidance to help NHS patients benefit from digital technology ➔ [More](#)



Would you like to meet new people
over a cuppa and a chat?

Come to our new coffee mornings!

Healthwatch Waltham Forest would like to invite you to
attend our Coffee Mornings on:



Thursday 11th October

Thursday 25th October

Thursday 8th November

Thursday 22nd November



Date: Every second Thursday starting; Thursday 27th September,
Time: 11am - 1 pm

Venue: Waltham Forest Resource Hub (central)

1 Russel Road London, E10 7ES

To book a place or for more information:



Info@healthwatchwalthamforest.co.uk



020 378 9990



Healthwatch_WF



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



In Partnership with



Events for your diary!

Upcoming local health and social care related events.

Walthamstow Wetlands Walk

Wednesday 3rd October

11am - 2pm, Walthamstow Wetlands, 2 Forest Road, London, N17 9NH

A 5km walk around the capital's largest urban wetland nature reserve, providing a special home to many important wildlife species. Please feel free to bring along a packed lunch, should you wish!

Healthwatch Coffee Morning!

Thursdays 11th and 25th October

11am - 1pm, Waltham Forest Resource Hub Central, 1 Russel 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

For information:

 020 3078 9990 or  info@healthwatchwalthamforest.co.uk

Other Scheduled Events...

Fridays 28th September - 19th October, Cook Better Than the Takeaway! (more on Page 7)
2nd October, Leytonstone Locals (Page 8)
10th October, BETTER Club Games 2018 (Page 7)
11th October Priory Court Over 50's Open Day (Page 8)
19th October, Introducing 'Critical Care Survivors' (Page 3)
14th November, PPG Forum (Page 2)
29th November, Safeguarding Adults Board (SAB) Forum (Page 2)

Regular Events...

Every 1st and 3rd Monday of the Month, Friday Flicks! (Page 6)
Every Monday, South Chingford Community Library (Page 7)
Every Tuesday, Feel Good Walk & Talk (Page 7)
Every Wednesday, The 'Sing 17' Day Choir (Page 8)
Fortnightly Mondays, from 22nd October, Afternoon Tea at Priory Court (Page 8)