

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: Leyton Flats

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... plus more!

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Contact us for alternative formats

Contact Us

➡ Volunteering Update!

Outreach volunteer Sheila writes “Hey I am Sheila and I have been in this borough since 2017. I am a Public Health postgraduate from London Metropolitan University. I work as a support outreach volunteer at Healthwatch Waltham Forest.



Sheila, Outreach Volunteer

I aspire to explore more of the community and know people’s experiences about the services they have been accessing. I would definitely like to see myself contributing for people’s wellbeing and health.”

Office Volunteer David Hastings writes “I am an admin volunteer with Healthwatch Waltham Forest. Originally from Norfolk, I have lived in Waltham Forest since 2001. My background is in government statistics. I am entering patient experiences into the database, plus any other admin that is required. I am interested in using my analytical & data presentation skills to contribute to Healthwatch reports.”

“Online booking saves so much time!”

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

Volunteers Required!

We are looking to recruit an Administration Support Volunteer. Duties include use of the database and general office assistance, and tasks can be adapted to suit the volunteer’s needs & interests.

To find out more, contact Agata:

☎ 020 3078 9990

✉ agata.arcimowicz@healthwatchwalthamforest.co.uk

➡ Job Vacancies...

We are currently recruiting for two posts:

Outreach Officer Post

The Outreach Officer will deliver targeted outreach work in Waltham Forest, engaging with community groups, forums and hard to reach groups to identify key local health issues and promote the work of Healthwatch Waltham Forest.

The successful candidate will be responsible for Healthwatch Waltham Forest’s outreach and engagement programme. £20,000 pro rata.



Healthwatch engages with local people

NHS Complaints Advocate Post

YVHSC are looking to recruit a qualified Advocate in Waltham Forest to work within the borough, to deliver the NHS Complaints Advocacy service alongside Healthwatch Waltham Forest.

The post is part-time, 3 days weekly, and will be based at the Healthwatch offices in Waltham Forest. 21 hours per week, £22,000 - £25,000 pro rata.

The closing date for both positions is Friday 13th September.

To find out more, contact the Healthwatch office:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“Medication delay at discharge!”

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

➔ Outreach and Projects Update

Outreach Officer, Jade Brown writes "Since the last newsletter in April, I have been involved in more Patient and Participation Group (PPG) meetings. I have also attended some practice-led PPG forums at The Firs, Dr. Kiyani Medical Practice and SMA Medical Centre. The Healthwatch PPG Forum meets regularly - it is a good opportunity to discuss all matters regarding local GP practices." To find out more about the Forum, contact the Healthwatch office.

➔ Healthwatch Coffee Morning!

Volunteer Coordinator, Agata Arcimowicz writes "Do you feel lonely or isolated? Did you recently move to Waltham Forest and are you looking for a place to meet new people? Hello everyone! My name is Agata and this year, as one of my projects, I will be organising Coffee Mornings for local residents.



A 'great opportunity' to meet new people

The next events are booked for the following Thursdays:

- ➔ 15th August, 26th September, 24th October, 11am
- ➔ Resource Hub (Central), 1 Russell Road, E10 7ES

The coffee mornings are a great opportunity to meet new people in a safe and supportive environment. All meetings are very relaxed and informal. You don't need to book anything, just come along and join in anytime between 11am - 1pm!" To find out more, contact the Healthwatch office.

"I want to be involved in decisions about me."

Join us today and have your say!

➔ Enter & View Urgent & Emergency Care Project

Enter & View Project Coordinator, Joyce Osei writes "Our Enter & View team have been busy working on our largest project yet - an Urgent & Emergency Care project at Whipps Cross hospital and beyond, aiming to capture patient experience of people using Urgent and Emergency Care services to identify key themes, trends and areas for improvement, as well as identify best practice.



Joyce Osei, Enter & View Project Coordinator

Our team have conducted 18 visits to various departments, units and services over a three month period, including the local Rapid Response Team local extended Access Hubs. Thank you to our fantastic reps for making these essential visits work so well!

➔ Safeguarding Adult Board Forum

Would you like to hear more about Adult Safeguarding in your community? Then please join us at our next residents Safeguarding Adult Board Forum.

This is a quarterly meeting for local residents and local sector professionals to help prevent, detect and report suspected cases of abuse and neglect, also, for residents to share their views which are then shared with the council giving a public voice to the Safeguarding Adult Board business meetings. A few of the topics covered so far include; self neglect, modern slavery and cuckooing.

The next meeting will be held on the week commencing 9th September (to be confirmed) and will be an evening meeting. To find out more:

☎ 020 3078 9990

✉ joyce.osei@healthwatchwalthamforest.co.uk

➡ New Chair of Waltham Forest CCG

Waltham Forest Clinical Commissioning Group (CCG) has appointed Dr Ken Aswani as the new Chair of the Governing Body.

Dr Ken Aswani is an experienced local GP and has been the CCG's Clinical Director for Leyton & Leytonstone for the last three years, involved - among other things - in the commissioning of three urgent care treatment centres across the Barts Health sites.

The CCG has also appointed three further GP members to the Governing Body.

Dr Shalini Kavar - appointed the Clinical Director for Walthamstow. She has been working at St James Medical Practice since 2010, with an interest in patients with vulnerabilities including new mothers and babies.



The CCG plans and funds our local health services

Dr Johra Alam - appointed the Clinical Director for Chingford. She has been the Clinical Lead for urgent care for the past seven years and has helped to improve services such as the referral line, ambulatory care and the community DVT pathway.

Dr Thaven Chetty - appointed the Clinical Director for Leyton and Leytonstone. He has worked as a Waltham Forest GP for over eight years and has held clinical director roles in respiratory, prescribing and digital, and is active in GP education.

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

“The midwife was right there for us.”

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

➡ Proposal to Close Local GP Practice

Dr Ivbijaro of Waltham Forest Community & Family Health Services proposes to close its branch GP surgery at Forest Road Medical Centre. The practice intends to consolidate onto one site at Wood Street Health Centre.



The proposal could deliver 'better access' to specialists

At present the majority of primary medical services are delivered from Wood Street Health Centre, which is the main practice site and is the central base for both clinical and administrative staff.

The service is consulting with patients on the proposal. For more information and to be kept up to date please visit the practice website. ➡ [More](#)

“They treat symptoms, not the root problem.”

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

In a recent Care Quality Commission (CQC) inspection the practice was rated as 'Inadequate', as well as Dr Dauod Yosuf Shantir at Forest Road.

Your Views Matter!

Healthwatch Waltham Forest was able to share feedback about both services with the CQC, who conducted the inspections and passed the ratings.

Healthwatch aims to ensure that local services reflect and meet local needs. If you would like to share your views on a health or social care service, contact the office today!

➔ North East London Early Diagnosis Centre

Local NHS leaders have secured funding to open a new early diagnostic centre in March 2020. It will be the first of its kind nationally.



The second phase 'will include MRI facilities'

The Early Diagnosis Centre (EDC) will be based at Mile End Hospital (part of Barts Health) but will be for anyone in North East London. The centre will initially include endoscopy, ultrasound and CT facilities, but the second phase will include an MRI.

The centre aims to make it easier for local people to access tests and diagnostics, both within the Early Diagnostic Centre and at local hospitals.

It also aims to standardise processes across north east London, so wherever a diagnostic test takes place, you can expect the same quality of care.

“I prefer to see my own GP.”

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

The new centre may also offer more choice when booking appointments, and create additional training and research opportunities for staff.

Your Views?

Patients and local residents can get involved in the development of the new centre by filling in an online questionnaire. ➔ [More](#)

To find out more:

✉ sarah.watson59@nhs.net

➔ Moorfields Consultation

A formal public consultation has been launched on a proposal to move Moorfields Eye Hospital's City Road services to a new centre bringing together 'excellent eye care, ground-breaking research and world-leading education in ophthalmology'.

The consultation launched on 24th May and will run until 16th September 2019. It is being led by NHS Camden Clinical Commissioning Group (CCG) on behalf of all CCGs, together with NHS England Specialised Commissioning.



Bringing together services, research and education

Eye care services would move to the new centre, along with Moorfields' partner in research and education, the UCL Institute of Ophthalmology and Moorfields Eye Charity. The proposed new centre would be a development on land at the site of St Pancras Hospital, just north of King's Cross and St Pancras stations in central London. If the move were to go ahead, Moorfields and UCL would sell their current land at City Road and all proceeds of the sale would be reinvested in the new centre.

Eye patients in Waltham Forest are currently and will continue to be referred to Moorfields and the consultation team is keen to hear the views of as many service users and families, local people, staff and other stakeholders as possible during the consultation period.

The full consultation document, survey questions and additional information on the consultation are available online. ➔ [More](#)

“Our social worker was very informative.”

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

➡ Introducing Primary Care Networks

As of 1st July 2019, seven Primary Care Networks (PCN) have successfully been formed in Waltham Forest, as per the requirements of the NHS England Network Contract Directed Enhanced Service (DES).

All of the 40 practices within the borough are included and there is a clinical director/s appointed for each.

Primary Care Networks are a key building block of the NHS long Term Plan, bringing general practices together to work at scale and focus on delivery; to provide a wider range of services to patients in a coordinated way across communities.



Aiming to integrate health and care services

This includes social care, health, community and voluntary services and integrated advice and guidance services. The Networks aim to easily integrate with the wider health and care system and improve the ability to recruit and retain staff.

PCN's will also be the footprint around which integrated community-based teams will develop, and community and mental health services will be expected to configure their services around primary care network boundaries. These teams will provide services to people with more complex needs, providing proactive and anticipated care. To find out more:

☎ 020 3688 2604

✉ wfccg.communications@nhs.net

“Parking at the hospital can be a challenge.”

Join us today and have your say!

➡ A Message for PPG Chairs...

Annie Robertson, Engagement Manager at Waltham Forest Clinical Commissioning Group (CCG) writes:

“I’m looking after patient & public involvement for the CCG and I’m hoping that I can build a stronger relationship with the PPG network, learn from you, and help groups that require assistance.



Annie Robertson, Engagement Manager

I look forward to working with you all more in the future.

Caroline White, our Lay Member for Patient & Public Engagement, and I would love to be invited to one of your PPG meetings.”

Please get in touch to find out more!

✉ annie.robertson1@nhs.net

➡ Whipps Cross Hospital Open Day

Barts Health welcomes you to attend the Whipps Cross Hospital Open Day:

➡ Wednesday 18th September, 11am - 4pm

➡ Whipps Cross University Hospital (Outpatients)

The event provides an opportunity to hear about the many services on offer, as well as getting to see it all in action. All welcome!

The Barts Health Annual General Meeting follows on the same day (6pm at Mile End Hospital).

There will be an update on the progress Barts Health is making in hospitals across the group, followed by questions and refreshments.

➔ SUMMIT Study - Lung Health Checks Project

Introducing the SUMMIT Study - delivered by University College London Hospitals (UCLH) and UCL, it's the largest ever lung cancer screening project to run in the UK. Delivery sites include King George Hospital, Mile End Hospital, UCLH and Finchley Memorial Hospital.

The project aims to increase early detection of lung cancer among at-risk Londoners in north and east London, improving chances of treatment and survival and provide evidence which will inform a potential lung cancer screening programme.



The 'largest ever' lung cancer screening project

It also aims to support the development of a new blood test for the early detection of multiple cancer types including lung cancer. Through this study, men and women aged 55-77, who live in north and east London and are current or ex-smokers, are being offered a free lung health check by their local GP Practice. The team is inviting all practices in north and east London to participate. ➔ [More](#)

➔ Restorative Dental Commissioning Standard

NHS England and NHS Improvement have produced a 'commissioning standard' for commissioners of restorative dentistry in England.

It is intended to ensure that they are improving access to care, based on patient needs, with high-value health outcomes for patients. ➔ [More](#)

“The receptionists do a difficult job.”

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

➔ Supporting Carers at Whipps Cross

Marie Clough, Patient Experience Lead at Whipps Cross Hospital writes “Creating a hub to support carers of patients at Whipps Cross is a long held ambition.

On 10th July we held a workshop at Whipps Cross attended by over 40 people to start thinking about what the hub would look like and what we needed to get there.

We heard from patient and staff carers about the challenges they faced and what they would like from the hub and how vital it is for them to have somewhere to go to receive support and guidance or just someone to talk to. We also heard from staff about how they work with carers and the challenges and benefits that this brings.



A 'lovely bright environment' for patients and carers

There were some fantastic ideas about offering activities and pampering sessions for carers but also health checks and access to organisations that support them and their loved one once they are discharged home.

We have initially thought about the Hub being in the Connaught Day Centre, a lovely bright environment with access to outside space. We are concentrating first on supporting carers of older people who are highly represented at Whipps Cross - we will then look to broaden the scope to all carers.

We will be pulling all the ideas together to look at next steps and will hold another workshop later in the year to start thinking practically about making it happen.”

To get involved, or to find out more:

☎ 020 8539 5522 EXT 6340

✉ marie.clough2@nhs.net

➡ Creative English Sessions

From Faith Regen Foundation, a charity delivering a range of social welfare projects including education, training, employability projects, domestic violence and mental health support and much more.

They have been delivering Creative English for several years now. This year in addition to funding for Tower Hamlets and Newham, they have been awarded funding for Waltham Forest.

The Creative English programme was developed to support people with little or no English language skills. Classes are delivered over 5-7 weeks (around 20 hours total) in groups of around 6-10 people.



Open both books and doors with improved English!

Feedback is over 95% positive and demonstrates improved confidence and ability to use English more in day-to-day scenarios. To find out more, get in touch or visit the website. ➡ [More](#)

☎ 07400681008 (Tanha) or 07574 521467 (Ashak)

➡ Activities at Age UK!

Age UK Waltham Forest offers a variety of activities, including Table Tennis for the Over 50s, Tea and Cake Quiz Afternoon, Topical Talks, 'Bolly Fusion' for Seniors and a monthly Book Club. To find out more:

☎ 020 8558 5512

✉ info@ageukwalthamforest.org.uk

“The phone is engaged constantly!”

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

➡ Focus on Dementia Network

Introducing the 'Have Your Say' group from Alzheimer's Society Waltham Forest.

The aim of the group is to enable people living with dementia to give their views on services being developed by the Alzheimer's Society and local services and issues here in Waltham Forest.

The group meets once a month on Wednesdays from 11am - 1pm at Sidmouth House, 25 Sidmouth Road, Leyton, E10 5QZ. To find out more:

☎ 020 8556 8171

✉ walthamforest@alzheimers.org.uk

➡ Herbal Healing Traditions

Are you interested in how herbs can improve our health and wellbeing? Would you like to hear from people in other communities and faith groups about the ways they use herbs - at the same time as sharing your own experiences and having fun?



Herbs can make 'a healthier, happier community'!

Join Herbal Healing Traditions in a new herbal knowledge exchange project to bring together local people and make a happier, healthier community.

There will be 5 free evening sessions between June and September, each based around a particular health theme - seasonal ailments; kitchen remedies; herbal first aid; growing herbs at home; and one on a theme that we will decide together.

And there will be 2 outdoor sessions: a guided herb walk in Lloyd Park, and a gardening session in a community plot.

Facilitated by medical herbalist Rasheeqa Ahmad, of Hedge Herbs. ➡ [More](#)

➡ Introducing Aislinn!

Healthwatch intern Aislinn Sanchez writes "Hi, I'm 21 years old and I'm from Kansas. I am a fourth year senior at Baker University and I am interning at Healthwatch Waltham Forest for six weeks.



Intern Aislinn Sanchez

I will be working on special projects and assisting with any other tasks that are needed. After I graduate, I hope to move to London and work at a non-profit organisation."

To find out more about interning for us, contact the Healthwatch Waltham Forest office.

➡ 6 Week Free Yoga Course!

Age UK Waltham Forest have teamed up with a wonderful volunteer and OrganicLea to bring you something a bit different!

From 24th July they are offering a 6 week free feel good course at the OrganicLea Site in North Chingford. It starts by having lunch, which is made on site from the organically grown produce, followed by some gentle chair-based yoga led by volunteer Katriye. After the yoga you can take part in some gentle gardening tasks if you wish.

Suitable for all including beginners. Chair Yoga is a gentle and relaxing form of yoga. Some of the benefits include improved joint mobility and strength, improved balance and stability and supports the whole system for a great nights sleep.

Unfortunately they can't supply transport. Classes will be small - therefore booking is essential:

☎ 020 8558 5512

✉ e.tozer@ageukwalthamforest.org.uk

➡ What do Patients 'Really Think' of the NHS?

In an article for the British Medical Journal, Paul Baker writes "As language experts, that was the question my colleague Gavin Brookes and I set out to answer when NHS England tasked us with making sense of comments that patients leave online.

It was no easy task - we collected a total of 228,000 comments from the NHS Choices website, coming in at a huge 29 million words. Our findings have now been published in the BMJ and as a book.

Using computer software to detect the most common uses of language, and then analysing certain types of comment in detail, we spent three years working on the data.



Surgeons are 'almost universally praised'

It's taught me more about what it means to be human than any other project I've worked with.

It also reveals how some staff, such as surgeons, are almost universally praised, while others, particularly receptionists, unfairly take the flak when the system breaks down.

The language used reveals that patients like predictability - they have a set of expectations and are generally happy if they're met. They appreciate fair play and 'quietly monitor' the order in which people in the waiting room are seen."

Read the full article online. ➡ [More](#)

"I can have tea in my room when I like."

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

➔ Diabetes and Healthy Eating - A Guide

Introducing 'Enjoy Food' from Diabetes UK, their healthy eating resource for everyone - whether you have Type 1, Type 2 or another type of diabetes. It's also relevant if you are newly-diagnosed or have been told you are at risk of diabetes.

You'll find advice and tips on everything from healthy swaps, understanding food labels, how to cook healthier meals, meal planning and shopping on a budget.

If you're in need of healthier mealtime inspiration, go to their recipe finder.



Includes tips, tricks, tasty recipes and more!

Visit the Diabetes UK website today. ➔ [More](#)

Latest Newsletters

➔ NICE - Public Involvement Update, July 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](#)
- ➔ "More staff not enough - NHS must also be best place to work" says new NHS people plan ➔ [More](#)
- ➔ New NHS online support for Type 2 diabetes ➔ [More](#)
- ➔ 'NHS Skype doctors and nurses' prevent thousands of avoidable hospital trips ➔ [More](#)
- ➔ 'A three month career break stopped me quitting social work' ➔ [More](#)
- ➔ NHS hands 50,000 people control of their own care ➔ [More](#)
- ➔ 'We are fighting for funding' - examples from social workers of the impact of care cuts ➔ [More](#)
- ➔ NHS 111 prevents more than 12 million unnecessary A&E visits ➔ [More](#)
- ➔ Does social work need to rethink what counts as evidence-based practice? ➔ [More](#)
- ➔ Thousands more GP staff recruited across England ➔ [More](#)
- ➔ NHS invests £5 million to improve care for people with a learning disability ➔ [More](#)
- ➔ Amanda Pritchard appointed NHS' Chief Operating Officer of NHS Improvement ➔ [More](#)
- ➔ NHS England funds £2million to boost system-wide leadership development ➔ [More](#)
- ➔ National Heroes Service: GPs told 'our veterans need you' ➔ [More](#)
- ➔ NHS rolls out staff retention scheme as part of the Long Term Plan ➔ [More](#)
- ➔ Social work sector must embrace technology or risk being 'left behind' ➔ [More](#)
- ➔ England's top midwife warns 'tens of thousands' still smoking during pregnancy ➔ [More](#)
- ➔ Expected implementation date for DoLS replacement model announced by care minister ➔ [More](#)
- ➔ Children's hospices to receive £25 million a year as part of NHS Long Term Plan ➔ [More](#)
- ➔ NHS sets out 'care for young carers' offer in GP surgeries ➔ [More](#)
- ➔ Big drop in autism-specific training for staff carrying out Care Act assessments ➔ [More](#)
- ➔ NHS survey says nine out of 10 patients have 'confidence and trust' in their GP ➔ [More](#)
- ➔ Social Worker of the Year Awards 2019 open for entries ➔ [More](#)
- ➔ Minister moves to dampen expectations of social care green paper after two-year delay ➔ [More](#)
- ➔ New ways of working to free up doctors as part of the NHS Long Term Plan ➔ [More](#)

Healthwatch Waltham Forest would like
to invite you to the

Health and Wellbeing Board Forum

Taking place on:

Tuesday 20th August, 5.30 pm to 8pm.

We will be discussing;

- 1) Children's Health and Wellbeing Sub Committee
- 2) Children's Commissioning

If you live or work in the borough,
then this meeting is for you.

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

Light refreshments available from 5.30 pm.
Limited parking on site.

To book please contact:



Info@healthwatchwalthamforest.co.uk



020 3078 9990



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