

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: Leaves at the Park

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Contact us for alternative formats

Contact Us

➡ Experience of Services, Q2 2019

Our latest quarterly reports show that the vast majority of local people receive good quality, compassionate treatment and care from their NHS services – whether that is Whipps Cross University Hospital, the GP or Dentist.



On the whole, staff are compassionate and supportive

Feedback also suggests that patients feel supported and involved on the whole, with good levels of communication.

While staff are working hard, people tell us that waiting times are longer than they had expected, with basic access – such as ability to phone and make appointments a problem for many.

“Booking online saves so much time!”

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

As part of our work we compare local services with those in nearby boroughs. We find that Whipps Cross does very well when compared with similar hospitals and this has been a long term trend.

Our latest report suggests overall satisfaction is 3% above the regional average with most departments, including A&E & Maternity doing well. View our latest reports on the website. ➡ [More](#)

Join our Patient Experience Panel...

If you would like to be part of our team that examines local services, contact the Healthwatch office today!

➡ Introducing Carla!

If you need support, advice or guidance to make a complaint about an NHS service in Waltham Forest, Healthwatch Waltham Forest may be able to help. Joining us recently is Carla Sena, our new NHS Complaints Advocate.

Carla says "I would like to take this opportunity to introduce myself; my name is Carla Sena and I recently started working as the NHS Complaints Advocate at Healthwatch Waltham Forest. I have previous experience working in the NHS and I also have a degree in Genetics.



Carla Sena, NHS Complaints Advocate

I feel strongly about the standards of quality care that the NHS funded services have to provide to the public. Overall, I feel satisfied and grateful with my experience as a patient in the NHS but there have also been instances in the past where I felt that the care I received could have been better.

It is very important as a patient to voice your concerns and where necessary make a formal complaint. This process gives the service provider an opportunity to evaluate the findings and implement measures that will improve the service and as a result benefit the users. In my role, I am able to support local residents by means of providing guidance and advice and where necessary, advocate on their behalf. I am hoping my support can help empower those in the community who want their voice to be heard." To find out more, contact the Healthwatch office.

“GPs and Pharmacists should work together.”

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

➔ New Report: Gaming the System

The overwhelming majority of children (93 percent) in the UK play video games. Yet despite its popularity, the culture of 'gaming'- its rules and its rituals, the varying profiles of players, the risks they face - tends to be spoken of by adults, whether they be policymakers or parents.



The 'overwhelming majority' of children play video games

While children can get great pleasure from playing games, either alone or with their friends, the widespread popularity of gaming and the evolution of gaming from offline to online has raised a number of concerns, such as children being able to talk to strangers or becoming the target of bullying.

Many of these concerns tend to stem from more general concerns about child safety online rather than actual experiences of gaming. There are worries that over-exposure to video game content may have a damaging effect on the development and socialisation of young people, something compounded by concerns about the length of time children spend playing.

A growing concern is around the potential for children to be negatively affected by violent imagery and other inappropriate content. The possible link between gaming and gambling, and the risk of addiction, is also a source of concern.

The Children's Commissioner spoke to children aged 10 to 16 to better understand what they love and what they dislike about gaming and how gaming could be improved for them. ➔ [More](#)

“My GP gave me options about my treatment.”

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

➔ The Navigator Hub

Introducing the Navigator Hub from Waltham Forest Housing Association, a free service for local people aged 50+.

The aim is to help older people to carry on living independently in their own home. They offer support by phone, by making home visits, or you can come to their offices in Walthamstow.

They can help with a range of things, including housing and benefits applications, reducing your debts, finding a GP (family doctor), writing letters and getting access to services provided by other organisations.



Practical advice and support, on a range of topics

In addition, they can help with health and safety in your home, loneliness or isolation, and in many other ways - just tell them what you need!

To find out more, get in touch:

☎ 020 3929 8080

✉ navigatorhub@wfha.org.uk

➔ Training and Events from Redbridge CVS

Upcoming training from Redbridge CVS includes Governance Roles and Responsibilities; How to Write Successful Funding Applications; plus Confidence Building Through Assertiveness.

They also offer much, much more.

For more information, contact the office:

☎ 020 8553 1004

✉ info@redbridgecvcs.net

➔ Help Your Local NHS By Getting Your Flu Jab!

People in Waltham Forest who are most vulnerable to flu are being urged to protect themselves and their family this winter by having the flu vaccination. Flu is a highly contagious viral infection that anyone can catch, and it can be very serious for some. It is most common over the winter period.

Across England last winter (2018/19) 5,505 people were hospitalised and there were 1,692 deaths associated with flu. In Waltham Forest, 66 per cent of over 65s had their free vaccination.



The jab is free for those at increased risk

Getting the flu jab or nasal spray is one of the most effective ways to reduce potential harm from the seasonal flu virus. The vaccination is offered for free from your GP or local pharmacy to those at increased risk from the effects of flu.

Dr Ken Aswani, a local GP and chair of Waltham Forest Clinical Commissioning Group, said "It's vitally important that if you are eligible for the free vaccine, you take up the offer. Flu has the potential to be really serious - causing complications such as bronchitis or pneumonia for those with underlying health conditions, and in some cases it can be fatal, that's why it's so important that people in the high risk groups make an appointment with their GP to get their flu jab.

The vaccine is updated every year to combat the latest strains of the flu virus so if you are in a high risk group and had the jab last year, you will need another one this year." ➔ [More](#)

"The reception team are wonderful!"

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

➔ New Jane Atkinson Health & Wellbeing Centre

Following work which started back in December 2017, and with an investment to date of around £17million, North East London Foundation NHS Trust's (NELFT) plan to provide integrated mental health and physical health services from a modern, purpose built facility has come to fruition.



The new site offers a range of services

NELFT mental health services have been operating out of the various buildings on the Thorpe Coombe Hospital site and community health services are based in clinics from leased premises.

"It's time to talk about mental health."

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

The new development, at 714 Forest Road, now allows for even greater integrated working between NELFT mental health and community teams.

As parking at the new site is limited, staff and visitors are being encouraged to find alternative ways of travelling to and from the site. A number of initiatives have been developed to support this including a fleet of NELFT electric bikes that have been made freely available to staff.

They are working in collaboration with Uniting Friends to display local artwork inside the centre to ensure that those who visit the centre view the talent of their local Waltham Forest community whilst they wait.

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

➡ A 'Perfect Storm' for Mental Health Services

The Care Quality Commission's annual assessment of health and social care in England shows that quality ratings have been maintained overall - but people's experience of care is determined by whether they can access good care when they need it.



People can 'end up in unsuitable hospitals'

This year's 'State of Care' considers the pressures faced by health and social care as a whole - but focuses particularly on inpatient mental health and learning disability services, the area where the CQC is seeing an impact on quality.

Difficulties in accessing the right care can mean that people with a learning disability or autism end up detained in unsuitable hospitals. The CQC's ongoing review, which began in 2018, highlighted the prolonged use of segregation for people with severe and complex problems who should be receiving care from staff with highly specialised skills.

While overall quality for the mental health sector, which includes community mental health services, remains stable, this masks a 'real deterioration' in some specialist inpatient services.

Although inspectors have seen much good and some outstanding care, they have also seen too many people using mental health and learning disability services being looked after by staff who lack the skills, training, experience or support from clinical staff. ➡ [More](#)

“We need more female doctors.”

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

➡ Local GPs Issue Breast Cancer Screening Plea

GPs in Waltham Forest are supporting a national drive to raise breast cancer awareness and improve local screening rates.

Women aged between 50 and 70 are invited for regular breast screening every three years under a national NHS programme. This can help detect the disease at an early stage when there is a better chance of successful treatment.

Latest data shows that take up rates in Waltham Forest sat at 70.5 per cent in 2018 compared to the national average of 74.9 per cent.



Early diagnosis may improve chances of recovery

Over 55,000 people in the UK are diagnosed with breast cancer each year, and around 1 in 8 UK women will develop it in their lifetimes. Four out of five cases are in women over 50.

“I need to be involved in my care planning.”

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

Dr Nazia Hussain, a local GP and clinical lead for cancer at Waltham Forest Clinical Commissioning Group (CCG) said “If you exhibit any of the symptoms of breast cancer, please seek an appointment with your GP.

It may be nothing, but if it leads to an early diagnosis, it can improve your chances of survival and a good recovery.”

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

➔ World Antibiotics Awareness Week 2019

Antibiotics are no longer routinely used to treat infections because many are caused by viruses, so are not effective.

Also, antibiotics are often unlikely to speed up the healing process and can cause side effects.

The more antibiotics are used to treat trivial conditions, the more likely they are to become ineffective for treating more serious conditions.

Both the NHS and health organisations across the world are trying to reduce the use of antibiotics, especially for health problems that are not serious.



Encouraging 'best practice' for use of antibiotics

World Antibiotic Awareness Week, 18th - 22nd November, aimed to increase awareness of global antibiotic resistance and to encourage best practice among the general public, health workers and policy makers to avoid the further emergence and spread of antibiotic resistance.

A global 'action plan' to tackle the growing problem of resistance to antibiotics and other antimicrobial medicines was endorsed at the World Health Assembly in May 2015.

One of the key objectives of the plan is to improve awareness and understanding of antimicrobial resistance through effective communication, education and training. ➔ [More](#)

“The dentist explained all the costs.”

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

➔ CQC - Staff Working Hard, But Long Waits

Findings from a survey of more than 50,000 people who received urgent and emergency care from services provided by 132 NHS trusts across England show that the majority are positive about most aspects of their care and treatment. However, a significant number continue to report long waits, particularly those attending major accident and emergency (A&E) departments.



Staff are 'working hard despite the pressures'

Published recently by the Care Quality Commission (CQC), the survey reveals the responses from patients who attended either a major consultant-led A&E department (Type 1) or an urgent care centre or minor injury unit (Type 3) run directly by an acute hospital trust during September 2018.

The majority of people (75%) who had attended a Type 1 department said they 'definitely' had enough time to discuss their condition with the doctor or nurse, compared to 73% who said this in 2016 when the survey was last carried out. Similarly, a large proportion of Type 1 respondents (76%) said they 'definitely' had confidence and trust in the staff examining and treating them (up from 75% in 2016), and 79% felt they were treated with respect and dignity 'all of the time' (up from 78% in 2016).

People who had been treated at a Type 3 service were also positive about their interactions with staff. Eighty-five per cent felt that the staff they saw 'definitely' listened to what they had to say and 57% said that they were 'definitely' given enough privacy when discussing their condition with the receptionist, compared to 51% who said this in 2016.

41% of respondents said that their visit to A&E lasted for more than four hours (up from 40% in 2016) and results show that this group had a worse than average experience across most question areas. Find out more in the full report. ➔ [More](#)

➡ Enjoy the Festive Season While Staying Healthy!

Healthwatch Volunteer Tatiana shares her 'top tips'.

Vanish that winter sluggishness

Many of us tend to feel tired during the winter months. This is because the days are shorter and there is less natural sunlight, which reduces our vitamin D intake. The lack of sunlight can also disrupt how we sleep, leaving us feeling more tired than usual.

To increase your vitamin D intake, try to take walks while the sun is still out. Eating oranges or drinking orange juice is a great and easy way to increase your vitamin D levels. A good night's sleep will help banish that tiredness. If you're struggling to sleep, try drinking decaffeinated chamomile tea. But if natural remedies are not working for you, speak to your GP or call NHS 111.



A healthy breakfast is the 'perfect way to start the day'!

Have a healthy breakfast

A healthy and filling breakfast is the perfect way to kick start your day! Eating well will reduce tiredness and help you feel energised.

The winter season is the perfect time for some warm porridge, which is a nutritious way to start your day. Have your porridge without sugar and add either water or low-fat milk. Spice up your porridge with some strawberry, banana or whichever fruit you like! Porridge is also a great way to boost your energy and oats contain many vitamins and minerals.

Get active indoors!

The cold weather can make us more reluctant to exercise outdoors. Why not stay warm indoors and keep fit too? There are many ways to stay active indoors, such as indoor group yoga or dance classes. If yoga isn't your cup of tea, then you could try indoor table tennis or indoor mini golf.

Think about how much you eat

It can be extremely tempting to eat one too many pies this Christmas and stuff yourself like a Christmas Turkey. Over eating can become an unhealthy habit and can leave you feeling sick. And who doesn't want to leave some room for some Christmas pudding! Be mindful of your portions, be aware of your trigger foods and if over eating is a regular issue for you, contact your GP or call 111.



It's tempting to eat too many pies!

Watch what you eat

It can be easy to fall into temptation and order take out instead of cooking a healthy meal. Swap take outs and ready-made meals for simple easy homemade recipes. [➡ More](#)

Stay hydrated and go easy on the booze

Staying hydrated during the winter months is just as important as staying hydrated during the summer months. Try to drink between 1.5 to 2 litres of water a day. Also bear in mind that you shouldn't drink more than 14 units of alcohol per week, which is equivalent to 7 seven glasses or 6 pints of beer.

Stimulate your brain

Try to keep your mind active by playing games such as chess or scrabble. Playing games is also a great way to switch off the TV and engage with others.

Have fun!

Whilst it's important to stay as healthy as possible during the winter months, if you stay mindful about what you eat, drink and how much you sleep, there is no reason why you cannot enjoy yourself!

“The ward nurses were very professional.”

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

➔ Shared Decision Making for Young People

Introducing 'Shared Decision Making', an online resource that helps young people work together with their family, professionals and service providers to make an informed decision about the treatment or care option that is best for them.

From the Anna Freud National Centre for Children and Families, the resource aims to ensure that all voices should be respected and concerns shared within a safe space.

It encourages good communication, including discussion around options and preferences.



Helping ensure that 'all voices are respected'

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

Latest Newsletters

➔ NICE - Public Involvement Update, November 2019 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

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- ➔ The Latest News from the Waltham Forest Echo ➔ [More](#)
- ➔ Groundbreaking new platform launched to support mental health ➔ [More](#)
- ➔ 25 million to be offered free NHS flu jab this winter ➔ [More](#)
- ➔ More focus needed on how people travel to and from NHS services ➔ [More](#)
- ➔ A 'perfect storm' for people using mental health and learning disability services ➔ [More](#)
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- ➔ 165 new antibiotic resistant infections every day in England ➔ [More](#)
- ➔ Hypertension in adults: diagnosis and management, the care you should expect ➔ [More](#)
- ➔ Public back NHS plans for new rapid care measures ➔ [More](#)
- ➔ More social workers seeking new roles as pay and work-life balance raises retention risks ➔ [More](#)
- ➔ Rough sleepers in homeless hotspots to benefit from NHS mental health outreach ➔ [More](#)
- ➔ Children treated for computer gaming addiction under NHS Long Term Plan ➔ [More](#)
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- ➔ Number of adults in receipt of long-term care continues to fall despite rising council spending ➔ [More](#)
- ➔ Tens of thousands given life changing diabetes monitors thanks to the NHS Long Term Plan ➔ [More](#)
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- ➔ Use your skills to influence national social work guidance ➔ [More](#)
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Want to be part of Health and Social Care change?

Join our volunteer team!

Three reasons you should become a Healthwatch volunteer:



What are you waiting for? We look forward to hearing from you:

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