

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: Walthamstow High Street

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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

➡ Patient Participation Groups

Under the new GP contract, which began on 1st April 2015 patients have a right to participate in the way their Practice is run, and are entitled to share their views on the service.

Patient Participation Groups (PPGs) are groups of active volunteer patients that work in partnership with Practice staff and GPs.

This unique partnership between patients and their Practices is essential to achieving high quality and responsive GP care. PPGs work in a unique partnership with their Practice, built on mutual trust and respect to:

Provide a patients' perspective ensuring services respond to patients needs; build stronger patient /GP relationships; conduct and analyse patient surveys; organise health events, and to help other patients make informed decisions.



Your views matter - from appointment booking to care

Groups meet face to face with Practice staff at mutually agreed intervals. 'Virtual PPGs' now also exist operating alongside 'real' groups, enabling a dialogue with the whole patient population through email, online surveys and social media.

Your PPG!

Get in touch with your Practice to find out about your PPG!

If you are a PPG member, Healthwatch would like to hear about you and your group. What works well, what are the challenges - do you feel that your group is valued by staff, and equipped to deliver?

If your Practice does not have a PPG, ask them how you can have your say on the service - this is now your right as a patient.

➡ Special Announcement - Minibus Theft

Learning Disability Experience (LDX) is a charity working in Waltham Forest to support children and adults with learning disabilities. In the early hours of the 18th March 2015, four brand new mini-buses used to transport the charity's most vulnerable people, were stolen from the LDX Centre 1a Matlock Road, E10 6BN.

The theft of the mini-buses means the charity is significantly disadvantaged and temporarily unable to provide transport services for our most vulnerable clients, many of who are now unable to leave their homes without them.



Loss of the vans leaves LDX 'significantly disadvantaged'

A police report has been compiled and one of the buses has been located but the charity is now seeking the support of the local community to find the other buses and the perpetrators and help the Police in their efforts.

Ann Weekes, the charity's Chief Executive said: "We discovered that the 4 mini-buses were missing when our drivers went to start their daily duties of picking up our vulnerable clients from their homes. We are completely devastated that a local charity like LDX would be targeted in this way. The mini-buses had just been acquired and our logos had been painted on the sides"

If you can help with enquiries or provide LDX with any other type of support please get in touch:

☎ 020 3233 0853

✉ aweekes@ldx.org.uk

"I have to wait 2 weeks to see my GP."

Join us today and have your say!

➔ World's Largest Community Genetics Study

East London Genes & Health, the world's largest community based genetics study, has launched, aiming to improve health among people of Pakistani and Bangladeshi heritage in East London by analysing the genes and health of 100,000 local people.

Led by Queen Mary University of London (QMUL) and supported by £4m in funding from the Wellcome Trust, researchers will study the genetic code and medical records of local South Asian people - with the aim of improving understanding of the links between genes and environmental factors in causing disease.



Tower Hamlets and Newham have 'lowest life expectancy'

These findings will then contribute to improving healthcare and the long-term prevention and treatment of a number of diseases particularly affecting local communities and the wider population, such as heart disease and diabetes.

East London boroughs, Pakistani and Bangladeshi communities in particular, have some of the highest rates of poor health in the UK. For example:

Pakistani men have the highest rate of heart disease in the UK and the risk of dying early from heart disease is twice as high among South Asian groups compared with the general population; People from South Asian communities are five times more likely to have type 2 diabetes than the general population; Tower Hamlets and Newham have the lowest life expectancy of all London boroughs. ➔ [More](#)

“Quick to be seen at the physiotherapy clinic!”

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

➔ Transforming Services Together

'Transforming Services Together' is a five-year plan to transform healthcare services across east London.

Over 300 people are involved, including clinicians, nurses, primary care and local authority social care. 14 workstreams are developing plans which will be brought together in an interim clinical strategy at the end of June. The NHS will engage with staff, patients & public on the strategy over the summer.

As part of the programme, some themed workshops are being held:

“Mental Health” Session (Wednesday 22nd April), criteria - a young person with experience of mental health services, or a family member of a child with mental health problems.

“Children & Young People” Session (Wednesday 13th May), criteria - young people.

“Frail Elderly” Session one (Tuesday 19th May), 'criteria - someone with a direct link to service experience.' ➔ [More](#)

To book or for more information:

☎ 020 3688 1540

✉ Claire.Lynch@nelcsu.nhs.uk

“I feel safe and secure at the care home.”

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

➔ 'No Voice Unheard, No Right Ignored'

The Government has published a consultation for people with learning disabilities, autism and mental health conditions.

It says 'A lot of work has been done over the last two and a half years to improve the lives of people with mental health needs, learning disability and autism and to realise the vision of everyone being treated with dignity and respect by health and care services and enjoying the same rights as anyone else. However we have to go further.

The consultation will run for 12 weeks from 6th March to 29th May 2015. ➔ [More](#)

➡ Barts Health Urged to 'Use Patient Voice'

Healthwatch Waltham Forest urges Barts Health to use the patient voice to drive better care, following a recent report by the Care Quality Commission (CQC), and the placing of Whipps Cross Hospital into 'special measures'.

The report's release, following inspection visits in November 2014, highlights a number of shocking and very serious concerns, and goes on to outline four 'compliance' actions, and a further four 'enforcement' actions. The report rates the hospital as 'inadequate' for urgent and emergency services, medical care, surgery, services for children and young people, end of life care, and outpatients and diagnostic imaging. It rates the hospital as 'requires improvement' for critical care and maternity and gynaecology.



The CQC found evidence of bullying at Whipps Cross

The findings, some of which are outlined below, will come both as a surprise to some residents, and as confirmation for others:

Not enough nursing and medical staff; Sub-optimal care; Limited learning from incidents; Delays in discharge, treatment and cancelled operations; Variable management of patients nutrition and hydration needs and Inaccurate or missing patient records for the majority attending appointments.

Healthwatch Waltham Forest Chair, Sue Toole, said, 'we are really concerned about the serious issues in this report. It reflects the concerns that many people raised with us and we are sad to see such poor standards in our local hospital. The local community need and deserve better quality of care. We will continue to raise the concerns we receive with Barts Health and hope they will listen and respond effectively. We call on local people to continue to tell Healthwatch Waltham Forest about their experiences at Whipps Cross - both good and bad. Together we can use this data to help Barts Health improve the services to the community'.

Healthwatch Waltham Forest worked closely with the CQC in the lead up to this inspection, submitting patient experience information and evidence of local patient concerns. We continue to participate in discussions with Barts Health NHS Trust, CQC, Waltham Forest Clinical Commissioning Group (WFCG), NHS England (London region) and the Trust Development Authority (TDA), seeking to formulate and support sustainable actions that positively impact upon the quality of care patients receive at the hospital, and across the Trust.



Barts Health is the largest NHS Trust in England

In recent weeks Healthwatch Waltham Forest has led the development of a joint protocol with the Trust for dealing with urgent patient concerns received by Healthwatch. As the independent consumer champion for health and social care in the borough we are committed to ongoing participation in both new and developing processes emerging as a direct result of the CQC report. We will continue to challenge and support the Trust to listen and learn from patient experience information, and improve the quality of care for our residents.

Healthwatch Waltham Forest Manager, Jaime Walsh, said, 'local people are passionate about Whipps Cross. With more joined up thought, commitment and resources for public and patient engagement and involvement, we could harness that passion and use the patient voice to drive better learning and better care. Healthwatch Waltham Forest will continue to work with Barts Health and others to ensure this happens consistently, and that the patient voice is really listened to and can influence meaningful change.' ➡ [More](#)

“The health visitor is very good!”

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

➔ Independent Mental Health Advocate Support

Being detained in hospital or being on a Community Treatment Order can be a confusing and distressing experience. An Independent Mental Health Advocate (IMHA) can help by supporting people to get their opinions heard and to make sure that they know their rights under the law. However, research reveals that people with mental health issues don't always have access an IMHA.



Many people are 'not getting advice and support'

Many people with mental health problems are not getting the independent advice and support which is their statutory right. Service users that need IMHAs the most (for instance, older people, people with learning disabilities and people from BME groups) are the most likely to miss out on having access.

“Poor liaison between services.”

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

Twelve new resources were launched recently, at an event at the House of Lords, by the Social Care Institute for Excellence (SCIE) and the University of Central Lancashire (UCLan). Briefings, reports and films give an overview of the current situation regarding IMHAs and provide everything you need to know to improve access to, and to provide, high-quality IMHA services.

In 2012, UCLan published a review of IMHA services. Entitled 'The Right to be heard', the review found variations in the access to, and uptake of, IMHAs. It found that only half of those eligible for an IMHA in England actually had access to one. The CQC's 2015 annual report of the Mental Health Act found that 20% of people sectioned in hospital did not have their rights properly explained to them. ➔ [More](#)

➔ Whipps Cross Appoints a Managing Director

Barts Health has announced that “existing management arrangements at Whipps Cross are currently being strengthened, with the appointment of a Managing Director”.

A Director of Nursing and Medical Director for the site are also being appointed, reporting to Janice Stevens (Interim Chief Nurse) and Dr Steve Ryan (Chief Medical Officer) respectively. Dr Mike Roberts will become Interim Medical Director for the site and a Director of Nursing for the site will be appointed in the near future.

In addition, Dr Tim Peachey, Associate Medical Director from the NHS Trust Development Authority, has “agreed to work with the Trust and partners to take forward the improvements needed in the quality of services at Whipps Cross.”

Tim will support the Trust to develop a quality improvement plan for Whipps Cross. Consultant Dr Charlotte Hopkins will be the medical improvement lead and a nursing lead will be appointed.



Trust to develop a 'quality improvement plan'

Initially, the improvement programme will focus on areas where the Care Quality Commission (CQC) inspection and patient and staff feedback “tell us that we need to do better”. The CQC will shortly be holding a Quality Summit on the forthcoming report on their inspection of Whipps Cross and Barts “will work with staff representatives and partner organisations, including the NHS Trust Development Authority, NHS England, commissioners and Healthwatch to develop jointly the quality improvement plan for Whipps Cross.”

“The dentist explained all costs.”

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

➡ Staff at Whipps Cross Praised by Resident!

A local resident has spoken out in praise of staff at Whipps Cross Hospital after a recent report found failings of care at the hospital. Doreen Fowler, 65, of Gordon Road, Wanstead, was rushed to the Leytonstone hospital in an ambulance on February 25th after complaining of pain in her stomach.

She was in the Poplar ward for a week with suspected Crohn's disease, an inflammation of the lining of the digestive system, five days of which with a tube that cleared out her stomach.



"The food was good and the ward very clean"

Mrs Fowler does admit that on her way to hospital she was worried after the negative press surrounding the NHS. The 65-year-old said: "I always use private healthcare so I was pretty apprehensive about using the NHS, you hear all these negative stories about it.

"But I was pleasantly surprised as my experience could not have been better. I did have to wait a couple of hours to get seen but the week was seriously like a holiday."

"Everybody who worked there was so nice and marvellous, the food was good and it was very clean. The staff did work really hard and they were cheerful, friendly and helpful and always have a smile on their faces." ➡ [More](#)

➡ Patient Participation Heralded at Local GP's!

As part of work undertaken this year in relation to patient participation, The Old Church Surgery and Leyton Healthcare proposed three target areas to improve services.

With the improvements now delivered, they have produced an action plan showing the achievement. They have been asked by NHS England to share their plans with local voluntary and community groups.

There has been a significant piece of work for both Leyton Healthcare and The Old Church Surgery on improving the experience for Carers using Practices services.

View the Leyton Healthcare plan. ➡ [More](#)

View the Old Church Surgery plan. ➡ [More](#)

"I like the new online prescription service!"

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

➡ 'Delegated' GP Commissioning from April

NHS England has approved the first set of GP-led Clinical Commissioning Groups (CCGs) that will take on responsibility for commissioning the majority of GP services from April this year.

64 CCGs across the country, including Waltham Forest CCG, have been approved to take on greater 'delegated' commissioning responsibility for GP services with the possibility that others may follow. This follows plans set out by NHS England Chief Executive Simon Stevens, early last year, to give patients, communities and clinicians more scope in deciding how local services are developed. ➡ [More](#)

Latest CQC Inspection Reports

➡ Church Lane, 12 Church Lane, Walthamstow, London, E17 9RW ➡ [More](#)

➡ Drayton Road, 2 Drayton Road, Leytonstone, London, E11 4AR ➡ [More](#)

➡ Whipps Cross University Hospital, Whipps Cross Road, Leytonstone, London, E11 1NR ➡ [More](#)

Stay tuned for future inspection reports!

➡ How Much do you Know About Prostate Cancer?

Local GPs are urging men to get to know the symptoms of prostate cancer and visit their doctor if they are concerned about the disease.

Prostate cancer is the most common cancer in men, with one in eight men diagnosed with it at some point in their lives. The earlier the cancer is diagnosed, the better chances of successful treatment.

In Waltham Forest approximately 451 men have been diagnosed with prostate cancer from 2010 to 2012. Often men have no signs or symptoms and little awareness of this disease that kills 10,000 men in the UK every year, according to The Prostate Cancer Charity.



Often, men 'have no signs or symptoms'

Those with a family history of relatives with prostate cancer or breast cancer are also at risk of developing the disease. Research has also shown that for reason not yet understood, men of a black ethnic background are at a higher risk of getting prostate cancer.

Dr Anwar Khan, a local GP and chair of Waltham Forest Clinical Commissioning Group (CCG) said: "Campaigns like this are vital to reduce cancer deaths. In Waltham Forest we are committed to improving awareness of prostate cancer and improving diagnosis and survival rates. I would encourage all men to make yourself aware of the signs and symptoms and if something isn't right talk to your GP and get yourself checked."

Cllr Ahsan Khan, Waltham Forest Council's Cabinet Member for Health and Wellbeing, said: "It's so important for men to know the signs and symptoms associated with prostate cancer because the earlier it's diagnosed, the better the chance of successful treatment. You should check yourself regularly and if you are ever worried don't bury your head in the sand - speak to your doctor."

➡ Giving Older Patients 'The Golden Touch'

An 'exciting and innovative' new project -The Gold Standard Framework to help improve the quality of care for older patients - has been unveiled at Whipps Cross Hospital.



Patients over 75 get 'a comprehensive assessment'

Following close consultation with patients and their families, NHS Waltham Forest Clinical Commissioning Group (CCG) has enlisted the support and expertise of the Patients Association and Barts Health NHS Trust, to deliver the Gold Standard Framework - a new project which heralds the arrival of an enhanced and improved level of care, compassion and dignity for some of the most vulnerable people in the borough.

At the heart of the Gold Standard Framework is a charter that sets out 13 standards that patients should expect to receive while they are being cared for at Whipps Cross Hospital. The charter was drafted by a family member of an elderly patient, Ms Joanna Wragg, and agreed by other patients, their families and hospital staff.

As well as the standards set out in the charter, best practice has been developed. Now patients over the age of 75 at Whipps Cross Hospital receive a comprehensive assessment as part of their care package. The assessment will seek to identify and treat any underlying health issues often experienced by older people, such as loss of hearing, balance or mobility issues. For more, or to get involved:

✉ heather@patients-association.com

“Meals are cheap, but well cooked.”

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

➤ Dying Matters Awareness Week

Every year, Dying Matters and its coalition members host a fantastic range of events and activities around the country with the aim of getting people talking about dying, death and bereavement and making plans for their end of life.



Be part of a national discussion!

This year sees the sixth annual Dying Matters Awareness Week, which runs from 18 -24th May 2015, and the coalition needs your help to get as many people as possible thinking, talking and acting. A Dying Matters Awareness Week event can be large, small or anywhere inbetween, and there are a host of resources to help you to make it a success. This year's theme will focus on the simple message:

“I was given a choice of clinics for surgery.”

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

"Talk, Plan, Live". Three eye-catching postcards represent the three parts of the message, and provide advice and information on the reverse. There are posters and pop-up banners, as well as 'Awareness Packs' with a range of Dying Matters leaflets, DVDs and merchandise. Order your packs or individual resources from the Dying Matters online shop now. ➤ [More](#)

To help you plan, there is a section on the Dying Matters website, where you'll find a step-by-step guide on how to get the most out of your activities, as well as a list of previous events, to give you inspiration. Visit the Awareness Week hub for details on how you can get involved, and keep in touch with Dying Matters via Twitter and Facebook to highlight what's going on in your area. Don't forget to use the #YODO (You Only Die Once) theme, which was so successful during awareness week 2014. ➤ [More](#)

➤ Save the Door-to-Store Shopping Service!

A petition has been launched to reinstate £27,000 funding for the Door to Store Shopping Service for elderly and disabled individuals in Waltham Forest who wish to remain independent.

The Door to Store Shopping Service serves 119 elderly and disabled individuals offering a home to store shopping service. The once a week journey enables individuals to continue to live independently, provides gathering everyday essentials with social interaction and for many is the only day out of the house in a week. There is a campaign to achieve 4,000 signatures to enable a debate at the council. ➤ [More](#)

➤ Retired Nurse Praises Whipps Cross

A retired nurse who dedicated 40 years to working in the NHS has praised public health services and the staff who are faced with "enormous pressures". Bernice Burton specialised in caring for people with rare blood conditions, particularly sickle cell and thalassaemia, and was awarded for her services the year she retired in 2009.



“Relentless negative stories sap morale”

She says the "relentless negative stories sap the morale" out of the staff and says it is time to redress the balance. The NHS is a unique institution. No other country in the world has such a comprehensive healthcare system free at the point of use. Despite its weaknesses & shortcomings, we should value it."

"Almost daily there is a negative story about the NHS in the media. Very little is ever heard about the thousands of positive stories. So many people are successfully treated, restored to health and return to their lives healthy and happy." ➤ [More](#)

“Dad was treated with dignity on the ward.”

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

➡ Volunteer Anything!

A new project has started in Waltham Forest to help communities.

Leytonstone based website, VolunteerAnything.com has launched a new community project working with local businesses, such as The Bell E17 and The Georgian Village in Wood Street.

Businesses in Walthamstow and Leytonstone have started offering free services and gifts to people in the borough.

These services include free children's gifts, health and beauty treatments, meals and many other wonderful goodies.



See what you can find online!

To claim these brilliant business offers, go to the website - where people help people! ➡ [More](#)

Latest Newsletters

- ➡ Barts Health - Life, Spring 2015 ➡ [More](#)
- ➡ National Care Forum - Bulletin, 16th March 2015 ➡ [More](#)
- ➡ NICE - Public Involvement Update, March 2015 ➡ [More](#)
- ➡ Social Care Institute for Excellence - Bulletin, 27th March 2015 ➡ [More](#)
- ➡ YoungMinds - Newsletter, March 2015 ➡ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➡ The Latest News from East London and West Essex Guardian ➡ [More](#)
- ➡ Entries open for 2015 Social Worker of the Year Awards ➡ [More](#)
- ➡ Deputy Prime Minister launches mental health in sport initiative ➡ [More](#)
- ➡ '15 minute visits are leaving care workers with an intolerable choice' ➡ [More](#)
- ➡ Parents to get complete picture of child's development ➡ [More](#)
- ➡ Government finds extra funds to help manage Deprivation of Liberty Safeguards pressures ➡ [More](#)
- ➡ Prime Minister launches next phase of Britain's fight against dementia ➡ [More](#)
- ➡ How social workers can better identify and support older victims of domestic abuse ➡ [More](#)
- ➡ Fit middle-aged men have lower cancer risk ➡ [More](#)
- ➡ GPs and social workers: old friends or old foes? ➡ [More](#)
- ➡ Frequent antibiotic use linked to higher type 2 diabetes risk ➡ [More](#)
- ➡ Beyond male role models in social care: What works when working with young men? ➡ [More](#)
- ➡ Study finds link between air pollution and stroke risk ➡ [More](#)
- ➡ CQC role "critical" to ensuring success of the Care Certificate, says Cavendish ➡ [More](#)
- ➡ Blood test could provide an early arthritis warning ➡ [More](#)
- ➡ Councils ready for Care Act but raise concerns about costs on eve of implementation ➡ [More](#)
- ➡ First ever substance misuse framework for social workers launches ➡ [More](#)



We're here to help!

Are you looking for health or social care services and need advice on what is available?

Or, do you want to comment on the services you receive?

We are Healthwatch Waltham Forest, your local health and social care champion. Our Information Service gives you the information you need so that you can access the services you are entitled to.

We are also here to listen to your comments on the services you receive and can point you in the right direction if you wish to make a complaint or compliment.

Help is just a call, click or tap away!

 www.healthwatchwalthamforest.co.uk/onlinedirectory

 **020 3078 9990**

 **info@healthwatchwalthamforest.co.uk**