

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: Empire Cinema, Walthamstow

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Contact us for alternative formats

Contact Us

➔ Introducing Joyce Osei

This month, we would like to welcome our new Volunteer and Enter & View Project Coordinator Joyce Osei!



Joyce Osei, Enter & View Project Coordinator

Joyce has lived in the borough for a year and continues to enjoy exploring what Waltham Forest has to offer.

Joyce has over 20 years experience of working with diverse communities in various settings, including the public and 3rd sector. A few of the organisations she has enjoyed working with include Mind, NHS - Nutrition and dietetics (St Ann's hospital), City & Hackney Alcohol Service and Newham Food Access Partnership.

Joyce 'feels passionate about working with communities, engaging with people and helping them to make informed choices about local health and social care services and improving their health and wellbeing.' She also has a keen interest in complementary therapies and qualified as an Auricular Acupuncture therapist some years ago and has enjoyed being able to deliver services for people with Alcohol and substance misuse problems.

To contact Joyce:

☎ 020 3078 9990

✉ joyce.osei@healthwatchwalthamforest.co.uk

“The surgery is too overcrowded!”

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

➔ Thanks and Good Luck to Bernadette & Nafisa!

We would like to say a very warm thank you to Bernadette and Nafisa, who have left Healthwatch Waltham Forest as of this month. As our Volunteer and Enter & View Co-ordinator Nafisa has done an amazing job building a team of volunteers, running enter & view projects, and co-ordinating our Annual Event. Her work on Enter & View of blood testing centres has been incorporated into the local commissioning service specification. This role has been taken over by Joyce Osei.

Bernadette did a wonderful job in keeping our website running, promoting Healthwatch Waltham Forest via local press and set up our Social Media networks as our Marketing & Communications Officer. Are you following us on Twitter? Find us @healthwatch_wf. Friend us on Facebook by searching 'Healthwatch Waltham Forest'.

We wish them both all the best with their next steps in life!

“We need a single point of access.”

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

➔ Key Meetings Attended...

We attended the Health and Wellbeing Board meeting on 10th March. The input from the public which was collected at our Health & Wellbeing Forum in February was fed back to and discussed with the Health & Wellbeing Board. The Health & Wellbeing Strategy has been published. ➔ [More](#)

Other meetings and events Healthwatch Waltham Forest attended in March include:

- Patient Participation Group (GP) Steering Group
- CCG Patient Reference Group
- Health Scrutiny Committee
- Primary Care Development Sub-Committee
- Urgent Care Working Group
- Roma Refugee & Migrant Forum
- Safeguarding Adults Board - Peer Challenge
- NELFT Patient Experience Partnership
- Healthwatch meeting with CEO, Barts Health

Stay tuned and keep up-to-date on Healthwatch Waltham Forest meetings and activity!

➔ Photography Competition

Picture This.....

Enter our photography competition to showcase your talent and for the chance to win Westfield Stratford City shopping vouchers.

We want you to send in photos that capture one or more of the following:

- A well-known landmark or public space in the London Borough of Waltham Forest.
- Physical activity/class with children, elderly or those with disability.
- Local person/people doing physical activities (spin, aerobics, Zumba, weights, treadmill, jogging etc.)
- Local nurses, doctors, GP, pharmacist or ambulance staff at work.

How to Enter

Simply submit 3 digital photos by 3rd May 2016. Please include your full name, contact details, caption, date, location and short description of each photo. Send to:

✉ info@healthwatchwalthamforest.co.uk

Prizes to be won

1st Place (£100) 2nd Place (£50), 3rd Place (£25)

Terms & Conditions

- Before submitting your entry, you must get permission from anyone who is recognisable in the photo.
- Photos submitted should not infringe copyrights of any other person or organisation.
- Each photo submitted must be at least 2mb in size.
- By submitting photos, you give us permission to use the images across our online and offline marketing channels.
- No payment will be made for the use of your photos. However, you will be acknowledged with a by-line.

We have a consent form that you can use on request.

“ I'd like to commend all
at SMA Medical Centre. ”

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

➔ Report on Whipps Cross Outpatients Outreach

Our report on Whipps Cross Hospital Outpatient services is based on outreach we conducted from September to November 2015. It is now available to read on our website! A printed copy can be posted on request.



We recorded over 1,000 issues, good and bad

Thank you to our volunteers for their time and commitment, and to the Outpatients Management Team and other colleagues at Whipps Cross for their support and co-operation.

The key recommendations from our report were:

- Manage patient expectations more effectively.
- Text message reminders should tell patients which waiting area to go to.
- Sitemap should be available at Outpatients Reception.
- Peer learning and mentoring between departments, for both clinical and administrative staff, to enable best practice throughout the services.
- Parking costs should be explained in advance to manage expectations.
- Improve accessibility of information.

The full report is available on our website. [➤ More](#)

Share your views on outpatients!

If you would like to share your experiences of Whipps Cross Hospital Outpatients, contact the Healthwatch office in confidence!

Volunteer for outreach!

If you would like to become a volunteer for future outreach activities in any health or social care setting then please contact Joyce Osei.

➔ Your Input on our Community Directory!

We are currently revising our online community directory for the year! We would very much appreciate any feedback you have from using the directory, whether it is to add a health or social care service you are providing (or know of) which is not included in the directory yet, or feedback about the formatting and ease of access. The directory can be found on our website. ➔ [More](#)

To feed back, please contact Daniela by 25th April:

☎ 020 3078 9990

✉ daniela.muenzel@healthwatchwalthamforest.co.uk

➔ Care for Older People

The Care Quality Commission (CQC) wants more older people, and their friends and families, to share their experiences of health and social care.



Older people are 'less likely to complain about services'

Research has shown that older people are less likely to complain about services and are less aware of the different ways they can share their views.

If you are aged 60 or over and receiving care, or a friend or family member of someone who is, they want you to tell them about the care you've received, good or bad. Their inspectors can't be everywhere at once and your information will help to decide when, where and what to inspect. By telling them about your experiences, you could stop poor care happening to someone else. ➔ [More](#)

“The pharmacist had all the answers!”

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

➔ The CQC Wants Your Views on Moorfields!

The Care Quality Commission (CQC) is the independent regulator of all health and care services in England. They register, monitor and inspect services to make sure they provide safe, effective, compassionate, high-quality care, and they encourage them to improve.

As part of routine activity, they are inspecting services provided by Moorfields Eye Hospital NHS Foundation Trust, starting on 10th May 2016.

They want to hear what you think about the care provided. Your information will help them to know which aspects of the service they need to look at during their inspection.

Please get in touch, in confidence:

☎ 03000 616161

✉ tellus@cqc.org.uk

“We can't praise our key worker enough.”

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

➔ Health and Wellness at Addison Road!

The Addison Road Medical Practice Patient Participation Group (PPG) invites all patients to their 'Health and Wellness' Open Day!:

➔ Saturday 23rd April, 10am - 2pm

➔ Addison Road Medical Practice, E17 2LY

The day includes advice from Diabetes UK, Rethink (Mental Health), Stop Smoking, Physiotherapy, Waltham Forest Carers Association, Healthwatch, Dementia Awareness, Exercise & Eating Right, Minor Ailments (Local Pharmacies) and more!

Activities for kids include Walthamstow Toy Library, Face-Painting, Speech & Language Therapy Advice and Asthma Advice.

Plus, many practical activities for all.

To find out more:

✉ gen@gmjford.com

➔ Patient Online Programme

In February, Healthwatch England organised a “Webinar”, an opportunity for Healthwatch teams from all over England to dial in to watch slide presentations by NHS England staff. There were 2 Question and Answer sessions which focused on how local Healthwatch groups could increase awareness of the programmes among patients. This is what Joan Fratter, patient representative and Chingford resident, discovered.

The programme started in April 2015 & is offered by 97% of GP Practices in England. Patients are able to register for patient online services with a login and password provided on request by their GP Practice.

12% of all GP appointments in England are being made online while 4% of all repeat prescriptions are being requested electronically. Patients can view online a brief summary of their GP record. However 5% of GP Practices are offering access to a more detailed record.



An online alternative to telephone booking

All GP Practices should be, or should be working towards, offering patients the opportunity to view their enriched GP record by 31st March 2016.

Joan says “I can certainly confirm that online services are a convenient way of booking a GP appointment and obtaining a repeat prescription. I recently logged on to the patient access website on a Sunday evening to book an appointment. I was shown which slots during the week could be booked online. I also requested that my repeat prescription medication be dispensed at my local chemist and was able to collect it 2 days later.

Not all of us will want or be able to use patient online services. However, because requesting repeat prescriptions and booking appointments online saves the receptionist’s time and frees up the telephone, patients contacting the practice by phone or in person will receive a quicker response.”

➔ The NHS Summary Care Record (SCR)

The SCR is an electronic record which contains key information from a patient’s GP record (medication, allergies and adverse reactions). 96% of patients in England have an SCR. The SCR is recorded nationally and can be accessed with a patient’s consent by health care staff providing direct care in any part of the country.



The Summary Care Record ‘assures confidentiality’

Its use has improved safety and effectiveness for patients being treated in A&E; by the ambulance service; by the Out of Hours GP; and by hospital pharmacies. In England, an SCR is being accessed every 9 seconds. Hospital admissions have been reduced since the SCR was introduced.

GP practices now have a tool to enable additional information to be added to the SCR but with the explicit consent of the patient. Additional information could include:

Reasons for the medication; Significant aspects of medical history; Care needs/management of long term conditions; Communication preferences; End of life care information, such the existence of an Advance Decision and Immunisations.

This additional information will be very helpful for patients being treated away from their home area or Out of Hours or in A&E. Patients can make the decision themselves to share the SCR with, for example, a social worker. Look out for information about Patient online services at your GP surgery and via Healthwatch Waltham Forest.

“ I can have tea in my room when I like. ”

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

➔ Barts Health - 'Safe and Compassionate'

Alwen Williams, Barts Health Chief Executive says "Safe and Compassionate is driving improvements to the care we provide to our patients and improving the experience of our valued staff at work.

We've made a number of improvements this month to the experience of our patients and launched a new development programme for our nurses.

We have also celebrated our successes in improving safety and seeing a steady decline in our vacant posts.

The NHS national staff survey, published this month, shows some signs of improvement since 2014, but the feedback from our staff remains well below the national average for many indicators." ➔ [More](#)

“A shortage of female doctors.”

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

➔ Get Breastfeeding Support!

How do I know my baby's getting enough? Should it hurt like this? My friend says giving a bottle will help my baby sleep. How can I help my baby to latch on?

Confused about breastfeeding?

It's okay to ask for help and the Breastfeeding Project Group is here to assist!

To find out more:

✉ kate.malik1@virginmedia.com

➔ About the Health and Wellbeing Strategy

As part of the Government's changes to Public Health, there is a Health and Wellbeing Board for Waltham Forest.

This board is a forum where key leaders from the health and care system work together to improve the health and wellbeing of Waltham Forest residents and reduce inequalities in health.



The board ensures local services meet local needs

Board members will also include democratically elected representatives and patient representatives to provide a forum for challenge, discussion, and the involvement of local people. They work together to understand the health needs locally, and agree priorities to help the local Clinical Commissioning Group and Public Health Team to provide appropriate health services for the borough.

In March 2016, the Health and Wellbeing Board published a new Health and Wellbeing Strategy which sets out our local aims and aspirations until 2020. This will guide everything that the board does, and will help it to make sure that everyone who lives in Waltham Forest is happy, healthy and thriving. ➔ [More](#)

The board has also produced a video - filmed in the borough with local communities - which celebrates the borough and promotes the strategy. ➔ [More](#)

Latest CQC Inspection Reports

The Care Quality Commission (CQC) is the national regulator of health and social care services. Their latest inspection reports on local services are below:

- ➔ The Grove, 72 Grove Road, London, E17 9BN (*Rated Good*) ➔ [More](#)
- ➔ Connington Court, 20a Connington Crescent, London, E4 6LE (*Rated Inadequate*) ➔ [More](#)
- ➔ Connington House, 20b Connington Crescent, London, E4 6LE (*Rated Inadequate*) ➔ [More](#)
- ➔ Ashville House, 117 Ashville Road, London, E11 4DS (*Rated Good*) ➔ [More](#)

➔ Healthy Activities from Leyton Orient Trust!

In partnership with Cycle Waltham Forest, 'Cycling is my Goal' is an activity combining football with cycling. A fun five week long programme to improve cycling confidence!

Improve confidence cycling on the road, learn how to look after your bike, explore your area, play football and not least - have fun!



Why not make cycling your goal too?

Bikes are provided if you don't have one. Wear comfortable clothing and bring a drink. Children must be aged 7+ and need to be accompanied by a parent/guardian. Sessions start:

- ➔ Saturday 9th April, 10am - 11.30am
- ➔ Meet at 'Score', Oliver Road, E10 5JY

No Bellies!

Are you a man aged 35-65 years old? Is your trouser waist size at least 38 inches? Do you want to lose weight, have a healthier lifestyle and ultimately be fitter?

Get fit, lose your belly and get behind the scenes at your local club, all for free.

The 12 week Football Fans in Training programme can help you do this for free. You'll get a behind the scenes look at your club, be trained by selected club coaches, have a nosy at the trophy cabinet and have the chance to talk tactics in the dressing room. Who knows, maybe you'll even bump into a player or two. So what are you waiting for?

- ➔ Mondays 25th April to 1st August, 6.30pm - 8.30pm
- ➔ Matchroom Stadium, Oliver Road, E10 5JY

For more information:

- ☎ 020 8556 5973
- ✉ phillip.smith@leytonorienttrust.org

➔ Free Art Workshops for Dementia Awareness!

To celebrate Dementia Awareness Week (Monday 16th May - Sunday 22nd May), Waltham Forest Dementia Team has organised a series of art workshops. Open to people living with Dementia and carers, family and friends are also welcome.

A series of drop-in workshops is being held, with the next as follows:

- ➔ 11th, 13th, 20th, 27th April, 10.30am - 12pm
George Mason Lodge, Chelmsford Road, E11 1BS
- ➔ 25th April, 1pm - 2.30pm
Vestry House Museum, Vestry Road, E17 9NH
- ➔ 12th, 19th, 26th April, 10.30am - 12pm
Verdon Roe Court, Flaxen Road, E4 9FA

Artwork created at the workshops will be showcased at an exhibition at Gnome House in May.

For more information:

- ☎ 020 8556 8171
- ✉ Gabriela.horecka@alzheimers.org.uk

➔ The 'Over 50's Friendship Hub'

From the Waltham Forest Asian Senior's Club and for residents aged 50+ of Raglan Road, Roland Road, Chestnut Ave North, Chestnut Ave South, Oliver Road, Barrett Road, Brooke Road, Rosslyn Road, Ferndale Avenue, Greville Road, Browning Close, Evelyn Road, Butterfields

Become a member for £5 a year and enjoy regular activities at Shernhall Methodist Church.

The many activities on offer include Arts and Crafts on Mondays, and 'Meet, Chat and Eat' on Tuesdays. To find out more:

- ☎ 07773 817344
- ✉ wfasianseniors@gmail.com

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

Join us today and have your say!

➤ Cancer 'Simple Steps' Prevention Guide

Overall, scientists estimate that 81,000 cases of cancer in the UK could be prevented through improved diet, physical activity and body weight.

The Simple Steps guide is designed to empower individuals about their lifestyle and cancer prevention. Through making some simple lifestyle changes, you too can help prevent yourself from being diagnosed with cancer.

Almost all of us are affected in one way or another by cancer. But we are not powerless. Almost a third of the most common cancers could be prevented through a healthy diet, weight management and physical activity. The guide translates scientific research into practical, easy-to-use tools and advice that can help people reduce their cancer risk.



We are not always powerless against cancer

The guide 'Simple Steps to a Healthier You' is available now online. ➤ [More](#)

Latest Newsletters

- CQC Update for Local Healthwatch, January/February 2016 ➤ [More](#)
- NHS Confederation - Health Policy Digest, March 2016 ➤ [More](#)

Please send us a link to your latest newsletter!

News Summary

- The Latest News from the Waltham Forest Guardian ➤ [More](#)
- 200,000 people given the skills to contact the doctor online reducing NHS costs ➤ [More](#)
- Government funds expansion of mental health social work fast-track scheme ➤ [More](#)
- Success in NHS push to reduce avoidable antibiotic prescribing ➤ [More](#)
- Entries open for 2016 Social Worker of the Year Awards ➤ [More](#)
- Consultation on Specialised Services clinical commissioning policies and service specifications ➤ [More](#)
- Frontline students have 'significantly higher' practice skills than others, evaluation finds ➤ [More](#)
- Thousands to benefit as first wave of NHS Diabetes Prevention Programme is announced ➤ [More](#)
- Councils still moving too slowly on home care travel time payments, says Unison ➤ [More](#)
- NHS England announces new action to cut stillbirths ➤ [More](#)
- NHS should employ more social workers, says chief social worker for adults ➤ [More](#)
- Winners of Maternity Experience Challenge Fund announced ➤ [More](#)
- Your Care Act questions on advocacy and reviews answered ➤ [More](#)
- Awards showcase array of NHS improvements arising from patient feedback ➤ [More](#)
- Children's social work reform: what the social work sector thinks ➤ [More](#)
- Health and care bodies reveal the map that will transform healthcare in England ➤ [More](#)
- Care Act information gaps preventing timely assessments of need, finds research ➤ [More](#)
- Hospital radio helps broadcast the message on patient feedback ➤ [More](#)
- How social workers can track and boost the happiness of looked-after children ➤ [More](#)
- Spotlight on patient feedback driving NHS improvements ➤ [More](#)
- Adult services increasingly turning to newly qualified social workers ➤ [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**

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