

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: Coronation Gardens in Summer (Marcella McCormick)

In this Issue!

Healthwatch Update!	2
Upcoming Annual General Meetings	4
Vice-Chair & Trustees Wanted for LGBT Mental Health Charity	
Face 2 Face - Befriending Parents of Disabled Children	
Whipps Cross Welcomes the Secretary of State for Health, RT Hon Jeremy Hunt	5
Inaugural Conference Ignites a 'Golden Glow' Amongst Delegates	
Lifeline Waltham Forest	6
Elderly Residents Feel 'Pushed Out' of Whipps Cross in Discharge Process	
Senior Barts Health Appointments	7
Developments at Your Local GP	
Surge of Attendances at Whipps Cross A&E	
The Rapid Response Service	
Messages from our Community Partners	8

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

➡ Talking with the Homeless Community

Healthwatch Waltham Forest, Turning Point and PL84U-AI Suffa recently held a focus group to better understand some of the health and social care issues faced by homeless people.

Following this a report has been published and findings include that one half of participants weren't registered with a GP, and those that were experienced difficulties in getting appointments. Barriers were noted around identification or proof of address requested by practices. ➡ [More](#)

➡ Pakistani Women's Focus Group

Healthwatch England has been doing a national tour asking about experiences of Primary Care. For the second time in the series we held a focus group and got together seven Pakistani Women.



A small, 'but vocal' group!

There was lots of praise for GP's in Higham Hill and some concerns over the cost of dentistry. But generally all who attended were accessing the services they needed and all were registered with a GP or dentist. Thanks to all who attended!

➡ 'Safely Home' Report on Discharge

A new report launched on 21st July "Safely Home: What happens when people leave hospital and care settings?" - brings together 3,230 stories and pieces of evidence gathered by 101 local Healthwatch in England, including Healthwatch Waltham Forest.

The report identifies a number of common basic failings including hospitals not routinely asking patients if they have a home or safe place to be discharged to, details of new medications not being passed on to GPs and carers, and families not being notified when loved ones are discharged. The report, which has hit the local headlines (more on page 6) is available on our website. ➡ [More](#)

➡ Healthy Weight Focus Group

We recently held a focus group in partnership with Public Health and the Disability Resource Centre for residents aged over 60 years to inform new weight management services. Public Health heard from sixteen people about how they currently access leisure services and healthy foods in order to manage their weight.



A 'vibrant discussion' about weight management

Many people hadn't heard of weight management services and said they should be better publicised. Delegates worked in groups to design new services and told public health what activities they would like to attend. It was a vibrant group and the session was productive. "I've never been to a group like this before and I really enjoyed it." said Doreen. Thank you to those that attended and shared their views.

➡ New Volunteering Opportunities!

Healthwatch Waltham Forest and Healthwatch Redbridge are working together to better understand patient experiences of Outpatient Services at Whipps Cross Hospital.

From August 2015, we will be carrying out outreach work across all Whipps Cross Hospital outpatient clinics asking patients, their friends and relatives about their experiences. Patients can talk to us about any aspect of their care. If you are interested in an opportunity to assist us at the outreach, please contact Nafisa Saboowala:

☎ 020 3078 9990

✉ nafisa.saboowala@healthwatchwalthamforest.co.uk

"I prefer to see my own GP."

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

➡ Service User Experience Review 2014/15

Since opening its doors in 2013, Healthwatch Waltham Forest has identified 21,419 issues, good and bad, about local health and social care services.

Recently, the Healthwatch Patient Experience Panel and staff team conducted a comprehensive review of this intelligence, comparing the service user experience of 2014/15 with that of the previous year, to identify any changing trends.

The findings below are based on the views of 10,799 people between 1st April 2013 – 31st March 2015.

GP Services

We found that sentiment around GP services has improved by 4% year-on-year, which is a welcome development. Of course there are still major issues to tackle, such as the ability to get appointments, but even here we have seen an improvement of 3% in sentiment over the year.



Comments suggest patient sentiment has improved

Sentiment about the quality of treatment received has improved by 4% over the year. Some patients have expressed difficulties in being able to see their GP of choice and this is an issue, but overall, we found that the majority of patients are satisfied. On staff attitude, sentiment has improved by a notable 11% over the year, with two thirds of comments about customer service complimentary.

We also found that sentiment around administrative systems has improved by 4%, but declined by 7% on communication, and getting information and advice.

“Popping to the chemist did the trick!”

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

Whipps Cross Hospital

The last year has been a difficult one at Whipps Cross Hospital, with appointment cancellations and waiting times up by some margin over the previous year.

We have also heard about poor experience of administrative processes, with almost 800 issues detected this year, including letters containing inaccuracies or arriving after appointments, and patients who attended their appointment later receiving did-not-attend notices, and discharged. It has also been difficult for many patients to get through on the phone.



Getting through on the phone is not always easy

On staff attitude, we found that sentiment has improved by 5%, with patients more complimentary about receptionists, doctors and nurses this year.

The *Bigger Picture*...

Overall, we found that people are generally satisfied with staff attitude, but mixed on the quality of treatment received.

The largest negative trend overall is waiting lists for treatment, with almost 1,000 people commenting this year on long waits for surgery and other hospital appointments, and on having to wait days, or weeks, to see their GP. Our data shows that this is the single biggest issue.

A close second is telephone systems, at both Whipps Cross and GP's, with over 800 negative comments received over the year. Calls going unanswered is a regular occurrence.

Communication, the ability to get appointments, and administrative processes are also large negative trends.

Our findings will be uploaded shortly to our website. We will be holding another review at the end of the year, to further check the pulse of local services.

➔ Upcoming Annual General Meetings

The Annual General Meeting (AGM) season is fast approaching, make sure you save these dates....

Waltham Forest CCG AGM, 10th September

Waltham Forest Clinical Commissioning Group (CCG) control spending on health services in our borough. They choose what services to buy for you. Find out more about who they are, what they do and ensure they are representing your needs as a local patient at their Annual General Meeting:

- ➔ Thursday 10th September, 5.15pm
- ➔ Walthamstow Assembly Hall, E17 6HE

To find out more:

☎ 020 3688 2604

Barts Health NHS Trust AGM, 16th September

Barts Health warmly welcomes you to attend their Annual General Meeting:

- ➔ Wednesday 16th September, 6pm
- ➔ Stratford Old Town Hall, E15 4BQ

To book or for more information:

✉ Jo.Carter2@bartshealth.nhs.uk

Healthwatch Annual Event, 6th October

The Healthwatch Waltham Forest Annual Event is taking place in Autumn:

- ➔ Tuesday 6th October, 5.30pm - 8.00pm
- ➔ Walthamstow Assembly Hall, E17 6HE

To book or for more information:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Vice-Chair & Trustees Wanted for Local Charity

Local LGBT mental health charity ELOP is looking to appoint a Vice Chair and two Trustees. ELOP has been providing information, advice, advocacy, counselling and support services locally for 20 years.

They are interested in recruiting people who have experience or skills/knowledge in major, corporate and individual donor fundraising, patron and donor liaison, and individuals with corporate and personal contacts, and willingness to build networks.

To apply or to find out more:

☎ 020 8509 3898

✉ volunteer@elop.org

“I want a named social worker.”

Join us today and have your say!

➔ Befriending Parents of Disabled Children

Introducing Face 2 Face, a free and confidential service linking parents of disabled children with local parent befrienders.

Face 2 Face is a network of trained volunteer parent befrienders who support you to successfully navigate through the worrying and confused experience of having a child diagnosed with support needs.



Every befriender is a parent of a disabled child

Every Face 2 Face befriender is a parent of a disabled child too. They understand and from their own experience can offer friendly & knowledgeable support. ➔ More

“A good menu and choice at our care home!”

Join us today and have your say!

➔ Jeremy Hunt Visits Whipps Cross!

Secretary of State for Health Jeremy Hunt MP visited Whipps Cross Hospital recently to meet and talk to hospital staff and patients as part of regular hospital visits he undertakes.

Jeremy was greeted at the hospital's emergency department entrance by Alwen Williams, interim chief executive of Barts Health NHS Trust, before meeting a number of frontline staff.



The Health Secretary pictured with staff

After speaking to emergency care staff, the Secretary of State was given a tour of the emergency patient pathway so he could see first hand, how patients are assessed and treated. He then went on to visit the Acute Assessment Unit where he chatted to staff and patients and watched the team at work. He also visited Birch and Blackthorn elderly care wards, spending time speaking to both staff and patients.

Jeremy finished his visit by taking the opportunity to speak to a group of staff, who work in various areas across the hospital, to understand their personal experiences of working in the frontline.

Barts Health interim chief executive Alwen Williams said: "I was pleased to welcome Jeremy Hunt to Whipps Cross Hospital today and staff welcomed the opportunity to share their experiences of working at the hospital and providing frontline care and treatment to the thousands of patients who need the hospital's services every day."

Health secretary Jeremy Hunt said: "The staff at Whipps Cross Hospital should be proud of their achievements. The issues at Barts Health NHS Trust are more complex than at a DGH, and the purpose of the special measures regime is to ensure trusts get the targeted support they need. Today, I've heard direct from clinical and support staff how morale is growing and performance is improving, which means patients are benefitting."

➔ Inaugural Conference Ignites a 'Golden Glow'

On Monday 6th July, 80 nurses, students and allied health professionals from different organisations in Waltham Forest gathered together for a 'highly successful' inaugural nursing conference - called Reaching for Gold.

Organised by Waltham Forest Clinical Commissioning Group (CCG), the conference launched the Gold Standard, a charter that sets out 14 standards that patients should expect to receive while they are being cared for, across all care settings.

The Gold Standard was initially developed in 2014 through feedback from patients, their carers, their families and with hospital staff at Whipps Cross Hospital.



The 'Gold Standard' is a new patient charter

TV presenter and Vice President of the Patients Association Angela Rippon OBE chaired the conference and was also the key note speaker. Angela became involved in promoting excellence in dementia care after caring for her mother. Angela emphasised the importance of standards of care and treating patients with the dignity and respect that they deserve and are fundamental to the Standard.

Heather Eardley, Director of Development at The Patients Association, said "It was a privilege to be involved in such a successful event. The highlight of the conference was meeting likeminded healthcare professionals who are passionate about improving care for elderly patients. This initiative is the result of listening to patients and their families, we hope it can be used in other hospitals, community & care homes as a way of improving care for older people."

"The lady on reception was very supportive."

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

➡ Lifeline Waltham Forest

From 3rd August, Lifeline Waltham Forest is the borough's new integrated drug and alcohol service, replacing the service operated by Turning Point.

This new service will deliver all drug and alcohol treatment and support for adults over 18 across the whole borough and will be run by Lifeline Project.

The service will support all people using any type of drug or alcohol at any level from prevention and early engagement through to recovery.



The new integrated drug and alcohol service

As there are no barriers to entry into the service, there are no specific referral requirements. A simple phone call, fax or email via the secure email address can start the process.

The service hub in Beluah Road will also be open access and anyone can drop in within opening hours.

One of the aims of the new service is to make sure that there is a wider spread of local access into the service, rather than having the majority of services based in or around Walthamstow. To find out more:

☎ 020 3826 9600

✉ lifeline.walthamforest@lifeline.org.uk

➡ Elderly Residents Feel 'Pushed Out of Whipps'

Elderly patients have felt as though they are 'pushed out the door' during stays at Whipps Cross Hospital, to make room for others, a new report has found.

Research by Healthwatch England has heard from pensioners who have suffered unfit discharge from hospital, including a man who was released at 4am in his hospital gown.

In this case, the man who lived in sheltered housing was not visited by his carers for days because nobody knew he was home.

Also, a homeless man with mental health illness and a history of substance misuse attended A&E after two months of severe weight loss. He was told he had liver failure and then discharged with no GP, onward referral or follow up treatment planned. Others, have suffered falls within days, or even hours, of discharge.

“Unplanned discharge causes distress.”

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

Over the past two years Healthwatch Waltham Forest has been collecting patient experiences relating to discharge.

Jaime Walsh, Healthwatch Waltham Forest Manager said: “Although there are many local people who have a positive experience of the discharge process we continue to hear from far too many that don't. We are particularly concerned about older patients who often don't feel ready to go home and for whom there is no interim measure or 'step down' facility in place.” ➡ [More](#)

Latest CQC Inspection Reports

The Care Quality Commission (CQC) inspects health and social care services and reports on their findings, good or bad. Recent inspections:

➡ **Albany Nursing Home, 11-12 Albany Road, London, E10 7EL (Rated Good)** ➡ [More](#)

➡ Senior Barts Health Appointments

The NHS Trust Development Authority has confirmed the appointment of John Bacon CB as Chair of Barts Health NHS Trust.

John, who has over 30 years' experience working in the NHS at regional and national level, takes up the post on 1st August. He will also continue as Chair of Community Health Partnerships, an independent company wholly owned by the Department of Health which works with NHS bodies to plan and utilise the community-based estate more efficiently.



John Bacon CB, Chair of Barts Health

John was previously Chair of Sussex Partnership NHS Foundation Trust for seven years. He has also held a series of senior roles at regional level and at the Department of Health, where he was Director of Service Delivery from 2003 - 2006 with responsibility for the performance of the NHS in England and had oversight of finance, capital investment, education and training.

Interim Chief Medical Officer Appointed

Professor Jo Martin has been appointed as Interim Chief Medical Officer for Barts Health and started in post on 20th July.

Jo, who has many years of experience working in hospitals, holds the position of National Clinical Director of Pathology for NHS England. She is a practising Consultant Histopathologist and Professor of Pathology at Queen Mary University of London.

“A single point of access would be useful.”

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

➡ Developments at Your Local GP

All patients should now be able to order repeat prescriptions, book appointments online and view their Summary Care Record online.

Waltham Forest's GP Fed Net (Federated Network) has launched Saturday and Sunday GP appointments at 3 locations across the borough. See posters in your surgery for more information.

Your GP's will be collecting Friends and Family Test (FFT) responses. Fill them out and make sure your GP knows how you feel about the service, what works well and where improvement can be made!

➡ Surge of Attendances at Whipps Cross A&E

Whipps Cross hospital is experiencing unprecedented A&E attendances. On one day recently there were over 500 attendees - normally 400 attendees is a 'busy' day.

The service is there for patients when they need it. The public are asked to make sure they are aware of the full range of health services available to them and use A&E in emergency situations only.

“I am in control of my diabetes.”

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

➡ The Rapid Response Service

The rapid response service from North East London NHS Foundation Trust (NELFT) provides assessment, treatment and support to patients who are experiencing a crisis and who might otherwise be admitted to hospital.

The team provides an urgent assessment service for worsening health problems, minor injuries and minor illnesses and works closely with GPs, social and community services including care homes, to ensure patients are supported in a home environment wherever possible. The team offers a range of enhanced diagnostics and treatment.

This is a vital service and people can be referred by their GP, selected community organisations, or self-refer. ➡ [More](#)

➡ Village Festival, 19th September

Join the Asian Centre Waltham Forest for a 'day of good old-fashioned community fun in the original heart of Walthamstow':

- ➡ Saturday 19th September
- ➡ Walthamstow Village

A free festival of music, arts and crafts, street food and attractions for all ages! For more information:

☎ 020 8223 0707

➡ Do You Care for Someone With Dementia?

If so, could you use some free professional information and support? Come to the Carer Information and Support Programme (C.R.I.S.P.).

There are two CRISP programmes run by trained Alzheimer's Society staff:

CrISP1 is a four session programme for family members and friends who support a person with a recent diagnosis of dementia. The course covers future planning, understanding a diagnosis of dementia, caring for yourself, how to get support.

CrISP2 is a three session programme covering issues that arise as dementia progresses.

Sessions are running this Autumn. To find out more:

☎ 020 8556 8171

✉ s.kitchener@alzheimers.org.uk

➡ LDX Need Your Donation!

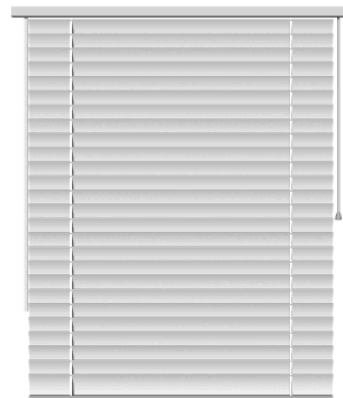
LDX (Learning Disability Experience) Need Your Donation! The LDX vision is of a world in which people with learning disabilities experience their basic human right to be fully empowered & included in society.

They need any help you can give, to continue helping! ➡ [More](#)

➡ Appeal from Age UK Waltham Forest!

On Saturday 3rd October Age UK Waltham Forest will be holding a Fundraising Day and they need donations of any unwanted DVD's, CD's, books and plants. If you are able to donate any of the items mentioned please let them know!

Blinds required for the
activity space!



They have a Crowd Funding Appeal to help them purchase blinds, needed for the Activity Space in Hall Lane. Unfortunately, as those of you who have been to the building will know, the windows are huge! They have raised £400 so far but need to raise a further £800. ➡ [More](#)

“I have no help to fill in the forms.”

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

➡ Table Top Sale, 8th August!

Infinite Oasis Care welcome you to attend their upcoming table top sale:

- ➡ Saturday 8th August, 12pm - 4pm
- ➡ 807 High Road, Leyton, E10 7AA

All are welcome! Supported by Waltham Forest Adult Learning service, the event features clothing, household goods and plants stalls, information and advice on Day Care services for older adults, shoulder massage and manicure, plus refreshments!

To find out more:

☎ 020 8558 2552

✉ info@infiniteoasiscare.co.uk

“Excellent service at
SMA Medical Centre!”

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

➔ A Guide to Living Longer and Well

Launched two years ago, the 'Guide to Living Longer and Well' is all about informing older people and carers about their health and social care options.

A comprehensive resource, it emphasises universal health promotion and wellbeing, and can help to avoid unnecessary GP and A&E visits.

This online guide can be completely localised and also offered in multi-lingual formats. There is a version for people who care for and work with older people. The guide also supports older people to remain independent, and has handy advice on topics such as the Care Act.



Supporting people to live independent lives

The guide is in operation at many localities. ➔ [More](#)

Latest Newsletters

- ➔ Care in Mind - Newsletter, July 2015 ➔ [More](#)
- ➔ CQC - Update for Local Healthwatch, June 2015 ➔ [More](#)
- ➔ Inspired Services - News, 10th July 2015 ➔ [More](#)
- ➔ NHS Confederation, Health Policy Digest, 14th July 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from East London and West Essex Guardian ➔ [More](#)
- ➔ Jeremy Hunt: Message to NHS staff about the future NHS ➔ [More](#)
- ➔ Cost of implementing 'living wage' could leave home care market unviable, providers warn ➔ [More](#)
- ➔ Unhealthy thinking about body and weight 'can start in childhood' ➔ [More](#)
- ➔ 'Clarity from the chaos': tips for time management in social work ➔ [More](#)
- ➔ Sugary drinks linked to 8,000 new UK diabetes cases a year ➔ [More](#)
- ➔ Thousands of looked-after children forced to move school at least once a year ➔ [More](#)
- ➔ Study finds obese people may struggle to reach a healthy weight ➔ [More](#)
- ➔ Councils urged to 'step up' safeguarding against female genital mutilation ➔ [More](#)
- ➔ Online symptom checkers' reliability assessed ➔ [More](#)
- ➔ Sending acutely ill mental health patients out of area 'increases post-discharge suicide risk' ➔ [More](#)
- ➔ Heart attack, stroke and diabetes 'can shorten life by 23 years' ➔ [More](#)
- ➔ Government launches review to slash 'red tape' for care homes ➔ [More](#)
- ➔ Care leaver support remains ineffective, finds spending watchdog ➔ [More](#)
- ➔ Government shelves Care Act funding reforms until 2020 ➔ [More](#)
- ➔ Is there really a middle-class drinking 'epidemic' in over-50s? ➔ [More](#)
- ➔ 'Dear Martin Narey - social work education must be more, not less, robust' ➔ [More](#)
- ➔ Government must not claw back funding for care cap after shelving policy, warn councils ➔ [More](#)

Pointing the way to better Health and Wellbeing in Waltham Forest!

Children/Young People



Community



Disabilities



Emergency & Crisis



Family



Health Services



Healthy Living



Men



Mental Health



Older People



Social Care




Women



The Community Directory by Healthwatch Waltham Forest.

Get free information on Health, Social Care and Wellbeing topics, around the clock!

Visit now:  www.healthwatchwalthamforest.co.uk/onlinedirectory/

Or call 9am - 4pm, to find out more:  020 3078 9990