

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 Market

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Contact us for alternative formats

Contact Us

➡ Question of the Moment...

We want to hear about your experiences of being discharged from hospital.

- Were you ready to get home?
- How long did it take?
- Did you leave with your medication?
- Did you understand how to look after yourself when you got home?
- Could you have any transport to get home?

Please tell how it was for you so we can work with the council and hospital to make it better!

➡ Photography Competition - Now All Year!

We would like our photo library to be full of images taken by the public. So every two months we will be picking out a winner. We are looking for photos of Waltham Forest and its people.



We want your photos of local people and places

You could win a £20 shopping voucher. Next closing date is 1st September! Looking forward to your submissions:

✉ info@healthwatchwalthamforest.co.uk

➡ FREE Service User Representative Training!

On 10th and 18th September we are holding a series of interactive training sessions called "What is Health and Social Care" and "Getting involved", to support the learning and development of new patient representatives, and those interested in taking up these roles. ➡ [More](#)

"I prefer to see my own GP."

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

➡ Meetings and Events

This month we did outreach at PI84u Al-Suffa's Sunday lunch event, and spoke to people about their experience accessing services. Some things we picked up were concerns about discharge and aftercare especially when someone is homeless, as well as good experiences with GP surgeries.



We hear about what's important to you

We also attended the Holy Family Catholic School summer event, and engaged with families and young people, and comments included difficulties the closure of roads are causing people when accessing services, and about long waiting times. Other meetings we attended:

- PELC Patient Engagement and Experience Group
- NELFT NHS Foundation Trust Director
- Urgent Care Commissioners
- Barts Health CEO
- CQC Summer Stakeholder Event
- Accessible Information Standard Partnership
- NHS Waltham Forest CCG Reference Group
- Patient Participation Groups Steering Group
- Joint Strategic Needs Assessment Steering Group
- Whipps Cross Urgent Care Working Group
- Whipps Cross Care Quality Reassurance Committee
- Barts Health Patient Engagement & Experience Committee
- Transforming Services Together Public Reference Group
- Whipps Cross Hospital CQC Inspection
- Better Care Together (Borough) Communications and Engagement Group
- WFCCG Governing Body

To respond to any of our updates please contact us, or visit the website. ➡ [More](#)

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

Tweet us @healthwatch_wf

➔ Co-Designing Resources for Pharmacists

We were commissioned by North-East London Pharmaceutical Committee (NELPC) to run a focus group for hard of hearing service users. We explored their experience of using pharmacies, and how this can be improved to be compliant with Accessible Information Standards (AIS).

We had a great turnout of 18 people from Tower Hamlets, Newham and Waltham Forest. We co-designed leaflets and medication guidelines. Attendants shared their stories and provided insight; "Pharmacist doesn't match the skills of deaf person - they still use jargon" and "When you bring an interpreter, doctors often speak directly to family rather than deaf person themselves".



'What would an accessible pharmacy look like?'

We discussed the idea of what an accessible pharmacy would look like and how medication guidelines can be clearer with more pictures and tables. "I need instructions that are pictorial, words can get confusing". The resources will be available for pharmacists on the NELPC website. ➔ [More](#)

➔ Volunteers Needed!

We are also still looking for a few volunteers to come help us with admin tasks or talking to the public. For more information please see the flyer (Page 8) and contact Joyce:

✉ Joyce.Osei@healthwatchwalthamforest.co.uk

"I think because I am old no-one cares."

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

➔ Join the Enter and View Team!

Would you like to help us visit local services? We are building our Enter & View visiting team and are now recruiting for volunteers for our project.

Healthwatch Waltham Forest's Enter and View programme involves training authorised representatives to visit publicly funded health and social care services in the borough to see what is going on and to talk to service users, their relatives and carers, as well as staff.



Healthwatch can visit health and care services

We need new team members. You will need some knowledge of health and social care services either from work, volunteering, or personal experience. Applicants will be asked to complete a form and if shortlisted you will be invited to an interview. Those who are successful will be offered training and support, which will include attending and completing a session in September - dates to be confirmed. If you are interested please contact Joyce Osei expressing your interest. ➔ [More](#)

"The ward was modern and clean."

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

➔ Healthwatch Waltham Forest Annual Conference

Book your place at our annual conference now! The theme of this year's event is Public Involvement.

Speakers and topics will be announced soon. You may book online, or get in touch. We look forward to seeing you there! ➔ [More](#)

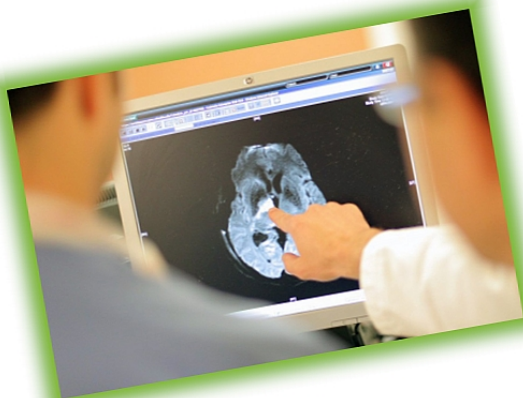
☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Neurological Alliance Patient Experience Survey

The Neurological Alliance has launched its second neurological patient experience survey, which aims to collect vital information about the experiences of people affected by neurological conditions, including the quality of the treatment, care and support that they receive. It will be helpful in understanding how much progress has been made in improving services, and which areas to focus on for improvement.

The results of the first patient experience survey, conducted in 2014, were published in 2015 as *The Invisible Patients: Revealing the state of neurology services*. It is hoped that this year's survey will produce an even richer source of data which will set out a comprehensive picture of your experience of neurological services and make recommendations about how care can be improved.



Putting services under the spotlight

The survey closes on 30th September. ➔ [More](#)

➔ NICE Health and Wellbeing Quality Standard

The National Institute for Health and Care Excellence (NICE) is pleased to announce that the draft Community engagement: improving health and wellbeing quality standard is now available on the NICE website for consultation.

All contributions are 'greatly valued' and you are welcome to comment.

The consultation closes on 22nd August. ➔ [More](#)

“The district nurse was kind and supportive.”

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

➔ Upcoming Barts Health Events

The upcoming Barts Health Open Day has an emphasis on 'Health and Wellbeing'. The event provides an opportunity for patients, staff and the public to learn more about all the great work going on in their hospitals, services and organisations they work closely with. There will also be lots of fun activities for adults and children alike:

➔ Saturday 17th September, 11.30am - 3.30pm

➔ Whipps Cross University Hospital



Hear about the progress being made in the hospitals

The Annual Public Meeting is an opportunity to hear about progress in their hospitals and ask questions:

➔ Wednesday 21st September, 6pm - 8pm

➔ The Old Town Hall, Stratford

All welcome and no booking is required. For more:

✉ Ros.Waring@bartshealth.nhs.uk

It's all in the computer...

Our custom-built database helps us to identify key trends.



This information is used to help improve services.

➔ Don't Ignore It, Tell Your Doctor

Waltham Forest GPs are encouraging local residents not to ignore symptoms and to tell their doctor if they notice themselves getting out of breath doing things they used to be able to do, or if they've had a persistent cough for three weeks or more.

A persistent cough or inappropriate breathlessness during everyday activities such as vacuuming or mowing the lawn could be symptoms of a variety of conditions, including cancer, chronic obstructive pulmonary disease (COPD) and, in the case of breathlessness, heart disease.



Early diagnosis makes conditions more treatable

Diagnosing lung and heart disease early makes them more treatable and can help with the management of some conditions, such as COPD, and improve the quality of life for people living with them. Lifestyle changes such as eating a healthy diet and quit smoking can greatly reduce the chances of lung and heart disease.

Dr Anwar Khan, local GP and chair of NHS Waltham Forest Clinical Commissioning Group said "If you notice any differences in your breathing such as shortness of breath or a persistent cough for more than three weeks, tell your GP.

"The symptoms might not be anything serious, but it's always better to get it checked out. You won't be wasting anyone's time, GPs are here to help. If it does turn out to be a sign of something that needs treatment, catching it early could make a big difference. It's also important to remember that as soon as you stop smoking, your risk of lung cancer starts to go down. If you are a smoker, quitting is the single best thing you can do for your health."

Being clear on the symptoms of cancer, COPD and heart disease is the latest stage in the NHS' national "Be Clear on Cancer" campaign which lets people know and identify the early signs of the most common cancers. ➔ [More](#)

➔ NELFT Shortlisted for National Diversity Awards

North East London NHS Foundation Trust (NELFT) has been shortlisted for the Diverse Company of the Year award at the National Diversity Awards. The ceremony will be held on Friday 16th September at the Anglican Cathedral in Liverpool.

NELFT received the original nomination in March and the judges have put the Trust forward for the final shortlist of 10, which includes national organisations such as Asda, Channel 4 and RBS.

Michael Beackon, equality and diversity assistant manager said "This is fantastic news for the Trust. We have worked hard to ensure NELFT is an organisation where everyone feels welcome and valued. Being shortlisted for this award is recognition of the work we are doing." ➔ [More](#)

➔ Improvements in Local Cancer Survival Rates

Waltham Forest is among the top 20 most improved areas in England for people surviving cancer a year after diagnosis.

In 2012, 67.1% of people diagnosed with all types of cancer lived beyond a year after being found to have the disease, but 2013 saw an increase to 68.7%. The improved survival rate follows NHS Waltham Forest Clinical Commissioning Group's (CCG) programme of work to help increase the uptake of free cancer screening programmes and improving access to and quality of cancer services.

Early diagnosis of cancer gives patients more effective treatment options and improves their chances of survival. In Waltham Forest, 52.9% of stage 1 and 2 cancers were diagnosed early, a proportion similar to the national average of 54.4% in 2012/13.

NHS Waltham Forest Clinical Commissioning Group's Clinical Director for Cancer Dr Mayank Shah said: "This shows improvement in one-year survival rates but cancer is one of the biggest causes of death in Waltham Forest, so we want to improve early diagnosis, and keep improving one-year cancer survival rate.

"Getting dressed at home after a stroke is hard."

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

➡ Integrated Care for Older People

The Care Quality Commission (CQC) has reviewed how well different health and care services work together to support the needs of older people.



‘Substantial progress is needed’

In its report, ‘Building Bridges, Breaking Barriers’, it warns that despite a widespread commitment for integration across the sectors, substantial progress is needed to better support people who use a number of services, reduce hospital admissions and avoid confusion about where to go for help.

The report concludes that with a growing elderly population, now is the time to act.

The CQC carried out site visits in eight areas. They gathered evidence from a range of sources and spoke with older people and their carers to understand how their experiences of care related to services working together.

The report highlights many instances of good practice where those providing and commissioning health and social care share information and co-ordinate services for older people.

It sets out the barriers to delivering joined up care. It concludes with five key recommendations for health and social care leaders. ➡ [More](#)

➡ Viewing Your Medical Record

Patients who are registered with their GP practice for online services (booking a GP appointment and requesting a repeat prescription) may also view their medical record online.

Once a request to view the medical record is made, the GP practice will ask the patient to complete a form. The patient will then be able to see the medical record online.

Patients not using online services may also view their record by appointment at their GP practice. If a patient would like to have a printed copy of the record, a small charge may be made. Ask your GP for more information.

“Mental Health need not be a hidden condition.”

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

➡ CQC Inspects All Mental Health Trusts

The Care Quality Commission (CQC) says that people will soon have access to detailed information about the quality and safety of every NHS mental health trust in England, including where improvements are needed, as it has now inspected all of them using a new regulatory approach.

The CQC has now completed its comprehensive inspection programme of all 56 mental health NHS trusts in England, as planned. A ‘quality baseline’ is now being established, which may be utilised to drive improvements across the system and inform future regulation.

Initial findings indicate that although people receive good quality care, it is not always person-centred.

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:

- ➡ Highcroft Care Home, 13-17 Rectory Road, London, E17 3BG (*Rated Requires Improvement*) ➡ [More](#)
- ➡ Kestrel House, 75 Harold Road, London, E11 4QX (*Rated Requires Improvement*) ➡ [More](#)
- ➡ Manor 1, 110-112 Hainault Road, London, E11 1EH (*Rated Good*) ➡ [More](#)
- ➡ Claremont Medical Centre, Claremont Road, London, E17 5RJ (*Rated Requires Improvement*) ➡ [More](#)
- ➡ Shared Lives Scheme, 30 Coleridge Road, London, E17 6QU (*Rated Good*) ➡ [More](#)

➤ Feeling Stressed and Need a Break?

Why not come along to a Mindfulness Based Stress Reduction (MBSR) drop-in class? In association with L&Q and Waltham Forest Carers Association, Breathing Space are running a weekly drop-in class teaching MBSR. No previous experience or knowledge needed:

- ➔ Fridays from 9th September, 2.30pm - 4.00pm
- ➔ Seddon Centre, 33 Clyde Place, Leyton E10 5AS

Some of the things that MBSR can be beneficial for include more energy and enthusiasm, a greater ability to relax, more self-confidence, an increased ability to handle stressful situations.



Learn to relax!

No need to book, just turn up. Free and available to all residents of Waltham Forest. Carers especially welcome. To find out more:

☎ 0300 4569998 or ✉ communities@lqgroup.org.uk

**“GP’s and pharmacists
should work together.”**

Join us today and have your say!

➤ Waltham Forest Asian Seniors Club Fun Fair!

Waltham Forest Asian Seniors Club is holding a fundraising fun fair:

- ➔ Thursday, 25th August, 10am - 5pm
- ➔ Shernhall Methodist Church, E17 9HX

Features fun for all the family, food, henna, games, bouncy castle, clothes, jewellery, toys, books, raffle and much more! For more information:

☎ 07563617829 or 07773817344

➤ Update from Barts Health

Alwen Williams, Chief Executive of Barts Health, writes “I recently wrote to all staff at Barts Health to thank them for everything they are doing to improve care for patients who rely on our services. We have made great strides this year and I have been delighted to share with you our progress.



Barts Health is in ‘Financial Special Measures’

In my message to staff I reiterated my belief that improving the quality of care goes hand in hand with delivering value for money. Along with the rest of the NHS we are facing scrutiny on our finances and we know we need to redouble our efforts to find ways of saving money while continuing to improve the quality of care.

The national NHS leadership has announced a range of measures to improve NHS finances. One of those will be to increase the scrutiny on our financial plans by placing Barts Health in Financial Special Measures, along with four other NHS trusts. Since we are the biggest NHS trust in the country, it is not surprising we have the largest deficit. But of course this doesn’t mean we should be complacent. We are spending more than we receive and this can’t go on.

We have seen this year that being in special measures can help us focus our efforts and pull together to make real improvements at pace. For example, we’ve been able to dramatically improve our performance against cancer waiting time standards; we’ve made our hospitals a safer place to be with our daily safety huddles and our work to reduce avoidable harm such as pressure ulcers; and we’ve started ‘Listening into Action’.” ➔ More

**“I don’t know how to
use a computer.”**

Join us today and have your say!

➔ Sustainability and Transformation Plan

Across North East London, the health system is working together to develop a 'Sustainability and Transformation Plan' (STP), which will set out how local health and care services will 'transform and become sustainable' over the next five years.

In order to create a better future for the NHS, we must make changes to how local people live, access care, and how care is delivered.

This doesn't mean doing less for patients or reducing the quality of care provided. It means more preventative care; finding new ways to meet people's needs; and identifying ways to do things more efficiently.



We must make changes now, for the future

Hearing the views patients is an essential part of this, and we urge you to get involved! ➔ [More](#)

Latest Newsletters

- ➔ NICE - Public Involvement Update, July 2016 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, July 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ New Cancer Drugs Fund opens for business ➔ [More](#)
- ➔ NHS England takes action to ease pressures on general practice and provide joined-up care ➔ [More](#)
- ➔ Agency social workers warned to review tax compliance after landmark ruling ➔ [More](#)
- ➔ Developing principles and rules on Conflicts of Interest ➔ [More](#)
- ➔ Judge commends 'tremendous' efforts to engage parents who attacked services on social media ➔ [More](#)
- ➔ More people than ever receiving psychological therapies and recovering ➔ [More](#)
- ➔ Care minister role downgraded in government reshuffle ➔ [More](#)
- ➔ New films showcase leading Type 2 diabetes programmes in US and England ➔ [More](#)
- ➔ High numbers of social care complaints upheld by ombudsman ➔ [More](#)
- ➔ Working up close with NHS 111 - Iain Upton ➔ [More](#)
- ➔ 'My social workers know we climb out of the difficult times together' ➔ [More](#)
- ➔ Health and high quality care for all, now and for future generations ➔ [More](#)
- ➔ NHS England balanced its 2015/16 £102 billion budget and met key performance goals ➔ [More](#)
- ➔ Statement to set out skills expected for social work with older people ➔ [More](#)
- ➔ Health and high quality care for all, now and for future generations ➔ [More](#)
- ➔ Care and education link up to reduce absconding ➔ [More](#)
- ➔ New National Commissioning Framework for Hearing Loss Services launched ➔ [More](#)
- ➔ Social work students hit by 'unacceptable' delay to bursaries ➔ [More](#)
- ➔ Thousands to benefit from kick-start of mental health services transformation ➔ [More](#)
- ➔ Why social work bill's 'innovation' clause has sparked controversy ➔ [More](#)
- ➔ NHS England announces provisional investment decisions for specialised services ➔ [More](#)

Would you like to represent patients and service users from your community?

Attend our free Service User Representative Training!

Saturday 10th September 2016

10:00-13:00

Session 1 - 'What is Health and Social Care' including an introduction to commissioning

Saturday 17th September 2016

10:00-13:00

Session 2 - 'Getting Involved', opportunities and skills for being a patient representative

Social and networking—lunch provided **13:00-14:00**

To reserve a place please contact us on the details below.

If you have any dietary, accessibility, transport or support requirements to enable you to attend please make these known at the time of booking.

Costs — Free

Venue — Training Room, Waltham Forest Resource Hub (Central), 1 Russell Road, Leyton, E10 7ES

To find out more call us or visit our website;

<http://www.healthwatchwalthamforest.co.uk/events/service-user-representative-training>

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The training is for...

- The **general public** who want to hear about others experiences of health & social care
- **Health professionals** who want to hear about and discuss patient experience
- **Social Care and Council staff** who want to hear about and discuss service users experience
- Anyone working in **community engagement**
- Anyone working to **support other people** who use health and social care
- **Anyone interested** to understand more about the work of Healthwatch
- Anyone who **lives or works in the borough** of Waltham Forest and wants to improve local services

020 3078 9990



@Healthwatch_WF

info@healthwatchwalthamforest.co.uk

www.healthwatchwalthamforest.co.uk

Calling out for outreach volunteers!

What?

Outreach involves **listening** to people's experiences around health and social care services in Waltham Forest. This might be at a community event or medical setting such as a waiting room.

Why?

Play a **vital role of helping to shape** the way health and social services are delivered in the community! Develop communication skills. Meet new people. We can cover travel expenses.



Other Volunteering opportunities

We can help you find other volunteering roles that suits your interests, skills and time commitment. Current roles include **Office Based work** (clerical/IT support, logging data keeping our website and social media up to date) and **Patient Experience Panel**.

Or Email us: info@healthwatchwalthamforest.co.uk

Interested? Call us: 020 3078 9990

Or visit: <http://www.healthwatchwalthamforest.co.uk/volunteering-0>



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