

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: William Morris Gallery

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Contact us for alternative formats

Contact Us

➡ Valuing Volunteers

We would really value YOUR feedback to help us improve our work with volunteers, so we would be very grateful if you could comment on the following with respect to your volunteering experience with Healthwatch Waltham Forest:



Supporting and empowering our volunteers

What do you think we have done well and why? If you are a new volunteer please don't forget to tell us about the recruitment and interview process.

What could we do better and how? We would like you to be frank and constructive, so all suggestions welcome!

What training/further training would you find useful?

Any other comments you wish to make about volunteering for Healthwatch. Please get in touch!



Nafisa.Saboowala@healthwatchwalthamforest.co.uk

➡ Enter and View

We have recently completed Enter and View visits at seven blood testing centres. Thank you to the six Enter & View Authorised Representatives that conducted the visits with our Enter & View Co-ordinator Nafisa Saboowala. Thank you to the staff based at the centres and phlebotomists who accommodated us.

We are in the process of collating the feedback. We will publish a report in early 2016.

“Excellent support from NHS 111.”

Join us today and have your say!

➡ Health & Wellbeing Strategy Consultation

During October and November 2015 Healthwatch and partners have independently and in collaboration delivered 11 focus groups engaging with different community groups and looking at different parts of the draft Health & Wellbeing Strategy. The partners were:

Waltham Forest Parent Forum who focussed on children and families; disabilities and learning disabilities, Roma Support Group who focussed on the eastern European community, East London Out Project who focussed on the Lesbian, Gay, Bisexual and Transgender community, Waltham Forest Vision and East London Vision Forum who focussed on those with sensory loss, Significant Seams who focussed on reaching a wide variety of community members, Waltham Forest Carers Association who focussed on carers.

We ran four joint events for different age groups: Walthamstow Toy Library delivered a focus group for parents around children's needs, YMCA East London delivered a focus group for young people, Leyton Orient Trust delivered a focus group for 'working age' residents, and Reaching Out East and AGE UK Waltham Forest delivered a focus group for older people and those with disabilities and long term conditions.

The engagement work also encouraged individuals to submit personal case studies around their current health and wellbeing and future aspirations.

Approximately 150 people across various community and age groups have been directly involved in commenting on the Health & Well Being draft strategy through facilitated focus groups.

This opportunity gave some previously disengaged community groups and voluntary sector partners, including vulnerable residents, the chance to be involved and contribute towards relevant work.

We hope that those of you that contributed to this consultation enjoyed taking part. The final strategy will be published by the Council in early 2016.

➡ Seasons Greetings From Healthwatch!

We would like to wish all of our readers Seasons Greetings! The Healthwatch Office will be closed from Tuesday 22nd December until Sunday 3rd January inclusive.



➔ Patient Representative Opportunities

Healthwatch Waltham Forest is all about getting people involved in health and social care. As the official consumer champion, we have roles around gathering people's views on health and social care services, making those views known to providers and commissioners (those who plan, buy and run these services), and making sure people are involved in decision making around their local services. If you live in the borough, or use local health or social care services, we invite you to get involved!

We have a whole range of opportunities available, including representation at a number of local groups, forums and committees, all designed around feeding the 'patient voice' into how services are commissioned and run. ➔ [More](#)



Could you be a 'patient voice'?

➔ Have Your Say on the NELFT Quality Accounts

What does a high quality healthcare service mean to you? Like all NHS organisations, NHS North East London Foundation Trust (NELFT) publishes a yearly Quality Account Report. The Quality Accounts gives NELFT an opportunity to share with patients, staff, partner organisations, stakeholders and members of the public what they are doing well, what they need to do better and how improvements can be made.

In setting their improvement priorities for 2015/16 they are keen to hear your views on what high quality healthcare at NELFT means to you, so they can further improve services for patients. Please take a moment to complete the survey. ➔ [More](#)

“Medication delay at discharge.”

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

➔ Health and Wellbeing Forum

Would you like to share your views on health and wellbeing with the council? Are you a voluntary sector professional or resident? If you have an expert opinion on health and social care services we would like you to attend our forum event:

➔ Wednesday 2nd December, 9.30am - 12.30pm

➔ Resource Hub (Central), 1 Russell Road, E10 7ES

To book, contact the Healthwatch office.

“The pharmacist had all the answers.”

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

➔ Regaining Control of Diabetes Event

Diabetes is one of the most prevalent long-term conditions in Waltham Forest, which can lead to a number of other serious conditions such as heart disease, stroke and chronic kidney disease. The diabetic patient population is expected to rise in Waltham Forest. People of South Asian origin are at the highest risk of developing diabetes with Afro-Caribbean groups also having a high risk.



Get empowered to regain control of diabetes

North East London Public Pharmacy Partnership is holding an event, aimed at empowering patients and carers to control diabetes and lead an active life:

➔ Wednesday 9th December, 10.30am - 1pm

➔ The Score Centre, 100 Oliver Road, E10 5JY

Featuring speakers on patient empowerment, diabetes and leading an active life. Plus, a market place with providers who can assist you. ➔ [More](#)

➔ Feedback Strengthens Mental Health Direct

Following patient feedback reported to Healthwatch in October, NHS North East London Foundation Trust (NELFT) have taken prompt action to strengthen their crisis telephone line, Mental Health Direct. The service now has a number of contingency plans in place to ensure people in crisis still have access to the professional support they need even when internal phone systems go down.

Healthwatch Manager, Jaime Walsh said, 'The prompt action taken by NELFT demonstrates just how much impact one patient experience can have. We would encourage more services to use patient experience data and find effective ways to feed it into improvement plans'.

If you would like to feedback on any health or social care service in the borough, please contact the Healthwatch Waltham Forest office.

➔ New 'Improvement Guidelines' on Orthotics

Patients in England should be able to expect greater quality and consistency in orthotic services in the future thanks to the results of a national review.

NHS England has issued a call for commissioners to improve how vital orthoses are provided, alongside a suite of guidance and resources to help them do so.

Orthotic services provide prescription insoles, braces, splints, callipers, footwear, spinal jackets and helmets which help people recover from or avoid injury, or live with lifelong conditions.

The correct supply and fitting of orthoses can help improve quality of life by reducing pain, keeping people mobile and independent and preventing more invasive and expensive interventions like surgery, amputation or the need for social care.

Previous studies have estimated that for every £1 spent on improving orthotics services, the NHS could potentially save as much as £4. However, there remain significant variations in the quality of services and waiting times to access them across the country. ➔ [More](#)

“A two week wait to see my own GP.”

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

➔ Improving End of Life Care in Waltham Forest

NHS Waltham Forest Clinical Commissioning Group (CCG) is asking local residents for their feedback on services for people who are nearing the end of their life.

In Waltham Forest, more people who are nearing the end of their life die in hospital than any other borough in London.



Giving 'spiritual and psychological support'

Dr Anwar Khan, GP and Chair of the CCG, wants to people to have more options so they can choose to die in the place they prefer. He says: "Someone who is nearing the end of their life should be able to choose where they want to die. Some people prefer to die in hospital, but other people want to be at home with their family and friends, or in a hospice. They should also be given spiritual and psychological support and tailored pain management to help them as much as possible during this very difficult time."

Around 1,500 people die in Waltham Forest each year, and more than 1,100 (74%) of them end their life in hospital. The London average is 63.7%, and for England it is 56.7%.

"Part of the reason so many people die in hospital is because Waltham Forest's palliative care centre (the Margaret Centre) is based within Whipps Cross Hospital. In most other parts of the country, palliative care centres are based outside of hospital," says Dr Khan.

"There are also only 418 patients on the Waltham Forest palliative care register, but we think that should be closer to 1,050. We need to understand why people aren't being registered."

The CCG is particularly looking for feedback from people who have experience of end of life services, but is also interested in hearing what other people who haven't used the services might think. The cut off for feedback is 13th December. ➔ [More](#)

➡ Guidance on Requirements for GP Registration

NHS England has worked with patient groups and advocacy organisations to produce guidance on registering with a GP.

It clarifies that patients do not legally need to provide documentary evidence of identity, immigration status or proof of address, to register.

Practices should not refuse registration on such grounds and there is no contractual duty to seek such evidence.



Documentary evidence is 'not a legal requirement'

This approach is supported by the British Medical Association (BMA) General Practitioners Committee. The Department of Health will shortly be consulting on extending charging of overseas visitors.

However, the consultation does not propose introducing charges for anyone attending an NHS appointment with a nurse or GP in primary medical care. ➡ [More](#)

“The social worker was very supportive.”

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

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:

- ➡ [ELMS in Waltham Forest, 7 Southwest Road, London, E11 4AW \(Rated Good\)](#) ➡ [More](#)
- ➡ [Highcroft Care Home, 13-17 Rectory Road, London, E17 3BG \(Rated Inadequate\)](#) ➡ [More](#)
- ➡ [Ashbridge Lodge Residential Care Home, 5 Ashbridge Road, London, E11 1NH \(Rated Good\)](#) ➡ [More](#)
- ➡ [Aston Grange Care Home, 484-512 Forest Road, London, E17 4PZ \(Rated Inadequate\)](#) ➡ [More](#)

➡ Bowel Screening for the Over 65's

Local GP Dr Abdul Sheikh stresses the importance of bowel cancer screening for the over 60's:

“Like everyone who is over sixty years old and registered with a GP every two years I am sent a bowel cancer screening test through the post. The test, which I do in the privacy of my own bathroom looks for abnormalities that could be the signs of bowel cancer. Even though I eat a balanced diet, take regular exercise and look out for anything unusual I still do the test and return it every time it's sent to me.

One in 14 men and one in 19 women will be diagnosed with bowel cancer at some point in their life. In Waltham Forest, 43 per cent of people aged between 60 and 69 years have taken part in the bowel screening programme. Everyone should be doing this free and simple test.

I am not going to pretend that doing the test is enjoyable but I always do it because I know how important it is, as it could help spot cancer early, which could save my life.

As well as doing screening it's important to keep an eye out for changes to your bowel habits and let your GP know. Changes can include: bleeding from your bottom or blood in your stools and or a change in normal bowel habits to diarrhoea or looser stools, lasting longer than four weeks.

The risk of cancer increases as we get older and while we can't stop the time clock, we can take up the free screening that's offered through the NHS. This could enable you to live a healthier life for longer, which means more time to do the important things in life, like spending time with your loved ones. If you have an older person in your family, especially if English is not their first language, please talk to them about the importance of returning the kit. If you're between 60-75 years of age and haven't received a kit, or if you have misplaced yours, then call 0800 707 60 60.”

➡ New Online GP Services Available!

Joan Fratter, a patient representative on the CCG IT Committee, writes about new online GP services:

“Thousands of people across Waltham Forest can now book GP appointments and order repeat prescriptions online.

NHS Waltham Forest Clinical Commissioning Group (CCG) has been working with GP practices to introduce digital services for patients. All GP practices now have technology that allows you to order repeat prescriptions online and collect them from a local pharmacy of your choice; book your appointments online; view an online summary of your patient medical record and receive a text message to confirm your appointment or get important updates about health services.



You can do so much more online!

Using these new digital services is not for everyone, but many people have reported enjoying them and it means receptionists can give more time to patients who make personal contact.

How can I use these new services?

Contact your GP surgery or visit their website to get the information you need to log in. If you find that your GP practice hasn't yet activated some of the online technologies we would encourage you to ask them when it will be available and tell them you would like to use it. If you would like to receive text appointment reminders and messages from your GP surgery, please make sure they have your mobile phone number.”

“Not enough space in the waiting area.”

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

➡ 15% of Local GP's 'May Soon Leave Job'

New research by NHS Waltham Forest Clinical Commissioning Group (CCG) has shown that 15% of all GP's in Waltham Forest are planning to leave their job in the next five years.

The figures are lower than national estimates, which show that 34% of all GP's in the UK are planning to leave their job by 2020, however the CCG says work must be carried out to make sure Waltham Forest residents keep getting the care they need.

Dr Anwar Khan, a local GP and Chair of Waltham Forest CCG says: “The issues we're facing in Waltham Forest are the same throughout the UK: there is rising demand for GP services but fewer staff available to help patients. It's a big challenge, but a lot of work is underway to tackle it.

“Booking online is more convenient for me.”

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

We estimate that 30% of a GP's workload could be carried out by other health and social care professionals, which means GP's could focus on dealing with more complex health issues. In the future it is envisaged that GP's will work alongside physician associates, nurse practitioners, practice nurses, health care assistants, pharmacists and a greater variety of support staff within practices. Administrative work also takes up about 11% of a GP's time, and we think that could be reduced to about 4% by recruiting medical assistant administrators.”

The research also showed that 13% of nurses working in GP practices are planning to leave their job by 2020.

Dr Khan says: “Practice nurses play an extremely important role in GP practices, so a new programme has been launched to give free training to local nurses who want to retrain as practice nurses. Training will begin in January 2016 and more practice nurses will be ready to start work in 2017.”

Across Waltham Forest, health and social care organisations and higher education partners are looking at new opportunities for local people to start working in health and social care.

➡ Community Transport Waltham Forest Tours

The Community Transport Waltham Forest Excursion Club is ready to help you get in that Holiday Spirit! Gather a group of friends and book your place on the annual tour of Christmas Lights in Central London:

➡ Thursday 3rd and Monday 14th December



See this year's Christmas Lights!

To book or for more information:

☎ 0208 496 4626

✉ Michelle@ctwf.co.uk

“The paramedics saved the day!”

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

➡ New Adviceline Number for the CAB!

Waltham Forest Citizen's Advice Bureau (CAB) provides free, confidential and independent advice and information.

From Monday 16th November, they have a new Adviceline number:

☎ 0300 330 1175

Opening times are Monday – Friday 10am- 4pm.

The Adviceline can be used for queries relating to a range of issues, including debt, welfare benefits, employment, immigration and housing.

Calls are charged at a local rate and the service is for residents of Waltham Forest.

➡ Make a Display and Have Your Say!

The African Caribbean Women's Development Centre invites you to 'make a display and have your say' - a Flower Arranging Workshop and focus group to find your views on adaptations and Stroke services:

➡ Monday 14th December, 1pm

➡ 603 High Road, Leyton E10 6RF

To book or for more information:

☎ 020 8556 4053

✉ acwomen2@yahoo.co.uk

➡ Lay People Required at NICE!

The National Institute for Health and Care Excellence (NICE) is looking for applications from people to join the Public Health Advisory Committee as a 'core' community member.

The community member of this committee will play a key role in making sure that the views, experiences and interests of people who use services and members of different communities are central to the committee's decision-making.

The appointment will be for a period of 3 years and committee meetings will take place in Central London. The successful applicant will be one of 2 community members on the committee and will help to develop a range of different public health guidelines.

Apply by 15th December 2015. ➡ [More](#)

Are you on Facebook?

Join our page for the latest volunteering opportunities, news, events and more!



Click, Thumb and Like Us!

➔ What to Expect From Your Doctor

Patients receive the best care when they work in partnership with doctors. With this in mind, The General Medical Council (GMC) has produced a guide for patients, explaining how they can help to create a productive relationship with their doctor.

Much of it is simply common sense, but following the advice should help patients get the most out of their time with their doctor.

The guide, based on the standards the GMC sets for doctors, states that doctors must provide good care; put patients' safety first and make sure the care they provide is safe and effective; treat patients as individuals and be honest and trustworthy.



Building a productive relationship with your GP

The guide is available now, and in a range of formats and languages. ➔ [More](#)

Latest Newsletters

- ➔ London Borough of Waltham Forest - Care Act Bulletin, Issue 3 ➔ [More](#)
- ➔ NHS Confederation - Health Policy Digest, 3 November 2015 ➔ [More](#)
- ➔ NICE - Public Involvement Update, November 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, December 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ 'Homes not hospitals' for people with learning disabilities ➔ [More](#)
- ➔ No mention of social care as government confirms £8bn boost to NHS ➔ [More](#)
- ➔ Teaching people how to avoid becoming a Type 2 diabetes statistic ➔ [More](#)
- ➔ Care Act advocacy referrals 'way below' expected level ➔ [More](#)
- ➔ More than 400 pharmacists to be recruited to GP surgeries by next year ➔ [More](#)
- ➔ Learning disabled people will get named social workers to 'challenge' NHS decisions ➔ [More](#)
- ➔ Inaction on social isolation will hit frontline NHS ➔ [More](#)
- ➔ Care package hold-ups drive sharp rise in delayed discharges ➔ [More](#)
- ➔ Helping the elderly can also help the NHS this winter ➔ [More](#)
- ➔ Pharmacy can help ease pressure on frontline services ➔ [More](#)
- ➔ Care home funding crisis could see thousands of beds close, report warns ➔ [More](#)
- ➔ NHS managers must lead new drive to stamp out discrimination of health workers ➔ [More](#)
- ➔ Waiting times for reablement services double ➔ [More](#)
- ➔ Help your doctor this winter by helping yourself ➔ [More](#)
- ➔ Complaints about social care assessments rising, says ombudsman ➔ [More](#)
- ➔ We need to educate patients on antibiotics ➔ [More](#)
- ➔ Council spending on essential items for children in need rose 20% under coalition ➔ [More](#)
- ➔ Digital innovation has potential to transform primary care ➔ [More](#)

Join the Healthwatch Team!

Healthwatch Waltham Forest is *recruiting!*

Please contact us if you are interested in either role:

Volunteer and Enter & View Coordinator

Part time 18 hours.

Deadline for applications is 31st January 2016.

Board member

Applications will be considered on a continuous basis.

Visit our Website or call for more information...

 www.healthwatchwalthamforest.co.uk/jobs

 020 3078 9990

 info@healthwatchwalthamforest.co.uk

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