

## 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: Lea Valley in Winter

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Contact us for alternative formats

Contact Us

## ➡ Putting People at the Heart of STPs

We attended a conference held by Healthwatch England on public engagement in the Sustainability and Transformation Plans (STPs). The event was for professionals from healthcare, voluntary and social care sectors, to share learning and discuss how to best ensure that as the STPs develop, the needs of patients are at the heart of the plans. Healthwatch Waltham Forest is involved in both the North East London STP development, and the Transforming Services Together (TST) work, which is in line with the STP work on a more local level. The event was a great opportunity to learn how other Healthwatches and voluntary organisations have worked with STP leads, local government & services to engage people.



Patients should be more involved in development

We spoke about working together effectively with other local Healthwatches in East & Northeast London. This means tackling common issues together, whilst making clear that local needs & issues should not be generalised across boroughs, and that the STP plans don't lose sight of local nuances and specific needs. We spoke about the need for engagement instead of consultation, which means patients should be involved continuously and at the stage of developing plans, instead of being consulted once plans are made. Delegates commented that engagement activities need to be active and transparent, by going to where people are, engaging them through education and clear accessible information, and providing people with support to be involved. The conference was a great learning opportunity, and we look forward to applying the learning to ensure that engagement is done thoroughly and with enough time, so that local residents can have a say.

**“3 week wait to see my doctor of choice.”**

Join us today and have your say!

## ➡ Patients' Voice Training

On Saturday 26<sup>th</sup> November, we supported Gen Ford from Patients' Voice to run a GP Patient Participation Group (PPG) training session. Patients' Voice is the independent group of local PPGs' chairs, who have decided to come together to represent their communities in Waltham Forest.

The training was an opportunity to work with patients who do not have a very active PPG, and to help all GP surgeries in Waltham Forest to have a stronger PPG. Gen spoke about how to set up PPG meetings, support structures, relationships, and next steps. People met other people from their practice to join up, and spoke with members of other PPGs to share learning. It was well attended, and we were happy to see a GP attending, who was keen to establish a strong PPG in his practice and was aware of the value he could gain from engaging his patients.

Gen spoke about the importance of carrying forward PPGs which are constructive, and can play an active role in helping staff improve the services. Attendants shared the barriers they've faced when trying to join or run their PPG, and discussed how these can be overcome. Gen highlighted that the main challenge to overcome is convincing the practice that a strong involved PPG is win-win for both patients and the service. Gen shared some practical learning on how to best start up a PPG, how to recruit and support members, and how to effectively run and work with the surgery to improve services.

We hope patients will take away the learning and apply it in their practice, to help grow and improve their PPG, and be a part of improving their local GP service. If you are interested in getting involved, or not sure how to join your PPG, please get in touch with us.

### Other meetings we attended include:

- Clinical Commissioning Group (CCG) Governing Body Board meeting
- CCG Digital and Business Intelligence Working group
- Primary Care Development Sub Committee Meeting CCG
- Whipps Cross Urgent Care Working Group
- CCG Out of Hospital Pathways Working Group
- Chingford Children's Community Programme Service
- North East London Cancer Commissioning Board
- Waltham Forest Dementia Action Alliance meeting

## ➔ Health & Wellbeing Forum

In November we held another Health & Wellbeing Forum to give residents and the local voluntary sector a say in the Health & Wellbeing Board items. The Forum was well attended, and we spoke about the Health & Wellbeing Scorecard, and how cancer diagnosis, treatment and survival rates can be improved in the borough.

People commented that early diagnosis of cancer is very important, but there are currently barriers such as cultural taboos and fear of diagnosis. We discussed how voluntary organisations and community health services, such as pharmacies, can play a role in encouraging people to get checked.



The Health & Wellbeing Forum gives you a voice!

We also spoke about the North East London NHS Foundation Trust (NELFT) Care Quality Commission report, and an attendant from Waltham Forest patient's forum highlighted the strong involvement of parents in improving services.

On the Sustainability and Transformation Plan (STP), people were concerned that not enough time is allocated to engagement, and that more effort needs to be made to help the public understand the details and evidence base for the STP, so that they can be engaged beyond simplified questions.

Lastly we discussed the Whipps Cross Action Plan, which people were enthusiastic to be engaged on & help develop. We focused on staffing & recruitment issues, and suggestions were made on how to make Whipps Cross an attractive place for people to work. The next Health & Wellbeing Forum is 3<sup>rd</sup> February, contact Healthwatch to book or for information.

“The nutritionist was very helpful.”

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

## ➔ The Effective Lay Partner

The London Leadership Academy would like to invite you to The Effective Lay Partner, a 3-day course:

➔ 9<sup>th</sup> & 24<sup>th</sup> January, 6<sup>th</sup> March, 9.30am - 4.30pm

➔ 297 Euston Road, NW1 3AQ

This course is designed for patients and carers who have taken on 'lay partner' or 'lay member' roles in a local Healthwatch, Clinical Commissioning Group and/or hospital. You will have the opportunity to meet other people from across London that have these roles, and to share your expertise, as well as learning from others. Please note that each day builds on the one before - they are not standalone - so priority will be given to those who can make all three dates. To book or for more information:

✉ [PatientLeadership@ncel.hee.nhs.uk](mailto:PatientLeadership@ncel.hee.nhs.uk)

“Electronic prescriptions save so much time!”

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

## ➔ Dementia Focus Group for Black Communities

We are running a project together with Waltham Forest Alzheimer's Society to speak to people from Black, African and Caribbean communities in Waltham Forest who have Dementia or know someone who does.

We want to find out about their experience and feelings about diagnosis of Dementia, accessing services, and any barriers faced. We would like to hear from people with Dementia, their carers, and family members. We are running two Focus Groups:

➔ Friday 2<sup>nd</sup> December, 10.30am - 12.00pm

Infinite Oasis Care, 807 High Road, E10 7AA

➔ Wednesday 14<sup>th</sup> December, 2.00pm - 3.30pm

31 Church Hill, Walthamstow, E17 3RU

To book or to find out more:

☎ 020 3078 9990

✉ [daniela.muenzel@healthwatchwalthamforest.co.uk](mailto:daniela.muenzel@healthwatchwalthamforest.co.uk)

If you cannot attend you can also fill out a survey online. ➔ [More](#)



### ➔ Diabetes Research

Boroughs in East London have some of the highest rates of diabetes and obesity in the whole of the country. Researchers and medical staff at Barts Health and London Metropolitan University are collaborating to improve the health of the local communities by researching strategies to prevent diabetes and promote weight loss.

While there are many different ways of achieving this, one approach that is being studied by them is the use of a meal replacement product called Almased.

Local diabetes lay panel members were involved from the early stages by providing their advice from the perspective of diabetic patients, through to endorsing the research and supporting the ethically approved studies. Early results from the first study which focussed on patients with type 2 diabetes showed that a good level of weight loss was achieved, which also led to better blood glucose control.

The experience of the participants' involvement in the study was also an important outcome and this valuable knowledge has been put to good use when designing follow up studies. A new study of the meal replacement product is just starting, this time focussing upon overweight and obese volunteers who have high blood pressure, raised cholesterol or have pre-diabetes. The research team are now recruiting more study participants who are looking to lose weight and fit the criteria. To find out more:

☎ 020 7882 8760

✉ [weightlossatbarts@bartshealth.nhs.uk](mailto:weightlossatbarts@bartshealth.nhs.uk)

### ➔ Lynch Syndrome

Findings from Bowel Cancer UK show a 'worrying picture' of delayed diagnosis, poor monitoring and unacceptable waiting times for people with Lynch syndrome, a genetic condition that can increase the risk of cancer by 80% in some cases and devastate whole families.

A lack of leadership, locally and nationally, means no one is taking responsibility to fix these problems.

Help Bowel Cancer UK by signing their petition which calls on Ministers to urgently step in and take responsibility for improving the identification and management of Lynch syndrome. ➔ [More](#)

The full report is available. ➔ [More](#)

### ➔ Macmillan Christmas Fundraising!

The Macmillan Information and Support Centre at Whipps Cross Hospital is hosting a Christmas fundraising event with the sale of cakes, mince pies, tea and coffee and a Tombola. Do drop in:

➔ Wednesday 7<sup>th</sup> December, 10.30am

➔ Whipps Cross Hospital

The Macmillan Cancer Information and Support Centre at Whipps Cross University Hospital provides a confidential drop-in service for anyone affected by cancer. This includes people who have a cancer diagnosis, are a carer, relative or friend of someone with cancer, are looking to reduce the risks of cancer or are health professionals.



Get information, advice and support!

They are able to provide literature on all aspects of living with cancer; an opportunity to talk to someone about how you are feeling; details of other local and national support services; benefits advice. You can find them at Junction 4, Whipps Cross Hospital.

Open Monday-Friday 10am-4pm. ☎ 0208 535 6790

### ➔ Your Say on the Sale of Hospital Sugary Drinks

NHS England's Chief Executive is asking patients and the public to share their views on the sale of sugary drinks in hospitals by responding to its consultation on the subject. The consultation gives details of a proposed new fee to be paid by vendors and asks for views on an outright ban, as well as alternative measures to reduce sales of sugary drinks, to cut obesity. Consultation ends 18<sup>th</sup> January 2017. ➔ [More](#)

“A lack of privacy in reception.”

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

## ➡ Infinite Oasis Care

Infinite Oasis Care are kindly hosting one of our Focus Groups mentioned on Page 3, looking at Dementia in Black, African and Caribbean communities. They are keen to help improve services for the community, and have been providing valuable support services to some of the most vulnerable members of the community, in particular those of African & Caribbean communities.



Let's hear it for music, art and more!

The service runs Monday to Thursday offering day opportunities for older adults, with chronic health conditions including Dementia. It also runs a lunch club that offers home cooked foods from their resident chef. The service launched a pop up community cafe throughout the summer which proved very popular, a 'little oasis in a concrete jungle'.

This summer Infinite Oasis Care partnered up with the National Citizenship Service (NCS) and some valuable intergenerational work took place including the beautiful murals designed and painted by young people for the older adults to enjoy. It was really precious for both groups to bridge the generation gaps and dispel assumptions.

Infinite Oasis Care holds events to raise money to sustain their services and be able to expand on the activities they offer, like music, arts, etc. To get involved, or for more information:

☎ 020 8558 2552

✉ [info@infiniteoasiscare.co.uk](mailto:info@infiniteoasiscare.co.uk)

## ➡ Healthwatch England on NHS Dental Services

Read the Healthwatch England review on what local Healthwatch have heard about people's views on NHS dental services. It includes a patient story from Waltham Forest, and other findings from 31 reports by local Healthwatch organisations.

They found examples of dentists providing excellent services to certain groups of people who are often overlooked by other health services.

A new NHS dental contract is being developed that will focus on helping people look after their teeth to avoid problems in the future. It may start to be introduced from 2018-19, and for patients the contracts will mean that each person has their own care plan, which will aim to improve their overall dental health, not just treat problems.



Every voice matters!

Healthwatch England produced this review to help dental professionals better understand people's experiences, to inform the development of future services, and help make sure that people's feedback is listened to and acted on. The full report is available. ➡ [More](#)

**“Hospital passports are a very good idea!”**

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

## Latest CQC Inspection Reports

- ➡ Harrow Road Practice, 2-8 Harrow Road, London, E11 3QF (*Rated Requires Improvement*) ➡ [More](#)
- ➡ LL Medical Care, 13 Langthorne Road, London, E11 4HX (*Rated Requires Improvement*) ➡ [More](#)
- ➡ Circle Care And Support, Windmill Court, 4a Weale Road, London, E4 6BP (*Rated Good*) ➡ [More](#)
- ➡ Heathlands Care Home, 2b Hatch Lane, London, E4 6NF (*Rated Good*) ➡ [More](#)

## ➡ 16 Days of Activism Against Gender Violence

Waltham Forest Council has organised a series of events and activities, taking place between 19<sup>th</sup> November and 8<sup>th</sup> December, as part of 16 days of Activism – a global campaign to end violence against females.



Get involved this White Ribbon Week

Here are some of the events happening in December as part of the campaign:

## ➡ How Prevalent is GBV in Sub Asian Communities?

Lord Ahmed of Rotherham hosts an evening about Gender-Based Violence (GBV) on behalf of Kiran Support Services to mark White Ribbon Day:

➡ Wednesday 7<sup>th</sup> December, 5pm

➡ Committee Room 3, House of Lords, SW1A 0PW

White Ribbon Week starts on 25<sup>th</sup> November which is the UN Day for the Elimination of Violence Against Women. To commemorate this, Kiran SS has organised an evening with a panel of high-profile Asian men to speak out regarding violence against women and children in the sub Asian community.

There will also be a project launch about 'honour' crimes, which is fully supported by Kiran Support Services.

This is a free event but you must RSVP by 5pm Friday 2<sup>nd</sup> December. Please allow 20 minutes for security. To book or for more information:

✉ [saima@kiranss.org.uk](mailto:saima@kiranss.org.uk)

“Staff need awareness of different cultures.”

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

## ➡ The Elephant in the Room

Haven - The Survivors of Abuse Network in partnership with Waltham Forest Women's Network and Waltham Forest's Community Safety Unit invite you to 'Elephant in the Room':

➡ Thursday 8<sup>th</sup> December, 9.30am - 2.30pm

➡ Peterhouse Centre, 122 Forest Rise, E17 3PW

Let us all challenge the taboo that exists around sexual abuse, empower victims and survivors to speak out and seek help.

Survivors of sexual abuse will be speakers on the day. Professionals, survivors and anyone else interested is welcome. Counsellors available throughout the event. ➡ [More](#)

“NHS 111 gave spot-on advice.”

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

## ➡ Refuge Waltham Forest Launch

You are cordially invited to the launch of the Refuge Service in Waltham Forest – a new specialist refuge accommodation service for women and women with children experiencing domestic violence:

➡ Wednesday 7<sup>th</sup> December, 1.00pm – 3.00pm

➡ Waltham Forest Town Hall Council

The event will include presentations by Refuge and Waltham Forest Council, networking opportunities, the White Ribbon Campaign and 16 Days of Activism Against Gender Based Violence. Light refreshments provided.

Refuge is the country's largest provider of specialist support for women and children experiencing domestic violence and other forms of violence and abuse. Their services change lives and save lives.

The specialist refuge accommodation service, funded by the London Borough of Waltham Forest, will provide confidential, non-judgmental, independent specialist support to women and their children. Additional information about the service will be provided at the event. To book or for more:

✉ [Ayonike\\_aterere@refuge.org.uk](mailto:Ayonike_aterere@refuge.org.uk)

## ➡ Talk About Obesity

Did you know that London has more overweight and obese children than any other global city, including New York? And that Waltham Forest has more overweight or obese children than the London and England average?

The Great Weight Debate which launched in October is a London-wide initiative to gather the views of Londoners about tackling childhood obesity.

Public Health has been busy talking to parents at various children centres and organised a roadshow at the Town Centre on 25<sup>th</sup> October 2016 to hear people's views about how to tackle local obesity.



Join the 'Great Weight Debate'!

Public Health encourages you to join the debate and complete a short survey. ➡ [More](#)

## Latest Newsletters

➡ Parliamentary and Health Service Ombudsman - Resolve, October 2016 ➡ [More](#)

Please send us a link to your latest newsletter!

## News Summary

- ➡ The Latest News from the Waltham Forest Guardian ➡ [More](#)
- ➡ Cold weather alert - current alert level: Level 2 ➡ [More](#)
- ➡ Social Worker of the Year Awards 2016: The Winners ➡ [More](#)
- ➡ Learning disability work experience week at NHS England ➡ [More](#)
- ➡ NHS England announces nearly 300 GP premises upgrades across England ➡ [More](#)
- ➡ Building a culture of support for carers - Dr Neil Churchill ➡ [More](#)
- ➡ Social worker who used Facebook to communicate with service user suspended ➡ [More](#)
- ➡ NHS unites to tackle sepsis ➡ [More](#)
- ➡ How the law restricts entitlement to social care for people from abroad ➡ [More](#)
- ➡ Health should not be a postcode lottery - Dr Penny Woods ➡ [More](#)
- ➡ Increased workforce stability and development improving 'inadequate' service ➡ [More](#)
- ➡ New measures to support whistleblowers in primary care ➡ [More](#)
- ➡ It's time to focus on students' mental health ➡ [More](#)
- ➡ Overall Patient Experience Scores: 2016 Community Mental Health Survey update ➡ [More](#)
- ➡ NHS England takes new steps to improve learning disability employment ➡ [More](#)
- ➡ Use the high street health expert - your pharmacist ➡ [More](#)
- ➡ Social workers have sent a clear message on government's reforms ➡ [More](#)
- ➡ Common sense changes will prepare NHS for future, says NHS top doctor ➡ [More](#)
- ➡ Innovative doctors invited to join unique training programme ➡ [More](#)
- ➡ NHS England announces proposed action to cut sales of sugary drinks on NHS premises ➡ [More](#)
- ➡ Mayor of London urges people to stay well this winter as he gets influenza vaccination ➡ [More](#)
- ➡ Opportunities for action around hypertension highlighted with new resource ➡ [More](#)
- ➡ NHS England announces sites to test maternity services of the future ➡ [More](#)
- ➡ Social work's development is 'best built from the grassroots' ➡ [More](#)





.....what's *your* story?