

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 Marshes

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Contact us for alternative formats

Contact Us

➡ Healthwatch Waltham Forest AGM

Welcoming you to our forthcoming Annual General Meeting (AGM):

➡ Sunday 22nd February 2015, 10am – 10.45am

➡ Resource Hub, 1 Russell Road, E10 7ES

We hope that you will be able to join us and feed into our priority planning! Please help us by letting us know if you are coming along so we can set out the room and budget for refreshments.

If you have any dietary, accessibility, transport or support requirements to enable you to attend, please also let us know in advance so we can make the necessary arrangements. To book or for more:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“I can’t go shopping without support.”

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

➡ The Health and Wellbeing Board

Do you know about Waltham Forest’s Health and Wellbeing Board (HWBB)? Health and wellbeing boards are an important feature of the reforms introduced by the Health and Social Care Act 2012.

The boards bring together bodies from the NHS, public health and local government, including Healthwatch as the patient’s voice, jointly to plan how best to meet local health and care needs, and to commission services accordingly.

Chaired by Councillor Ashan Khan, the functions of the HWBB include: Assessing the needs of the population through a Joint Strategic Needs Assessment (JSNA); Producing a Health & Wellbeing Strategy to address local needs; Promoting joint commissioning & integrated provision (joining up social care, public health and NHS services with wider local authority services); Involvement in health commissioning plans; giving the local authority its opinion on whether or not the Council is discharging its duties to have a JSNA and any Joint Health and Wellbeing Strategies. ➡ [More](#)

➡ Thanks for Meeting the Board!

On Tuesday 20th January, Healthwatch Waltham Forest ran an ‘open’ Board Meeting, giving residents an opportunity to talk about what is important to them.



What are *your* health and social care priorities?

We listened to their feedback on their priorities for services, and health and social care issues for Healthwatch to look into during 2015/16. They also contributed to Board discussions, gaining an insight of Healthwatch Waltham Forest governance.

Thank you to those who participated!

If you were not able to make the meeting, you can still get in touch with us to share your views and thoughts on what we should prioritise for next year.

Simply contact the Healthwatch office!

We hope to repeat our meet the board and open board meeting session in the near future.

➡ Community Matron Service – *Your Views?*

Recently used the Community Matron Service in Waltham Forest?

Our local Age UK are gathering feedback on the service and want to hear from you! Please call the office this week to share *your* views!

☎ 020 8558 8716

“I think because I am old, no-one cares.”

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

➔ The Carer Information and Support Programme

Do you care for someone with dementia? Come along to the Carer Information and Support (CrISP) Programme! These two training courses consist of group sessions run by Alzheimer's Society staff for people who care for a family member or friend with dementia:



Improving the knowledge and skills of carers

The aim is to improve the knowledge, skills and understanding of those caring for a person with dementia, by providing effective support and up-to-date, relevant and evidence-based information. There are two courses:

CrISP1 is a four session programme designed for those caring for a person who has had a recent diagnosis of dementia.

4th, 11th, 18th & 25th February, 4-6pm
Red Oak Lodge 17 Thorne Close, E11 4HU

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

11th, 18th & 25th March, 4-6pm
Resource Hub Central, 1 Russell Road, E10 7ES

Additional dates for both courses in April and more programmes are planned for later in the year. To book your place or for more information:

☎ 020 8556 8171

✉ S.Kitchener@alzheimers.org.uk

“The Practice nurse was very caring.”

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

➔ Transforming Care Through Education

NHS Waltham Forest Clinical Commissioning Group (CCG) invites you to a discussion and exhibition session, highlighting advances and developments in education and training for health and social care professionals, patients and carers:

➔ Tuesday 24th February, 10am - 1pm

➔ Walthamstow Assembly Hall, Forest Road

This session aims to explore key training initiatives from 2014/15; training needs for 2015/16; views of carers, patients, health and social care professionals on training priorities for Waltham Forest and methods of training, future plans and ways of working together.

Free healthy refreshments will be provided throughout the morning.

Features individual discussions on Self care pharmacies, Mental health training, Nurse training, GP training priorities, Social care training, Training for carers and Patient involvement.

If you are interested, please contact Neil Suttie:

✉ neil.suttie@walthamforestccg.nhs.uk

“I wish mum's home was a little closer.”

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

➔ 'Prioritising Specialised Services' Consultation

Patient groups have asked NHS England to consult on changes to the principles and process by which it makes decisions on prioritising specialised services.

In responding to this, NHS England launched a new consultation on 27th January on a proposed set of principles, which will underpin the future decision making process for investment in specialised services.

The consultation document also outlines the characteristics of the process NHS England will use to make these decisions.

The consultation will last for 90 days, ending on 27th April 2015. ➔ [More](#)

➔ The Care Act 2014

The Care Act 2014 is the most significant piece of legislation to be introduced in the Care sector since the establishment of the welfare state.

It builds on a patchwork of legislation built up since the 1948 National Assistance Act.



The new Care Act is built around the individual

Under the Care Act, local authorities will take on new functions. This is to make sure that people who live in their areas receive services that prevent their care needs from becoming more serious, or delay the impact of their needs; can get the information and advice they need to make good decisions about care and support; have a range of providers offering a choice of high quality, appropriate services.

“The Direct Payments team were helpful.”

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

The Act addresses issues around personal wellbeing and includes dignity, physical and mental health, emotional and economic wellbeing, protection from abuse and neglect, suitability of accommodation, domestic, family and personal relationships and the individual's contribution to society.

It states that Local Authorities will need to provide comprehensive information and advice about care and support services in their local area. This will help people to understand how care and support services work locally, the care and funding options available, and how people can access services.

It also says that Local Authorities must have regard for the individual's views, wishes, feelings and beliefs. ➔ [More](#)

➔ National A&E Winter Pressures

Accident and emergency (A&E) waiting times and NHS winter pressures have been in the headlines on a regular basis recently.

During 2014, the NHS struggled to meet the target that 95 per cent of patients should wait no longer than 4 hours in A&E, even during the spring and summer when performance should have been comfortably within target range.

Latest figures for Whipps Cross Hospital show that out of almost 6,000 recent visitors to A&E, 97.2% were seen within 4 hours (this is well above the 95% target, and a real improvement for Whipps Cross).

If you have any experiences of A&E that you'd like to share, please do contact the Healthwatch office.

➔ Head of London Ambulance Quits

The chief executive of the London Ambulance Service (LAS) has quit her £355,000-a-year role after seeing it collapse into “chaos” with the worst 999 response rates in the country.

Ann Radmore resigned two years into the job and told its 4,500 staff she was “sad to go”. Her departure comes after questions were asked in Parliament about the LAS and the Prime Minister was forced to defend its performance.

Recent figures showed that the service, which has about 400 front-line vacancies, was the worst in the country for the fourth consecutive month at reaching the most serious 999 calls. It reached 64.3 per cent within eight minutes — the NHS target is 75 per cent.

Between April and November, the LAS received 839 complaints from the public, up 21 per cent on the previous year. The service is receiving more emergency calls than ever, about 35,000 a week, and has stopped sending ambulances to lower priority calls.

If you have dialled 999 recently, we want to hear your stories, good or bad. Contact the Healthwatch office in confidence!

“Carers are often not recognised.”

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

➡ Blindness Threat 'Effective Smoking Deterrent'

The threat of blindness deters smokers more than other health warnings, according a new study.

Researchers, who presented their findings at the British Thoracic Society's winter meeting recently, reported that, while there is a low awareness of the link between smoking and blindness, it has a "much higher deterring impact" to smoking.

Led by Dr Culadeeban Ratneswaran at Guy's and St Thomas' Hospital, overall the study found that people's sensitivity and engagement is reduced the longer they are exposed to graphic health warnings on cigarette packs.



The effect of graphics 'may wane over time'

Dr Ratneswaran said: "Graphic health warnings on cigarette packs have played an important role in communicating important messages about the dangers of smoking. Our research shows that this effect may wane over time and that both visuals and messages need to be refreshed to make sure they retain a preventative impact.

"We've shown that warnings with a low knowledge score that have a high emotional impact, could work best." ➡ [More](#)



Risk of blindness has a "much higher deterring impact"

The study involved a total of 266 participants from London (163) and Singapore (103). While London's participant pool contained 56 smokers, Singapore's had 55.

Researchers reported that UK participants had a higher awareness of how smoking increases the risk of heart disease, as well as mouth and throat cancer and lung cancer. However, the sample's smokers had a significantly lower awareness of the effect of smoking on blindness.

With Singapore having introduced graphic health warning five years before the UK, Singapore's sample had much lower levels of disgust when viewing the messages, when compared to those in the UK. They were also less likely to pay any attention to the messages in comparison.

"Unplanned discharge causes distress."

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

"Great staff at SMA Medical Centre!"

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

The Waltham Forest Vision Strategy Group says: "The link between smoking & macular degeneration is well documented, with smokers being 50% more likely to develop this form of sight loss, as well as being more likely to develop it at an earlier age.

The Vision Strategy we have developed is as much about cost saving by preventing such forms of sight loss through campaigns and publicity of causes, as it is about increased expenditure through more and better quality services.

It is for this reason that the Vision Strategy Group will continue to aim during 2015 to have the Strategy recognised by the Health and Wellbeing Board, Clinical Commissioning Group (CCG) and Public Health and to ensure that sufficient priority is given by such bodies to this area of work." To find out more about Waltham Forest Vision:

☎ 020 3697 6464

✉ roger@walthamforestvision.org.uk

➡ Give Blood and Save Lives!

Sarah was a fit and healthy woman. She worked as a hairdresser and every morning would run 5 kilometres. In April 2014, she was diagnosed with aplastic anaemia. She requires regular blood and platelet transfusions whilst she waits for a bone marrow transplant.

Help someone like Sarah by donating blood or platelets. Every day hospitals need around 6,100 blood donations and 330 platelet donors. You can make the difference.

By giving a single blood donation, you can save or improve up to three people's lives. You will help to treat patients with cancer and anaemia's, after accidents or childbirth complications, and during surgery.

Platelets takes a bit longer to give and you can give more regularly, but it is also vital. You will be providing vital clotting agents to patients with cancer, serious blood disorders and those who have undergone transplants; helping up to 3 adults or 12 children.

Find out more on the Give Blood website. ➡ [More](#)

“Quality of fillings on the NHS?”

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

➡ CREST Clubs - Reaching out to Local People

Based in Walthamstow, Chingford and Leytonstone, CREST Clubs offer a day's stimulating activities, exercise and education for older people with a disability and/or dementia.

Lunch provided!



And all in a safe, secure and caring environment. Transport is provided, as is a cooked lunch! To find out more:

☎ 020 8521 2975 or

✉ paula.lesurf@crestwf.org.uk

➡ Free Cognitive Behavioural Therapy Service

Introducing ongoing, free weekly holistic Body and Mind wellbeing Cognitive Behavioural Therapy (talking therapy) sessions, being held under the supervision of a professional team of doctors and cognitive behavioural therapists:

➡ Every Monday, 1-3pm

➡ The Library, 381 Lea Bridge Road, E10 7HU



A whole range of therapy topics and activities

With full confidentiality, the sessions cover:

Stress & drug free lifestyle and awareness sessions; Weight Management, issues related to more or less eating; Sleep management; Management of Stress, anger/ anxiety, fear, phobia, obsessions and depression; Problems related to isolation and relationships; Misuse of drug & Alcohol Management; Middle age crises Management.

There are also Free Meditational sessions; Healthy indoor as well as outdoor activities; Musical, drama and poetry sessions; Free healthy food (Vegan & Fruits served); Drop-ins in to chat with the team of volunteers and therapists; Free emotional help and support services.

A one to one service is also available on request. Volunteers and referral cases are welcome to use these services. To find out more:

☎ 07950 767099

✉ health.happiness@hotmail.co.uk

“The food was fantastic and the ward clean.”

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

➡ Jade's Story

Darren Morgan talks to Jade Sempare, a resident with multiple sclerosis.

Living on 'Stand By'...

As with many disabled people, Jade relies much on specialised public transport to get around. She has found that there are too few options available, which has resulted in over-subscribed services.

Jade uses Computer Cabs - when phoning to make a booking they always say 'you're on 'stand by' as there are too many people using the service. Jade has to wait until Sunday 8pm for a call back & 'this is Monday'! If they don't phone back - no service. Jade experiences difficulties more often than not.



Getting around can be a headache for disabled people

The service manager says 'we try our best', but it seems the best is not good enough. Jade put the question 'what day can I book to avoid being put on standby' - but there is none. They say book 2 weeks ahead of time and even then there aren't the slots.

Jade has noticed that the service is getting worse and feels they 'should get more drivers'!

So what about the alternatives? Jade says the service from Dial-A-Ride is 'also lacking' as it's also very difficult to get a booking. As for busses - she has experienced mothers refusing to fold-up their push-chairs too often. She sighs that 'nothing is simple in a disabled person's life'.

Accessible Gardening for 2015!

Jade is striving to repeat last year's successful gardening project 'Ability Grows', where disabled people grew all manner of fruit and vegetables.

This year she aims to visit local public gardens to teach them how accessible they can make them, so that local disabled people can 'enjoy the fruits' and perhaps grow some green fingers!

➡ Barking, Havering & Redbridge CQC Inspection

Barking, Havering and Redbridge University Hospital Trust (Queen Hospital Romford and King George hospital Goodmayes) are to be inspected by Care Quality Commission (CQC) in March.



A CQC inspection is set for March

Learning Disability Experience have been asked, as part of the Speakout network, by the Head of CQC Inspections to run a focus group with local people who are learning disabled to find out their experiences of using the Trust.

A listening event is planned for up to 15 people:

➔ Thursday 12th February, 12.30pm -3pm.

➔ 179 Wood Street, Walthamstow, E17 3NU

Could you help? Are you able to recommend any learning disabled service users who have used the trust in the last 12 months?

All those that attend will receive a high street voucher to thank them for their contribution. There will be refreshments.

Please pass this on to anyone you think may be interested in attending.

For more information:

☎ 020 3233 0852

✉ ladams@ldx.org.uk

“When my child reaches
16 the service stops”

Join us today and have your say!

➡ Tips on Complaining - A Local Guide

Have you used a local health or social care service and weren't happy with your experience?

Complaining about it *may* make things better - not only for you, but for other local residents as well. By complaining, you will be letting the people who manage and work at services know about potential problems, and this will help them to fix it.

Making a complaint is not as complicated as you might think, and you can even get some help.

Healthwatch Waltham Forest has produced a clear one-page guide on complaining - what to put in a complaint and who to send it to.



Complaining *may* make things better!

The guide may be viewed on our website - hard copies available on request. ➡ [More](#)

Latest Newsletters

- ➡ National Care Forum - Bulletin, January 2015 ➡ [More](#)
- ➡ Social Care Institute for Excellence - Bulletin, 21 January 2015 ➡ [More](#)
- ➡ Waltham Forest Citizens Advice Bureau - Newsletter, January 2015 ➡ [More](#)
- ➡ Waltham Forest Disability Resource Centre - Newsletter, January 2015 ➡ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➡ The 9.5% pay cut that's making care workers struggle to afford food ➡ [More](#)
- ➡ Top tips for newly qualified social workers on anxiety, job-hunting and networking ➡ [More](#)
- ➡ Londoners warned to be prepared for NHS strikes ➡ [More](#)
- ➡ First graduate in dementia studies shares her expertise ➡ [More](#)
- ➡ Becoming healthier may motivate your partner to join in ➡ [More](#)
- ➡ New heart attack test shows promise for women ➡ [More](#)
- ➡ 'Person-centred care is ingrained in all of us' ➡ [More](#)
- ➡ Nick Clegg calls for new ambition for zero suicides across the NHS ➡ [More](#)
- ➡ Statin use may be widening health inequalities in England ➡ [More](#)
- ➡ Mental Capacity Act failings prominent at most 'inadequate'-rated care providers ➡ [More](#)
- ➡ Study finds care home residents 'more likely' to be dehydrated ➡ [More](#)
- ➡ Charity's social care scorecard outlines "calamitous" cuts to older people's care ➡ [More](#)
- ➡ Deputy Prime Minister launches search for Mental Health Heroes ➡ [More](#)
- ➡ Panels to approve support plans should be exception not norm, says guidance on Care Act ➡ [More](#)
- ➡ Dementia 'linked' to common over-the-counter drugs ➡ [More](#)

Complaining *can* make things better!

You are entitled to expect good quality health and social care services, and when this does *not* happen, you have a right to complain. When doing so, here are some tips...

What is your complaint about?

Work out what you want to say and be clear about what happened, who was involved, when, where, why you weren't happy.

Decide what you want to achieve.

Be prepared to tell the service what you would like them to do to put things right.

Complain as soon as you can.

If you can speak to the people involved first, they may be able to sort out your problem quickly.

Contact the service you want to complain about.

Contacting the service directly will make them aware of the complaint.

Ask about the service's complaints procedure.

You may need to complain verbally or in writing. Ask if there is a form to fill in and when you can expect to hear back from them.

Ask for help.

If you struggle with reading or writing, Complaints Advocacy services can help.

Be clear.

Keep your complaint clear and short so your main points stand out.

Include your address and a reference number if you have one.

Also include the date of anything that happened which is important to your complaint.

Write down people's names and positions.

Also keep copies of any letters or emails you get, as you may need to refer to them in the future.

Who do I complain to?

Contact details of complaints departments are listed below.

GP's, Dentists, Pharmacists, Optometrists

Please contact the practice directly in the first instance. If you are unable to resolve the issue, then contact NHS England on 0300 311 22 33 or england.contactus@nhs.net

Whipps Cross Hospital

Barts Health Patient Advice & Liaison Service (PALS) offers free confidential help and advice and aims to assist with support and information about your care and provide information on NHS services, listen to your concerns, suggestions or queries and help sort out problems quickly on your behalf. 020 3594 2040 or pals@bartshealth.nhs.uk

Community Health and Mental Health Services

North East London NHS Foundation Trust (NELFT) provides mental health and community health services for people living in Waltham Forest, Redbridge, Barking and Dagenham and Havering. To complain, contact 0300 555 1200 or nelftcomplaints@nhs.net.

Adult Social Care

Waltham Forest Council provides both adults and children's social care services and where applicable fund home care agency or a private residential care homes for residents. To complain, contact 020 8496 3000 or adultservicescomplaints@walthamforest.gov.uk

Help with complaining...

POhWER is an independent Complaints Advocacy Service - a free confidential service supporting people making, or thinking about making, a complaint about their NHS care or treatment in Waltham Forest. Contact 020 8221 2260 or pohwer@pohwer.net

For further information...

This guide was produced by Healthwatch Waltham Forest. Healthwatch is the independent consumer champion for local health and social care services and we can assist if you require further information on complaining, on your rights, or on health and social care services generally. Contact us on 020 7473 9519 or info@healthwatchwalthamforest.co.uk