

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: Coppermill Stream

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Contact us for alternative formats

Contact Us

➡ Team Changes

Jamie Walsh has started her Maternity leave, Rebecca Waters has taken over as manager, and we'd like to introduce Daniela Muenzel as our new Engagement, Outreach and Research Officer. We have also recently interviewed for a new Volunteer and Enter & View Coordinator, which we will announce in the March bulletin.



Daniela, Engagement, Outreach and Research Officer

Daniela has recently finished a Master's in Public Mental Health at the London School of Hygiene and Tropical Medicine, and worked at a start-up associated with the South London and Maudsley NHS Foundation Trust before coming to Healthwatch. Daniela has previously volunteered in engagement and support related services, including Mental Health and homelessness support, and enjoys working with diverse communities.

Daniela is looking forward to bringing her research experience to the ground-level community work that Healthwatch does, and learning how to influence improvements in local health and social care.

➡ What Should We Prioritise in 2016/17?

Following our organisational away day we have decided on our strategic aims for the next financial year. Our next step is to work out which conditions and issues we want to focus our resources onto this year, and we are keen on hearing more from you. Is there anything you would like to suggest that we focus on? What service areas are you worried about? Is there anything you would like us to investigate? Please send ideas before the end of February 2016.

“I prefer to see my own GP.”

Join us today and have your say!

➡ We Are Growing our Board of Trustees!

Would you like to help us deliver our strategic aims? Healthwatch Waltham Forest is currently recruiting additional board members to help effectively manage the organisation and ensure that its affairs are in order. Healthwatch Waltham Forest is run by its Trustee Board.

We recognise that the independence of Healthwatch is of paramount to its integrity as an organisation. Further details about joining the board can be found in the recruitment pack on our website. Please phone us if you would like a hard copy posted to you. We will be looking out for and talking to potential candidates on a continuous basis. As such there is no deadline and those with an interest should submit a completed application (CV and covering letter of maximum 2 pages) focussing on the skills, knowledge and experience required. For an informal chat about joining our board please contact the Healthwatch office.

➡ Health & Wellbeing Forum

Come to our next Health and Wellbeing Forum:

➡ Tuesday 23rd February

➡ The Mill, 7-11 Coppermill Lane, E17 7HA



Your views really do matter!

Discuss Health & Wellbeing Board business and get public responses to selected topics. This meeting is open to the public and voluntary sector workers.

Past Health & Wellbeing Board papers are available to view online. ➡ [More](#)

For more information or to reserve a place:

☎ 020 3078 9990

✉ Daniela.Muenzel@healthwatchwalthamforest.co.uk

➔ Visbuzz - Technology 'Made Simple'!

Waltham Forest Council wants to hear from residents who can't, don't or won't use computers but who would be interested in trying out easy-to-use video calling technology. Waltham Forest is one of a handful of London boroughs to be piloting "Visbuzz" - video calling technology 'made simple'. It's designed for older and/or vulnerable adults who don't use computers, and it aims to reduce social isolation and improve people's general wellbeing and independence.

You don't need to have a computer or the internet to take part in the trial - if selected you will be provided with an internet-enabled electronic device, with which you can make video calls to friends and family (equipment free of charge and on loan to you for the time you take part in the trial).



Reducing social isolation through technology

Please note Visbuzz does not give full internet access, only the ability to communicate with relatives, friends and others who have the ability to make video calls online and is only for the time you take part in the pilot. Energy cost e.g. charging / powering the device not included.

If you are, or know of, a Waltham Forest resident who would be interested in keeping in contact with loved ones in this way, and would like to take part in this free trial, contact Wayne Haywood:

☎ 020 84964859

✉ Wayne.Haywood@walthamforest.gov.uk

**“Parking at the hospital
can be a challenge.”**

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

➔ Patient Choice Consultation on Outpatients

Have you ever been an outpatient, or know someone who has? If you have been referred - what do you know about your right to choose? Initial research has shown that when patients are referred for an outpatient appointment, they quite often do not know that they have the right to make choices about where the appointment takes place and which consultant lead team treats them.



Did you know about your right to choose?

NHS England's Patient Choice Unit welcomes you to attend a regional engagement event:

➔ Thursday 18th February, 10.30am - 2.30pm

➔ Friends House, Euston, NW1 2BJ

The event findings will inform improvements to the national patient choice programme and will help to shape a national awareness campaign. ➔ [More](#)

**“I got referred to see a
specialist right away.”**

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

➔ Age UK Waltham Forest AGM

Age UK Waltham Forest invites you to their Annual General Meeting:

➔ Thursday 18th February, 10am - 12.30pm

➔ Resource Hub (North), 58 Hall Lane, E4 8EU

To find out more:

☎ 020 8558 8716

✉ C.Bateson@ageukwalthamforest.org.uk

➔ Get Active for Mental Wellbeing!

Want to try something new? Ever felt that you'd like to get fit but don't know where to start? Don't feel ready to go to a sports club or gym? The YMCA introduces their free event:

➔ Thursday 25th February, 10am - 4pm

➔ 642 Forest Road, London E17 3EF

They have teamed up with Motivate East to offer a day of free physical activities for adults to promote better physical health and emotional wellbeing. No need to book, just turn up on the day and try one or more of the activities on offer.

Leyton Orient FC players will be at the event and all sessions will be run by qualified sports coaches, plus there will be opportunities for free physical health checks. For more information, please speak to your care coordinator or named worker, or contact:

☎ barbara.armstrong@nelft.nhs.uk.

“The diabetes nurse was full of useful advice!”

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

➔ Share Your Patient/Carer Story!

Personalised care will only happen when statutory services recognise that patients own life goals are what really count.

NHS England is gathering views from patients, carers, and patients who are also carers. The aim is to capture person centred outcomes; health and wellbeing outcomes which are identified by the individual as being important, but may not usually be identified by clinicians.

These may include outcome aims to be pain-free, be able to go out with friends, or to return to work. The findings will influence service planning and development to ensure improved and personalized care focusing on what matters to individuals.

Please contact Brenda for more information:

☎ 07882973451

☎ uniqueimage@live.co.uk

➔ Dementia Friends Champions Training

Dementia Friends Champions Training, an initiative of the Alzheimer's Society, provides courses on becoming a 'Champion', using their experience of training volunteers.



Inspiring other people to be Dementia Friends

The training lasts for one day and you will learn about dementia and how it affects people, and the practical actions that Dementia Friends can take that could help someone with dementia living in their community. You will learn how to run Dementia Friends Information Sessions to inspire other people to become Dementia Friends and help to create dementia friendly communities.

During the training day you will also get lots of information and resources to help you understand how to answer people's questions about dementia and the sources of further information and support you can direct them to. ➔ [More](#)

➔ A Junior Doctor's Case Pulls in the 'Crowd'

Campaigners say that Health Education England is the 'only organisation with ultimate power over the long term employment of 54,000 doctors'.

Crowdjustice, who have taken the high profile case of one junior doctor, ask if 'we think it is right that they should be able to get out of being taken to an Employment Tribunal, and in doing so succeed in preventing serious issues in a whistleblowing case being heard in court?' Read more about Dr Chris Day's case online. ➔ [More](#)

“Patient transport was late.... again.”

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

➡ Healthwatch 2015/16 Enter & View Programme

Enter & View is a statutory power conferred upon Healthwatch by the Health and Social Care Act 2012. It allows our authorised Enter & View Representatives to enter and view any publicly funded health and social care services in the borough, to collect the views of service users at the point of delivery, and to collect the views of carers and relatives of service users. These visits can be agreed in advance with the service we are visiting, or can be unannounced spot checks.

In 2014/15 we visited 13 care homes in the borough and 100% of the homes implemented some or all of our recommendations. In October and November 2015 our Enter & View team, comprising mainly of volunteers, visited the 7 community phlebotomy (blood-testing) services in the borough.

Following our visits, we drafted a report with recommendations which we have sent for response to the service provider, Barts Health, as well as the centres in which the blood-testing clinics are based. These recommendations are based on observations our Enter & View representatives made during their visits, as well as the feedback we received from service users via a questionnaire. Once we receive the responses to our recommendations, we will publish the report on our website, which should be early March 2016.

If you would like to be an Enter & View volunteer, you will need to volunteer for Healthwatch first and then progress to the Enter & View programme, as we have a 'stepped' approach to volunteering. Further details about Enter & View can be found on the website. ➡ [More](#)

“Mental health is often overlooked.”

[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:

- ➡ Forest View Care Home, 45 Upper Walthamstow Road, London, E17 3QG (*Rated Good*) ➡ [More](#)
- ➡ Normanshire Care Services Ltd, 139 Normanshire Drive, London, E4 9HB (*Rated Good*) ➡ [More](#)
- ➡ Waltham Forest Rehabilitation Services, 3 Friars Close, London, E4 6UW (*See Summary*) ➡ [More](#)
- ➡ Kestrel House, 75 Harold Road, London, E11 4QX (*Rated Inadequate*) ➡ [More](#)

➡ Deaf Youth Club and Advice Service

From the Royal Association for Deaf people, the London HUB is an accessible social mainstream youth club open to young people aged between 11-25 years old coming from all London boroughs or even beyond! London HUB operates on Wednesday on a weekly basis (term time).



Looking out for young deaf residents

Youth Advice is also an accessible service open to young Deaf people aged between 14-25 (please note Deaf refers to all forms of hearing loss). For more:

☎ 0845 688 2527 (Text Phone)

✉ CFT@royaldeaf.org.uk

➡ Family and Friends of People with Dementia

Do you support a family member or a friend with dementia? Come to St Josephs Hospice monthly group to recharge and connect with others going through a similar experience: Next groups:

➡ 18th February, 17th March

➡ Well Centre, 49 Vicarage Lane, E6 6DQ

To find out more:

☎ 020 8525 3220 or ✉ m.meli@stjh.org.uk

➡ Groups from St Joseph's Hospice

St Joseph's would like to introduce the following...

Share, Support & Socialise

An informal social group for people with a life-limiting illness. The next groups are as follows:

- ➡ 16th February, 1st, 15th & 29th March, 11am - 2pm
- ➡ St Joseph's Hospice, Mare Street, E8 4SA

Carers' Group

A monthly group for people providing unpaid care to a family member or friend with a life-limiting illness. The next groups are as follows:

- ➡ 19th February, 18th March, 1.30pm - 3.30pm
- ➡ St Joseph's Hospice, Mare Street, E8 4SA

To book or for more information on either group:

☎ 020 8525 3140

✉ r.yearwood@stjh.org.uk

“My carer is desperate for a break.”

Join us today and have your say!

Men Vs Cancer

Also from St Josephs Hospice, a free and informal group for all men affected by cancer (including Prostate, Lung and Bowel cancers):

- ➡ 16th February, 15th March, 4pm - 6pm
- ➡ St Joseph's Hospice, Mare Street, E8 4SA

The group offers a chance to meet other men in a similar situation. Pick up tips on healthy eating, exercise, dealing with fatigue and lots more.

Additional information and support also available. To find out more:

☎ 020 8525 3223

✉ b.john@stjh.org.uk

➡ Winter Warming Walks

Walking is great way to keep fit and shake off those winter blues! Starting this February, thinkarts! will be going out once a week for 10 weeks to new places each week.

Previous locations both near and far include Barking Park, Valentines Park and Mansion, St James Park, Waltham Cross, Tate Modern and Tate Britain, the National Gallery, Southwark Cathedral, a walk and boat ride along the Thames, Stratford Olympic Park and various walks around Lee Valley.



Walk off those winter blues!

They will meet in a central location each week and make their way out for 2-4 hours of the day. To find out more:

☎ 020 8521 2975 or ✉ neeshabadhan@gmail.com

➡ Walthamstow Health & Happiness CBT Services

Free holistic body and mind wellbeing Cognitive Behavioural Therapy (talking therapy) sessions are currently being held under the supervision of a professional team of doctors and therapists:

- ➡ Every Monday, 1pm - 3pm
- ➡ Lea Bridge Road Library, E10 7HU

For more information:

☎ 07950 767099

✉ health.happiness@hotmail.co.uk

“My dentist is the best In the borough!”

Join us today and have your say!

➡ Information, Advice and Advocacy Service

From 1st January 2016, Citizens Advice Waltham Forest is the lead provider in Waltham Forest for Information, Advice and Advocacy.

The service is now able to assist residents of Waltham Forest with advice & advocacy on topics including Debt management, Benefit entitlements, Problems with social care, Health complaints, Special Educational Needs and Disabilities (SEND) and more!



The Adviceline is open Monday - Friday, 10am-4pm:

It pays to get professional advice

☎ 0300 330 1175

You may also access the service online. ➡ [More](#)

Latest Newsletters

➡ Department of Health - Voluntary Sector Update and News, January 2016 ➡ [More](#)

➡ Waltham Forest Disability Resource Centre - Newsletter, January 2016 ➡ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➡ The Latest News from the Waltham Forest Guardian ➡ [More](#)
- ➡ Abi's Story...life as a young carer ➡ [More](#)
- ➡ Direct payments for residential care delayed until 2020 ➡ [More](#)
- ➡ NHS England to ask military veterans how to improve mental health services ➡ [More](#)
- ➡ Whistle-blowing and social media get focus in revised social work conduct standards ➡ [More](#)
- ➡ NHS England widens access to life-extending treatment for prostate cancer ➡ [More](#)
- ➡ CQC to inspect services less often as budget falls ➡ [More](#)
- ➡ New campaign can lure young people to NHS ➡ [More](#)
- ➡ The simplest actions that make a huge difference to someone with sight loss ➡ [More](#)
- ➡ **Innovation embraced as HS** England announces major trials to improve patient care ➡ [More](#)
- ➡ Cuts harming relationships between social workers and service users, warns report ➡ [More](#)
- ➡ Cold weather alert issued ➡ [More](#)
- ➡ Social workers should go past general duties and be creative to promote wellbeing ➡ [More](#)
- ➡ Security guard with 'heart of an 84-year-old' gives up the takeaways to avoid Type 2 Diabetes ➡ [More](#)
- ➡ 'You cannot take people's pain away': social workers share best and worst advice ➡ [More](#)
- ➡ Social media and Skype keep young people with diabetes attending, says new advice ➡ [More](#)
- ➡ Residential care should 'feature strongly' in social work training, directors say ➡ [More](#)
- ➡ Watch NHS England's live stream of the board meeting ➡ [More](#)
- ➡ 'I drink largely because of stress. And for this I blame social work' ➡ [More](#)
- ➡ Consultation on Specialised Services clinical commissioning policies and service specifications ➡ [More](#)
- ➡ Fast-track social work scheme seeks organisation to evaluate its impact ➡ [More](#)
- ➡ NHS projects rise to the Innovation Challenge ➡ [More](#)
- ➡ 'I know what it's like to struggle and want to quit - that's why I founded iamsocialwork' ➡ [More](#)

Health & Wellbeing Forum

Would you like to share your views on health & 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 events.

Tuesday 23rd February, 10:00am – 12:45pm

Venue:

The Mill, 7-11 Coppermill Lane, Walthamstow, London, E17 7HA

Purpose of the group

- To give a public voice to the Health & Wellbeing Board business
- The event is facilitated by Healthwatch

To book a free place please contact (including diet and accessibility needs)

✉ daniela.muenzel@healthwatchwalthamforest.co.uk

☎ 020 3078 9990

🐦 Healthwatch_WF

In partnership with

