

## 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: North to Epping Forest

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Contact us for alternative formats

Contact Us

## ➡ Training for Patient Representatives

Waltham Forest Clinical Commissioning Group (WFCCG) and Healthwatch Waltham Forest are holding a series of interactive training workshops for patient representatives, starting in February.

The purpose of the training is to support the learning and development of current patient representatives, as well as those interested in becoming new patient representatives.



Helping to ensure good health and social care

Consisting of 5 modules the training is available to current WFCCG Patient Reference and Rapid Response Groups, GP Patient Participation Group (PPG) members, existing Healthwatch participants and members of the public wishing to get more involved in health & social care. ➡ [More](#)

**“A single point of access would be helpful.”**

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

## ➡ Help to Shape our Priorities for 2015/16!

Healthwatch Waltham Forest is here to help ensure that local health and social care services reflect local needs. That means *your* needs!

What are your health and social care priorities for this year?

What would you like to see change, or what works well that you would like to see more of in the Borough?

Contact the Healthwatch Office with *your* views!

## ➡ Our A&E Survey at Whipps Cross Hospital

Healthwatch Waltham Forest surveyed patients at Whipps Cross Hospital A&E between 27<sup>th</sup> October and 1<sup>st</sup> November 2014.



We surveyed 517 patients

Over 500 surveys were completed and we would like to thank all participants for their time, plus Barts Health and NELFT for giving us the opportunity to conduct this local research.

### Findings suggest that...

Around 75% of patients attended for reasons that would potentially require urgent attention, such as fractures or chest pains.

43% of patients were directed to attend by health professionals and 88% are registered with a GP.

47% of patients considered using the GP before coming to A&E. Of those, 45% said they could not access the service, or treatment was not effective.

Just 14% of patients considered using the Pharmacist before coming to A&E as many considered their condition 'too serious' or not appropriate.

22% of patients considered using NHS 111 before coming to A&E. Of those, just 5% said the service was *not* effective. 32% of patients were not aware of the service.

We are currently compiling our findings into a full report. Watch this space for details!

**“That 0845 number costs money!”**

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

## ➔ Community Services Transformation

Can you help to shape better community and social care services across the capital?

The NHS is seeking service user groups, volunteer groups and local authority representatives to get involved.

If you would like to achieve better community and social care services in London, please do come along to either of the following workshops:

- ➔ 15<sup>th</sup> January: Living with Long Term Conditions
- ➔ 22<sup>nd</sup> January: Older People and also Dementia
- ➔ 29<sup>th</sup> January: People with Learning Disabilities



Your views matter and could help shape services

In October 2014 the "Declaration of the Foundations of Community Services" was launched, developed by over 1,000 health and social care staff. The aim of the workshops is to test, validate and spread this work throughout London. ➔ [More](#)

To book or for more information:

✉ [alice.chadwick@clevertogether.com](mailto:alice.chadwick@clevertogether.com)

### We want *your* views!

Healthwatch Waltham Forest is interested in your experiences of local health and social care services. Contact the Healthwatch office in confidence – your voice really does count!

**“The food was fantastic and the ward clean.”**

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

## ➔ Barts Health Patient Experience Framework

Barts Health would like to invite you to attend their next Patient Experience Framework Community Engagement meeting:

- ➔ Tuesday 20<sup>th</sup> January, 10am – 1pm
- ➔ Jagonari Centre, 183-185 Whitechapel Road

The Trust wants to develop its Patient Experience strategy with your involvement - in order for this to happen and to get your suggestions and opinions in the proposed framework, please do come along!

To book or for more information:

☎ 020 8121 4371

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

**“I am in control of my diabetes.”**

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

## ➔ Excellence in Older People's Programme

The Excellence in Older People's programme, introduced across all of the elderly care wards at Barts Health, brings 'a commitment to providing the very best standards of care for older people'.



Aiming to 'improve the experience' of older people

As part of this, national charity The Patients Association will be working with them at Whipps Cross to offer support for relatives and families. To get involved, or to find out more:

☎ 020 8423 8999

✉ [helpline@patients-association.com](mailto:helpline@patients-association.com)



## ➔ Key Changes to the England GP Contract

Changes to the GP contract agreed by GP leaders and the Government will provide 'much-needed breathing space for general practice and greater stability for patients', but the British Medical Association (BMA) says both short and longer term challenges still need to be addressed as a priority.

The BMA has urged the Government to work with GP's to solve challenges, such as reducing the level of bureaucracy so that a greater focus is placed on patient care.



A 'greater focus on patient care'

The key changes to the GP contract in England include avoiding unplanned admissions; maternity and paternity cover; a named GP for all patients; patient participation; an alcohol enhanced service; online access to medical records; online patient booking and out of hours provision. ➔ [More](#)

**“I want to see my own GP.”**

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

## ➔ CQC GP 'Priority Bandings'

The Care Quality Commission (CQC) has announced that it will be planning inspections of GP Practices based on 'best available data'. To this end, it is applying 'priority bandings' based on patient experience evidence from a variety of sources, including surveys, official statistics and the stories you tell us!

If you have any stories about your GP, good or bad, please get in touch with the Healthwatch Waltham Forest office in confidence! ➔ [More](#)

## ➔ Patient Participation Groups

Under the new GP contract, patients have a right to participate in the way their Practice is run, and are entitled to share their views on the service.

Patient Participation Groups (PPGs) are groups of active volunteer patients that work in partnership with Practice staff and GPs.

This unique partnership between patients and their Practices is essential to achieving high quality and responsive GP care. PPGs work in a unique partnership with their Practice, built on mutual trust and respect to:

Provide a patients' perspective ensuring services respond to patients needs; build stronger patient /GP relationships; conduct and analyse patient surveys; organise health events, and to help other patients make informed decisions.



PPG's bring patients and staff together

Groups meet face to face with Practice staff at mutually agreed intervals. 'Virtual PPGs' now also exist operating alongside 'real' groups, enabling a dialogue with the whole patient population through email, online surveys and social media.

### Your PPG!

Get in touch with your Practice to find out about your PPG! If you are a PPG member, Healthwatch would like to hear about you and your group!

**“Superb service at SMA Medical Centre!”**

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

## ➡ Transforming Services, Changing Lives - Case for Change

The NHS in North East London is pleased to announce the publication of 'Transforming Services, Changing Lives - Case for Change', which outlines their vision for the NHS in East London.

They published an interim Case for Change in July 2014, and engaged with almost 3,000 people over the summer to further shape their ideas. Whilst this document echoes the interim version (reflecting the positive feedback received), they have also changed significant elements. They heard:

- ➡ Almost everyone felt the NHS needs to change.
- ➡ Above all else, patients should be the focus of the NHS and its partners. Equal dedication should be given to best patient experience & outcomes.
- ➡ The NHS needs to modernise. This will drive better patient care.



The NHS in east London 'faces huge challenges'

### Why do we need a 'Case for Change'?

The NHS in east London faces huge challenges. Birth rates and A&E attendances are rising rapidly as the population grows; health services need to improve; but an overall financial deficit remains. We cannot afford to carry on as we are.

There is a clear case for change, not just to improve existing services but to ensure health and social care in east London tackles the continuing difficulties we face and takes full advantage of opportunities to improve. The NHS in east London wants and needs to be bold, in order to make a difference and be sustainable.

**“When my child reaches  
16 the service stops”**

Join us today and have your say!

The Case for Change provides an overview of current local services, describes what needs to change and outlines ambitions for the future - for hospital services, primary care and mental health provision.



Delivering a more 'efficient and effective' health service

There are programmes of work tackling immediate issues, but the Case for Change seeks to identify their root causes. For instance:

- ➡ It is far more efficient and effective to prevent ill health and treat people holistically by looking at their physical and mental health needs together.
- ➡ There are tremendous opportunities to care for more people in their own homes and support them to be healthier.
- ➡ We need to integrate care, and design new, more efficient, care pathways so that patients experience joined-up, responsive health and social care services.
- ➡ Where there are clear advantages in co-locating some specialties we should do so. Where buildings are not being used effectively, we should develop alternatives.

The NHS thanks the 350 clinicians across east London and almost 3,000 members of the public, patients and other stakeholders who took time to help develop ideas for change. In particular they would like to thank Healthwatch, local councils, clinicians and members of the patient and public reference group for their invaluable contributions.

### Spread the word....

If you would like to request a speaker to come and explain the plans at one of your events, please get in touch. In addition, the NHS would be grateful if you could publicise the Case for Change through your channels and networks. ➡ [More](#)

☎ 020 3688 1540 or ✉ [tscl@nelcsu.nhs.uk](mailto:tscl@nelcsu.nhs.uk)

### ➤ Free Tai Chi for Disabled and Older People

The Waltham Forest Disability Resource Centre introduces free taster sessions that are 'ideal for people seeking a gentler form of physical activity':

➔ Tuesdays 13<sup>th</sup> and 20<sup>th</sup> January

➔ 90 Crownfield Road, Leytonstone, E15 2BG

Tai Chi combines deep breathing and relaxation with slow and gentle movements. It can help to reduce stress, improve balance and general mobility, and increase muscle strength in the legs. You can also take part sitting down or in a wheelchair.

Tai Chi

Easy as 1-2-3!



Waltham Forest Disability Resource Centre is fully accessible. Buses 58 and 69 stop just outside the Hub. Leyton tube is 10 - 15 mins walk away!

For more information and a booking form:

☎ 020 8534 1589

✉ reception@wfdrc.org.uk

**“My pharmacist had all the answers!”**

Join us today and have your say!

### ➤ Waltham Forest New Arrivals Forum

Waltham Forest New Arrivals Forum is an opportunity for those with an interest in equality, immigration and the very real challenges faced by asylum seeker, migrant and refugee communities in Waltham Forest to come together and share ideas and discuss issues and concerns.

The Forum meets monthly at Resource Hub Central, 1 Russell Road, London E10 7ES.

To find out more:

☎ 020 8478 4513

✉ rita.chadha@ramfel.org.uk

### ➤ Women's Bereavement Counselling

Bereavement can be a life changing event for many, and peer support can be a way of exploring the natural process that is grief. Everyone experiences grief differently and there is no 'normal' or 'right' way to grieve.

With advice, information and support, the Drop In Bereavement Centre hopes to offer a safe and confidential environment to talk with others and share experiences.

Join and become involved with the Women's group which meets every Thursday throughout January and February at 1pm. This will be a rolling programme. GP referrals and associated health organisations accepted. Please contact the service if you feel this would be of any interest to you or anyone you know:

☎ 020 7511 6444

### ➤ Waltham Forest Parent Partnership

Is available to all parents in Waltham Forest whose children have special educational needs. It aims to promote partnership between parents, the local authority, schools, early years, health and social services, and specialist children's services.



Working in partnership all the way!

A confidential service, they listen to parents' concerns and queries, offer contact with other sources of help and information, help get your views and the views of your child known and understood, help with paperwork and more! To find out more:

☎ 020 8496 5230

✉ parent.partnership@walthamforest.gov.uk

**“Couldn't get through to book an appointment.”**

Join us today and have your say!



## ➔ Care Act Video

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 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 also states that Local Authorities must have regard for the individual's views, wishes, feelings and beliefs.



The Care Act is a 'significant piece of legislation'

The video, produced by the Social Care Institute for Excellence, is available now. ➔ [More](#)

## Latest Newsletters

- ➔ Barts Health - Life, Winter 2014 ➔ [More](#)
- ➔ Independent Age - Advice and Information Newsletter, December 2014 ➔ [More](#)
- ➔ NICE Patient and Public Involvement Update, January 2015 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, November 2014 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, December 2014 ➔ [More](#)

➔ Please send us a link to your latest newsletter!

## News Summary

- ➔ Numbers receiving NHS-funded social care continue to rise ➔ [More](#)
- ➔ Government back-to-work schemes 'failing' people with mental health problems ➔ [More](#)
- ➔ Social Worker of the Year Awards 2014: The highlights ➔ [More](#)
- ➔ £12 million to help people with mental health problems get back into work ➔ [More](#)
- ➔ Adult social work skills list puts 'unrealistic' expectations on NQSWs, warn social work leaders ➔ [More](#)
- ➔ Government shifts Care Act cash from self-funder to carer assessments ➔ [More](#)
- ➔ More than 340,000 healthcare workers take up flu vaccine ➔ [More](#)
- ➔ Carers face postcode lottery in support due to variations in thresholds, finds study ➔ [More](#)
- ➔ 'Inadequate' social care services will get year to improve or face closure under CQC plans ➔ [More](#)
- ➔ NHS pilot schemes to review CAMHS thresholds and out-of-area placements ➔ [More](#)
- ➔ The top ten social work stories of 2014 ➔ [More](#)
- ➔ Deputy PM announces £150m investment to transform treatment for eating disorders ➔ [More](#)

➔ Please send us a link to your latest news story!



# We're here to help!

Are you looking for health or social care services and need advice on what is available?

Or, do you want to comment on the services you receive?

We are Healthwatch Waltham Forest, your local health and social care champion. Our Information Service gives you the information you need so that you can access the services you are entitled to.

We are also here to listen to your comments on the services you receive and can point you in the right direction if you wish to make a complaint or compliment.

**Help is just a call, click or tap away!**

 [www.healthwatchwalthamforest.co.uk/onlinedirectory](http://www.healthwatchwalthamforest.co.uk/onlinedirectory)

 **020 3078 9990**

 **info@healthwatchwalthamforest.co.uk**