

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: A 'Penfold' Pillar Box at the Village

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Contact us for alternative formats

Contact Us

➡ Happy New Year!

Happy New Year to all our friends and colleagues.

We are looking forward to a busy 2016. As always we hope that you are able to share your experiences of health and social care services with us by phone, email, or letter.

You can also tell us your stories or keep up to date with us on social media by becoming a friend of ours on Facebook or following us on Twitter.

What would *you* like us to prioritise in 2016-2017?

We are having an organisational away day on the 17th January where we will decide our business plan for the next financial year. 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 us your ideas before 15th January 2016:

✉ Rebecca.waters@healthwatchwalthamforest.co.uk

➡ A Big Thanks and Good Luck to Jaime Walsh!

The Manager of Healthwatch Waltham Forest, Jaime Walsh, will be temporarily leaving us at the end of January to go on maternity leave.

We wish Jaime the best of luck and wish her a restful period before the arrival of her first baby in March.

Jaime has done an amazing job of building the reputation of Healthwatch in the borough, holding the NHS and Social Care to account and making sure the patient voice is fully listened to.

Rebecca Waters will be taking on the maternity cover role of Manager. A new team member has been recruited to cover the role of Engagement, Outreach and Research Officer.

More team news to come in the February issue of this newsletter.

➡ We are Growing our Board of Trustees

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.



Join us in making a real difference to services

Duties and responsibilities include:

- ➡ Participating in setting, implementing and monitoring Healthwatch Waltham Forest's strategic objectives, values and policy in line with its statutory core purpose.
- ➡ Agreeing standards and budgets, and monitoring performance.
- ➡ Building successful partnerships with a range of key stakeholders.
- ➡ Considering, assessing and challenging reports on local health and social care services.
- ➡ Regularly attending board meetings, sub-committee meetings, working groups and training events.

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 call the office:

☎ 020 3078 9990

“The midwives were all fantastic.”

Join us today and have your say!

➡ Talking to Children, Young People and Parents

From January – May 2015 Healthwatch researchers Berni Graham and Rehana Malik carried out interviews and focus groups capturing the views of children, young people and parents from across the borough. With a particular focus on those from minority groups, and within that people from Eastern Europe, we spoke to 362 people in total.



The experience of younger people and their parents

Twenty-six focus groups and three interviews with parents, children and young people took place. In addition we met with a range of health and social care professionals whose views are also featured in the report on our website (please contact the office for hard copies). ➡ [More](#)

➡ Mystery Shopper Planning

It was agreed that the focus for Mystery Shopping should be the new NHS Accessible Information Standards. NHS England are running a series of 1 day workshops on the new standards and I have attached the information in case some of you wish to attend.

Mystery Shopping exercises between January and March will be conducted by volunteers primarily on GP practices but also dentists, opticians and outpatients (depending on their appointments etc).

The report arising from the Mystery Shopping exercise will be used to benchmark where things are and what needs to be done before the 31st July deadline for compliance. Please contact us if you want to know more about Enter & View.

“The dietician was very helpful.”

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

➡ HENCEL Project and Newly Trained Enter & View Representatives

We are working in partnership to include people with hearing and sensory impairments, those with a brain injury, had a stroke or carers of people with communication impairments in monitoring services. In total in the last 2 months Healthwatch across North, Central & East London have delivered:

- ➡ 1 E&V Refresher Course for volunteers from phase 1
- ➡ 2 Mystery Shopper Courses with a total of 19 participants
- ➡ 2 Enter and View Courses with a total of 9 participants

The quality of newly trained volunteers recruited and trained was very high this time. They will be a great asset to all in the partnership. The Enter & View team will be visiting Whipps Cross Emergency Department.

“Patient transport was late!”

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

➡ Healthwatch Report on Access to Primary Care

Most people when surveyed say that they are satisfied with the care they get from primary care services, but this does not tell the full story. Healthwatch Waltham Forest put forward two groups to share their experiences from the Deaf Community and Pakistani Women.

These views feature in a report 'Local Healthwatch Investigate: Access to Primary Care' that summarises what people have been telling local Healthwatch about their experiences of primary care.

Some of these problems are already well known, but the impact on specific communities is not.

Healthwatch England spoke to a number of patient groups from across the UK including people who are deaf and hard-of-hearing, migrants, students, mothers of young children and over-65s to find out what is working well and where things could be improved. This report explains what people told us and how we did it. ➡ [More](#)

➔ A Volunteer's Perspective....

Kate, one of our new volunteers tells us about her experience of volunteering with Healthwatch:

"I found out about Healthwatch on Do-it.Org and was immediately interested as I used to work in Health and Social Care.

I took part in the surveys carried out at Whipps Cross Hospital Outpatients Department and at a GP surgery. These were designed to find out the patient experience by asking for their comments, which we then recorded (with their permission and confidentiality promised).

I found this very enjoyable and interesting, talking to people who were only too happy to take part, even if only to vent their exasperation or sometimes anger! I think they always feel better afterwards.

I also attended a 6 week Saturday morning course (Patient Representative Training) which gave us an insight into the workings of the NHS, commissioning and monitoring and the role of patient involvement. This was to give us an idea of how we could become involved and I am hoping there will be an opportunity for me to join the monitoring process and in particular the 'Enter and View' scheme.

I was amazed to learn how much Healthwatch is involved in the Waltham Forest Health Authority championing the patient's view and responding to observations and complaints. I really felt for the first time that I was enabling the 'ordinary' person like myself to have a say in something that I thought originally 'you can't do anything can you?'.

Now I can, and I would say to anyone who feels the same, to join me. It's great fun, I've met some interesting people to swap ideas with and it has given me a new insight that I still have something to contribute, and even make some difference."

To find out more about volunteering, or to express an interest, please get in touch:

☎ 020 3078 9990

✉ Nafisa.Saboowala@healthwatchwalthamforest.co.uk

"The telephone just rings and rings."

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

➔ We Want Your Views on NELFT!

North East London NHS Foundation Trust (NELFT), who operate local community health and mental health services, is being inspected by the Care Quality Commission (CQC) on 4th April 2016, as part of their routine inspection regime.



The CQC routinely inspects services

The CQC will be seeking the views of service users ahead of their inspection.

If you have experience of any NELFT service, good or bad, you can assist by sharing your views. Please contact the Healthwatch office in confidence.

"The repeat prescription service works well."

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

➔ Osteopathy Patient & Public Partnership Group

The General Osteopathic Council is the regulator for osteopathy in the UK. They work with the public and osteopathic profession to promote patient safety by registering qualified professionals, and setting, maintaining and developing standards of osteopathic practice and conduct.

A Patient and Public Partnership Group is being set up to engage with patients and the public on osteopathic care. If you have an interest in the standards of osteopathic practice and would like to get involved, please do get in touch!

☎ 020 7357 6655 x245

✉ seldred@osteopathy.org.uk

➔ LAS Placed into Special Measures

England's Chief Inspector of Hospitals, Professor Sir Mike Richards, has recommended that London Ambulance Service NHS Trust (LAS) should be placed into special measures following an inspection by the Care Quality Commission (CQC).

Overall, the LAS has been rated as Inadequate. A team of inspectors found that the trust delivered services that were caring, but that improvements were needed on safety, effectiveness, responsiveness and leadership.

During the inspection, which took place over a three week period in June, a team of 54 CQC inspectors and specialists including paramedics, urgent care practitioners, operational managers and call handlers looked in detail at the trust's emergency operations centres, the emergency and urgent care service, patient transport services and the resilience service, including the hazardous area response team.



The LAS has been performing poorly on response times

Professor Sir Mike Richards, Chief Inspector of Hospitals, said: "I am recommending that London Ambulance Service be placed into special measures because I believe that this is the step necessary to ensure that this vital service - which provides emergency medical services to 8.6 million Londoners - gets the support it needs to improve. The Trust has been performing poorly on response times since March 2014. This is a very serious problem, which the trust clearly isn't able to address alone, and which needs action to put right." ➔ [More](#)

“NHS 111 gave spot on advice!”

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

➔ Transforming Health Care Across London

Ground-breaking plans that will set in motion the 'radical transformation of health and social care services across London' were recently revealed by Chancellor of the Exchequer George Osborne and Health Secretary Jeremy Hunt.

Outlining the first steps towards reshaping services across London, the Chancellor signed a health devolution agreement with the capital's health and civic leaders which will allow it to begin the process of taking control of its own affairs.



Healthcare in London is being devolved

The agreement, signed at Great Ormond Street Hospital, will begin with five devolution pilots around London & includes the following initiatives:

Haringey will run a prevention pilot exploring the use of flexibilities in existing planning and licensing powers to develop new approaches to public health.

Barking & Dagenham, Havering and Redbridge will run a pilot to develop an 'Accountable Care Organisation', where primary and secondary care are redesigned with a focus on intervening early and managing the chronically ill.

North Central London (Barnet, Camden, Enfield, Haringey, Islington) will run an estates pilot to test new approaches to collaboration on asset use.

Lewisham will run a pilot to integrate physical and mental health services alongside social care.

Hackney will run a health and social care integration pilot, aiming for full integration of health and social care budgets and joint provision of services.

London Mayor Boris Johnson said "With our city's population continuing to grow, it is essential that we have a health service better equipped to manage its own resources so that it can become even more responsive to the needs of Londoners." ➔ [More](#)

➡ Barts 'Safe and Compassionate' Progress Report

The Barts Health quality improvement plan - 'Safe and Compassionate' - is not only about ensuring patients are safe and cared for, but that staff are treated with compassion, dignity and respect too.



The plan applies to patients and staff

Barts reports that 'positive improvements' are being made - details of which may be found in latest monthly progress report. ➡ [More](#)

➡ Learning Disability Experience (LDX) Closes

Learning Disability Experience (LDX) formerly known as Waltham Forest Mencap, closed its doors on 11th December 2015. LDX was the oldest and most varied lead provider of learning disability services in the borough and the surrounding areas.

If you or someone that you know has a learning disability and requires support, or if you are a carer of a person with a learning disability, the following organisations may be able to assist, or offer advice:

Learning Disability Team at NELFT:

☎ 020 8928 8300

Duty Social Worker Waltham Forest Council:

☎ 020 8496 3000

➡ NICE Wants Your Views!

NICE (National Institute for Health and Care Excellence) is currently reviewing how it involves patients and the public in its work. They want to explore how they can continue to deliver high quality, meaningful public involvement in a rapidly-changing environment.

The views of the public, stakeholders, public involvement experts, colleagues, and the people who have worked with NICE on committees are vital in helping to identify what their priorities should be for public involvement in the future. Please take this opportunity to help shape their future work by completing this survey. Your feedback would be much appreciated.

The survey should take no longer than 10 minutes to complete and your responses will be confidential. The survey will be open until midnight on Sunday 17th January 2016.

They look forward to hearing your views. ➡ [More](#)

“Not everybody can use a computer.”

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

➡ Waltham Forest Sight Loss Pathway

The 'Waltham Forest Vision' group, of which Healthwatch Waltham Forest is a key partner, is working to improve the health and wellbeing of local blind and partially sighted residents.

As part of this work, a 'Sight Loss Pathway' guide has been developed, containing useful information on who to contact, and at what stage, for advice, help and assistance. ➡ [More](#)

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:

➡ St Ives Lodge Residential Care Home, 25-29 The Drive, London, E4 7AJ (*Rated Good*) ➡ [More](#)

➡ Outlook Care, 1 Summit Road, London, E17 9LR (*Rated Good*) ➡ [More](#)

➡ Aspray House, 481 Lea Bridge Road, London, E10 7EB (*Rated Requires Improvement*) ➡ [More](#)

➤ The Kreative 'Intergenerational Project'

Kreative Culture Club introduces their project, which focuses on the empowerment of younger and older people by building confidence, self esteem and life skills around health related topics such as physical fitness, to positively influence health change in community settings.



Calling younger and older people alike!

The project will develop the skills and confidence to work as part of a team, and look at a range of media and information technology resources to improve knowledge of health issues. To find out more:

☎ 07538 35668 or ✉ kck_eng@hotmail.com

**“The care assistants
get to know you.”**

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

➤ The Care Leavers' Health Project

Did you spend time in either foster or residential care as a child? If so, you are invited to take part in the Care Leavers' Association health project to help improve health services for care leavers.

The Care Leavers' Association is user-led and their staff are all care leavers. They are looking for input from care leavers of all age in a variety of activities. Your voice counts and you can make a difference!

To get involved or to find out more:

☎ 0161 637 5040

✉ jake.braden@careleavers.com

➤ Beat the Street Shortlisted for Awards

Intelligent Health's Beat the Street East London walking and cycling competition has been shortlisted for the London Sport Awards 2015 in two categories - the Make it Easier Award and the Resources award. The competition was held in Waltham Forest, Tower Hamlets, Newham and Hackney in September and October. More than 22,000 people took part, walking nearly 104,000 miles in seven weeks.

The competition was funded by the National Charity Partnership, a collaboration between Diabetes UK, the British Heart Foundation and Tesco as part of its aim to support and transform the lives of 40,000 families in the UK. Beat the Street centred on the Olympic Park and players walked, ran or cycled around the area. Journeys were recorded via cards which are tapped on sensors called Beat Boxes.



Young participants at the Olympic Park

The Make it Easier Award recognises outstanding achievement in assisting Londoners find the right activity, stay in it, and achieve their potential while the Resources Award is for organisations that have made the most out of investment.

Are you on Facebook?

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



Click, Thumb and Like Us!

➡ Why Go Dry this January?

Dry January participants often report losing weight, sleeping better, more energy, clearer skin plus huge savings. That's not a bad return just for cutting out the booze for 31 days.

In January many of us want to reset after Christmas and taking a whole month off alcohol is a great way to look after your health, save you money and gives you a sense of achievement.



Does your body need a break?

Dry January is not about never drinking again, it just gives you the opportunity to give your body a break from alcohol, so why not get involved in 2016 and start experiencing the benefits. ➡ [More](#)

“The pharmacist had all the answers.”

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

➡ Invite to the 'Community Economy Hack'

The 'Community Economy Hack' is modelled on a hackathon and as such is not your normal event. The purpose of the day is to design, develop and deliver practical and tangible new products, services or initiatives to support a thriving local community economy - focusing on practicalities, positivity, solutions and action. The issues we want to hack together are volunteering and training; supporting start-ups and health. Please do come to the event:

➡ Monday 18th January, 9.30am - 5pm

➡ Hornbeam Centre, 458 Hoe Street, E17 9AH

Everything is laid on for you - including drinks and snacks during the day.

Learn how to create practical and tangible new products, services or initiatives to support community economy. To find out more:

✉ amy@socialspider.com

➡ Job Vacancies at Healthwatch Newham

Healthwatch Newham is currently recruiting for the following posts:

Healthwatch Newham Manager

The Healthwatch Newham Manager is responsible for facilitating the impactful contribution of Healthwatch members, users of health and social care services and the public to influence improvement and development of health and social care services.

The Manager will ensure a service user and patient voice, in the design, commissioning, delivery and evaluation of health and social care services.

Salary: £34,148 per annum (this figure includes Outer London Allowance). ➡ [More](#)

Engagement, Outreach and Research Officer

The Engagement, Outreach and Research Officer is responsible for community intelligence, outreach and engagement, and subsequent collation and maintenance of a bank of evidence of resident, service users and patient experience and views on health and social care services in Newham.

The role is also responsible for developing and carrying out qualitative and quantitative research to further evidence experience and use this combined information to provide recommendations for improvement to services and systems of engagement.

Salary: £24,422 per annum (this figure includes Outer London Allowance). ➡ [More](#)

Both posts are full-time until the end of April 2016.

Closing date for applications is 15th January 2016 at 5pm. Full job descriptions are in the links provided. For more information, contact Manjit Notta:

☎ 020 7474 3176

✉ manjit.notta@fhwb.co.uk

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

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

➡ Peer Advocacy - A 'How To' Guide

City and Hackney Mind has compiled this best practice guide for those interested in setting up a peer advocacy project.

This handbook explores peer advocacy from its history right through to practical implementation. It provides comprehensive guidance, advice and thinking points for planning and training through to volunteer retention and maintaining quality standards.

The guide is perfect for advocacy organisations, mental health organisations, rehabilitation and day services, social service departments, user-led groups and organisations or groups promoting volunteering or following recovery principles.



Advocates, with you every step of the way

The book is available now for order through the website. Also available is the independent mental health advocacy handbook. ➡ [More](#)

Latest Newsletters

- ➡ Dementia Action Alliance - Newsletter, December 2015 ➡ [More](#)
- ➡ Healthwatch Network - News, November 2015 ➡ [More](#)
- ➡ NICE - Public Involvement Update, December 2015 ➡ [More](#)
- ➡ Parliamentary and Health Service Ombudsman - Resolve, December 2015 ➡ [More](#)
- ➡ Public Health England - London Seasonal Influenza Bulletin, December 2015 ➡ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➡ The Latest News from the Waltham Forest Guardian ➡ [More](#)
- ➡ Poorer councils set to receive greater share of the Better Care Fund ➡ [More](#)
- ➡ NHS England appoints three new senior leaders ➡ [More](#)
- ➡ 2016 will bring fresh challenges for Allied Health Professionals ➡ [More](#)
- ➡ David Cameron announces 'landmark' reforms to tackle 'inadequate' children's services ➡ [More](#)
- ➡ More CCG's set to take on commissioning of GP services ➡ [More](#)
- ➡ NHS urges people to only use A&E in an emergency and avoid post-Christmas surge ➡ [More](#)
- ➡ How not to respond to criticism of your health or care organisation ➡ [More](#)
- ➡ £560 billion of NHS funding allocated to deliver NHS Five Year Forward View ➡ [More](#)
- ➡ Mothers who lose children through care proceedings offered little support, report says ➡ [More](#)
- ➡ New National Cancer Director outlines future vision at London conference ➡ [More](#)
- ➡ Proposed deprivation of liberty reforms 'too complex and costly', says government ➡ [More](#)
- ➡ Martha Lane Fox sets out key digital proposals for the NHS ➡ [More](#)
- ➡ Meeting new Congenital Heart Disease standards ➡ [More](#)
- ➡ Local authorities do not need to consider all available placements for children, judge rules ➡ [More](#)
- ➡ NHS leaders set out new long-term approach for sustainability and transformation ➡ [More](#)
- ➡ What does David Cameron's improvement agenda mean for children's social care? ➡ [More](#)
- ➡ New NHS England action plan to help tackle 'silent killer' sepsis ➡ [More](#)
- ➡ Deprivation of liberty assessments taking '50% longer' than predicted ➡ [More](#)
- ➡ How a dog walk improved the lives of 250,000 people ➡ [More](#)



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

 **020 3078 9990**

 **info@healthwatchwalthamforest.co.uk**