

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: Sun setting over Waltham Forest

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Contact us for alternative formats

Contact Us

➡ Introducing New Staff Members

Nafisa Saboowala joins Healthwatch Waltham Forest as Volunteer and Enter & View Co-ordinator. With over 25 years' experience of the not for profit sector both as a paid worker and a volunteer, Nafisa enjoys the challenge of change management, particularly reviewing and improving systems.



Nafisa works normally Mondays & Wednesdays

She has held a number of diverse roles over the years, including Caring Services Management Accountant for Marie Curie Cancer Care, Head of Corporate Services for the Basic Skills Agency and Housing Operations Manager for Notting Hill Housing. One of her most unusual and interesting roles was managing the bus depot at the Olympic Park during its building phase.

Nafisa is passionate about volunteering and regards herself as 'a serial volunteer'. She says 'By volunteering for Healthwatch you can make a positive difference to your local community and learn new skills. You can help us influence health and social care in Waltham Forest and improve services for local people. You will meet new people, make friends and be part of a wider volunteering team.'

Nafisa has volunteered for Healthwatch and is a volunteer on the Namaste Project being run by St Joseph's Hospice. She wants to hear from you if you would like to volunteer for Healthwatch:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“I want a genuine choice of referral.”

Join us today and have your say!

➡ Volunteer for Us!

Volunteers are essential in supporting the work we do at Healthwatch and we will work with you to find a role that is suitable for you. We have a number of volunteering opportunities:

Outreach Based:

Outreach activities ensure we are reaching communities across the borough. Running information stalls and talking to people about Healthwatch Waltham Forest helps us gather views and experiences people have around the health and social care services they use in Waltham Forest.

We currently need volunteers for the following:

- ➔ 4th/5th July, Leyton Big Weekender
- ➔ 16th August, Chingford Big Weekender
- ➔ 12th/13th September, Leytonstone Big Weekender



Judith and Eduardo on the database

Event Based:

Holding public events with partners, and running events to inform and consult with the public, are a big part of what Healthwatch Waltham Forest does. Supporting the team deliver this is a key and ad-hoc component in our volunteer programme.

Panel Based:

A practical Patient Experience Panel workshop held in the office. Join the team that reviews patient experience comments and identifies the issues here in Waltham Forest. This is an exciting opportunity that can really make a difference to local services. Runs every Friday 10:30am-12:30pm.

Office Based:

Providing clerical/IT support, logging the information and data we gather, helping to draft newsletters and updates for our members and keeping our website and social media up to date. If you are interested in any of the above roles, please do get in touch.

To volunteer, contact the Healthwatch office!

➔ Recent Events

A Primary Care Focus Group for the Deaf Community was held in partnership with Healthwatch England and Healthwatch Newham on 3rd June 2015 at The Old Town Hall in Stratford.

It was very well attended by over 25 people who shared their experiences of accessing health services with us.

The main themes were; Difficulty getting an interpreter; lack of flexibility and understanding amongst health professionals; reduction in support leading to reliance on friends and family; problems with accurate information when given medication. Overall the people who came wanted easier access to information and methods of communication.

Upcoming Events

Health Weight Strategy Focus Group for over 60's:

- ➔ Wednesday 29th July, 12:30pm - 15:30pm
- ➔ Disability Resource Centre, E15 2BG

Spaces are limited so please book as soon as possible. Contact Peri Stanley:

☎ 020 8534 1589
✉ p.stanley@wfdrc.org.uk

Primary Care Focus Group for the Pakistani Community - this date has not yet been set and it will be held after Ramadan. To express an interest please contact the Healthwatch office.

Save the Date!

The Healthwatch Waltham Forest Annual General Meeting and Annual Event is taking place in Autumn:

- ➔ Tuesday 6th October, 5.30pm - 8.00pm
- ➔ Walthamstow Assembly Room

More details and invitations will be circulated.

➔ Annual Report 2014/15

Healthwatch Waltham Forest is proud to publish its Annual Report 2014/15. Electronic copies can be found on our website and we will be printing 'hard copies' to distribute in the coming weeks and months. If you require the report in any other format please do get in touch!

➔ Gimme5!

Does your organisation or group meet regularly? Does it have a health or social care focus? Do you have ongoing concerns about local services? Do you want to feed into the process of improving local services?

You may be a part of a small informal group, a large organised one, or something in-between. You may hear information impacting on the whole group or organisation or it could be individual experiences or concerns you have about services you use. We can't attend every meeting but we can provide the materials for you to quickly share stories with us.



Healthwatch can turn feedback into hard trends

How can you be part of Gimme5?

We ask that at the end of your meetings you spend 5 minutes to think about:

- ➔ Information we can use to ensure that the patient voice is heard
- ➔ What improvements you would like see in local health and social care services

We will analyse what you tell us and use it to inform local health and social care services. Sign up to Gimme5 by contacting the Healthwatch office.

We will provide you with comment cards and return envelopes, or visit our web site where you can use the online form. ➔ [More](#)

**“ Lots of activities here
for residents! ”**

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

➡ Interim Chief Executive Appointed at Barts

Alwen Williams has been appointed as the Interim Chief Executive at Barts Health NHS Trust.

Alwen has been a manager in the NHS since 1980, working in primary care, community and acute services, commissioning and joint planning. She became chief executive of Tower Hamlets Primary Care Trust (PCT) in June 2004, was seconded to the post of chief executive of East London and the City Alliance of PCT's in 2009 and in 2011 became the Chief Executive of NHS East London and the City.



Alwen brings a wealth of experience to Barts Health

In December 2011 she also took on the role of chief executive of NHS Outer North East London leading the two Primary Care Trust clusters which cover all the London boroughs in north east London.

From April 2013, Alwen assumed the national role of director of delivery and development for the NHS Trust Development Authority. On 1st June 2015, she moved to Barts Health as interim chief executive.

Alwen says "I have first-hand experience of Barts Health through working in the NHS locally, but also through living in the area with my family, and it is a privilege to be interim chief executive of this important organisation."

Healthwatch Waltham Forest looks forward to working with Alwen and her teams across Barts Health in the coming weeks and months.

"I want one port of call and one number."

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

➡ Be Clear on Cancer Campaign

Public Health England is running a national reminder campaign to raise awareness of breast cancer in women over 70, with activities taking place across England from 13th July to 6th September.

The key message promoted on TV will be: 'One in three women who get breast cancer are over 70, so don't assume you're past it.' The advert also reinforces the message that finding breast cancer early makes it more treatable.

A second message, promoted more prominently in other campaign materials, will be: 'A lump isn't the only sign of breast cancer. If you're worried about any changes to your breasts, tell your doctor straight away'.

"I prefer to see my own GP."

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

The aim is to encourage more women aged 70 and over with unusual breast symptoms to go and see their GP.



Breast cancer risk increases with age

Breast cancer is the most common cancer in England, with around 41,200 women being diagnosed with the disease each year. Breast cancer risk increases with age and a third of women diagnosed with the disease are aged 70 and over.

Women in this age group are more likely to die from breast cancer than their younger counterparts, with more than half of women who die from their breast cancer each year aged 70 and over. ➡ [More](#)

➔ Whipps Cross Shortlisted for HSJ Award!

The Gold Standard, an exciting project which was developed to help improve the quality of care for older patients at Whipps Cross Hospital, has been shortlisted in the Improvement in Communications category for a Health Service Journal (HSJ) award.

At the heart of the Gold Standard is a charter that sets out 13 standards that patients should expect to receive while they are being cared for in a number of specially designated wards at Whipps Cross Hospital. The charter was drafted by patients, their families and hospital staff and developed by NHS Waltham Forest Clinical Commissioning Group (CCG), Barts Health NHS Trust, Leyton Sixth Form College and the Patients Association.

Deborah Kelly, Barts Health NHS Trust Deputy Chief Nurse said: "We are delighted that the Gold Standard has been shortlisted for this HSJ Value Award. We are continually looking at ways in which to improve patient experience and healthcare, and this award is testament to that commitment. I would like to congratulate our fantastic staff at Whipps Cross who have all gone the extra mile to help improve services for older patients at the hospital. This is definitely a job well done."

"As I get older I get more worried!"

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

Katherine Murphy, chief executive of the Patients Association said: "To be recognised by the HSJ and colleagues who work within health and social care for the work that we do is fantastic news. We know we are doing the right thing, our work in and around supporting patients is valued by the patients and their friends and family. We champion a patient centered approach to treatment. Through our Helpline, carrying out surveys, focus groups, listening events and obtaining feedback from our Ambassador network we are able to keep pulse on the issues that are effecting patients"

Kevin Watson, principal of Leyton Sixth Form College (LSC), said: "Most of the courses that LSC students follow are very much college-based. This project has given students taking sciences an opportunity to relate theory to practice in a work setting."

➔ Barts Chief Medical Officer to Step Down

Dr Steve Ryan has announced his intention to step down as Chief Medical Officer of Barts Health NHS Trust in July.

A passionate consultant paediatrician since 1991, Steve will be leaving Barts Health to pursue a new role with UCL Partners academic health sciences partnership.

Steve will be focused on improving the mental health and wellbeing of children and young people, working with agencies including NHS England, to cover a range of child health priorities identified by the London Health Commission.



Dr Steve Ryan, 'a passionate consultant paediatrician'

Steve was instrumental in the merger that led to the formation of Barts Health in April 2012. At Barts Health he has overseen the integration and development of clinical services and has championed the vision to improve public health outcomes and reduce health inequalities in North East London.

Alwen Williams, Interim Chief Executive at Barts Health says "I would like to take this opportunity to thank him for his work to improve health services and outcomes for the people of East London and beyond. I wish him well in his future career."

Arrangements are being put in place to appoint a Chief Medical Officer for Barts Health on an interim basis while the recruitment exercise for the substantive position takes place."

"My pharmacist had all the answers."

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

➡ Smear Tests are Saving Lives in Waltham Forest

To mark the recent Cervical Screening Awareness Week (15-21 June 2015), clinicians are urging more women to attend their regular smear test.

Women aged between 25 and 64 years of age are eligible for free NHS cervical screening (known as a smear test) every three to five years. The smear test can detect changes in the cells of the cervix which could be a sign of cancer.



Early detection is very important

Women, registered with a GP, who are eligible for the test will receive an appointment letter. Across east London around 70% of women who receive an invitation attend their appointment. However this means that around 30% of women are not regularly having this important test.

Sadly, every year, 3000 women in the UK are diagnosed with cervical cancer. Cervical screening aims to detect abnormal cells in the cervix so that they can be removed preventing cancer developing in the first place. The earlier treatment is sought the better the chances of survival.

Dr Anwar Khan, local GP, chair and clinical director of Waltham Forest Clinical Commissioning Group, said: "When you are invited you should make it a priority to attend your smear test. This simple test can make such a big difference. The sooner cervical cancer is found and treated the better your chance of living a healthy happy life".

➡ Closure of Hayat Medical Centre

On Friday 19th June the Care Quality Commission (CQC) successfully applied to the court for a section 30 closure of Hayat Medical Centre. This came after the CQC's recent visit to the practice, which raised concerns about patient safety.

The CQC, NHS England and NHS Waltham Forest Clinical Commissioning Group had been working with Dr Hayat to try to raise standards at the surgery, but it was not possible to improve the service to an acceptable level, even after taking contractual action.

In anticipation of a possible closure, plans were put in place to ensure patients could be swiftly transferred to another GP practice and nearby Manor Practice was selected as the interim provider, and has been allocated additional staff.

NHS England has notified all patients by letter and posters have also been put up at the front of the closed practice and in the nearby pharmacy.

Tell Healthwatch about your experience...

Healthwatch Waltham Forest is monitoring this development and we want to hear your experiences, good or bad, about the transition of service.

Contact us in confidence - your views may help to shape the longer term solution for patients:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“Getting physiotherapy has been a big help.”

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

Latest CQC Inspection Reports

- ➡ Ebony House, 104-106 James Lane, London, E10 6HL (Rated 'Good') ➡ [More](#)
- ➡ Shared Care Services Limited, 1st Floor 375 Hoe Street, London, E17 9AP (Rated 'Good') ➡ [More](#)
- ➡ The Bailey Practice, 107 Shernhall Street, London, E17 9HS (Rated 'Good') ➡ [More](#)
- ➡ Peartree House Care Home, 24 Gordon Road, London, E4 6BU (Rated 'Requires Improvement') ➡ [More](#)

➡ Waltham Forest Vision

Waltham Forest Vision is a user led peer support group for Visually Impaired people living and working in Waltham Forest.



Sign up for information and peer support!

They have a range of different social activities such as monthly meetings, monthly culture club, organised walks, dinner out and much more. A newsletter in alternative formats is also available.

To find out more:

☎ 07940 747 133

✉ neil@walthamforestvision.org.uk

➡ Carer Information and Support Programme

Do you care for someone with dementia? Come along to the Alzheimer Society's Carer Information and Support Programme (CrISP).

Introducing two training courses for people who care for a family member/friend with dementia, aiming to improve knowledge, skills and understanding by providing effective support and up-to-date, relevant and evidence-based information. Next courses:

- ➡ Wednesdays 15th, 22nd, 29th July, 3.30pm - 6pm
- ➡ Resource Hub Central, 1 Russell Road, E10 7ES

The programme, led by a trained CrISP facilitator, hosts peer support & a shared learning experience.

To book or to find out more:

☎ 020 8556 8171

✉ S.Kitchener@alzheimers.org.uk

➡ 20 Years Driving Our Community Forward!

Community Transport Waltham Forest has been serving the borough for 20 years, helping local groups 'drive the community forward'!

To start the celebrations they have an amazing offer for all groups and have launched a Summer Season of events, including trips to Southend and Kent with their Excursion Club.



Trips to Kent, Southend and more!

You can either take advantage of the group specials or simply spread the word to family and friends. Come along and let's have a great time! For more:

☎ 020 8521 0665 or ✉ Michelle@ctwf.co.uk

➡ Barts Health Research Evening

Barts Health welcome you to come along to their research evening:

- ➡ Thursday 16th July, Time TBC
- ➡ Whipps Cross University Hospital

Topics this time include blood pressure treatment with Dr Manish Saxena, and East London Experience of Enteric Fever with Dr Jayshree Dave. For more:

☎ 020 7363 9028

✉ Neeta.Patel@bartshealth.nhs.uk

“The social worker was very informative.”

Join us today and have your say!

➔ New Parent Booklet Available!

Waltham Forest Clinical Commissioning Group (CCG) has produced a new self care booklet, 'A Parent's guide to Child Health and Common Illnesses', which is downloadable from their website.

It is packed full of tips to help parents safely manage worrying symptoms safely at home and know when and how to seek help and advice.

It also contains loads of useful information about health promotion and contact details for all the local services that are available for families with young children.

An app for iPhone and Android will be available in the next few weeks - search [childhealthguidewf](#).



The CCG wants your feedback about the booklet!

All new parents will be given the booklet after birth along with their 'red book'. Please feed back on the booklet, the CCG wants to hear from you! ➔ [More](#)

Latest Newsletters

- ➔ Care Quality Commission - Update for Local Healthwatch, May 2015 ➔ [More](#)
- ➔ Department for Work and Pensions - Later Life Newsletter, June 2015 ➔ [More](#)
- ➔ Department of Health - Voluntary Sector Update and News, June 2015 ➔ [More](#)
- ➔ Health Bulletin, June 2015 ➔ [More](#)
- ➔ NICE - Public Involvement Update, June 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, June 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from East London and West Essex Guardian ➔ [More](#)
- ➔ Fears of postcode lottery as Independent Living Fund closes ➔ [More](#)
- ➔ Why we need to bring a gender perspective to dementia care ➔ [More](#)
- ➔ 'Child protection must not be used for dealing with the symptoms of increased poverty' ➔ [More](#)
- ➔ GP receptionists 'could help prevent stroke deaths' ➔ [More](#)
- ➔ College of Social Work to close by end of September ➔ [More](#)
- ➔ Facebook and Twitter could be used to help people quit smoking ➔ [More](#)
- ➔ Social work managers urged to risk assess stress on their teams ➔ [More](#)
- ➔ Government brings forward deadline for deprivation of liberty reform plans ➔ [More](#)
- ➔ Referrals to children's social care reach highest level on record, finds NSPCC ➔ [More](#)
- ➔ How do good social work managers promote staff wellbeing? ➔ [More](#)
- ➔ Smoking causes half of all deaths in 12 different cancers ➔ [More](#)
- ➔ Role of local safeguarding children boards 'confused' amid funding shortfall ➔ [More](#)
- ➔ Asking service users to write care plans proves to be a powerful training tool ➔ [More](#)
- ➔ Some health food brands may 'do more harm than good' claim ➔ [More](#)
- ➔ Rising concerns around child neglect, but public unclear where to report them ➔ [More](#)
- ➔ Office workers of England - stand up for your health! ➔ [More](#)



Join the Patient Experience Panel!

Do you want to make a real difference to local health and social care services?

Our database contains service user experience comments from a variety of sources, including outreach and provider reports.

Every fortnight, we sit around the table and scrutinise this data collectively as a team.

We establish the issues on a case-by-case basis and we also look at the data as a whole, to see if trends, good or bad, exist.

This work is vital and ensures that Healthwatch Waltham Forest is guided by its intelligence and targets resources, including Enter and View visits, where needed.

To join the Patient Experience Panel, please RSVP.

✉ info@healthwatchwalthamforest.co.uk

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