

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 Wetlands

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Contact us for alternative formats

Contact Us

➡ Commended at Healthwatch Network Awards

Work of Healthwatch Waltham Forest was commended for the Healthwatch Network Award 2016! The national award celebrates the difference local Healthwatches have made to health and social care in the past year.

Our work on Phlebotomy (blood testing) services has been highly commended from over 120 entries from other local Healthwatches for the Commissioning of Services category.

We would like to thank the service provider, patients/service users and staff for their co-operation and hospitality in hosting the visits. We would also like to thank our Authorised Enter & View representatives and work placement students who assisted us in putting together this report. ➡ [More](#)

➡ Photography

Last month we held a photography competition, and local residents submitted beautiful photographs of Waltham Forest!



Let's celebrate the borough around us!

We have decided to run ongoing photography competitions, every two months we will be picking out a winner from the photos that have been submitted, and you can win a £20 shopping voucher.

The photos will be used for our publications including newsletters and reports. The next prize draw will be on 1st September, looking forward to your submissions!

➡ Save the Date!

We are currently organising this year's Healthwatch Waltham Forest Annual Event. Speakers and topics will be announced soon. To find out more:

✉ info@healthwatchwalthamforest.co.uk

➡ Annual Report 2015/16

We have just published our Annual Report! Read all about our work in 2015-16, including how we engaged with the public, what reports we published, and what priorities we focused on. We would like to thank our volunteers, on 'who we so depend!' This year, they have undertaken a wide range of projects and activities. We were pleased to run a number of training sessions to support them, and others, in their important work. ➡ [More](#)

➡ Key Meetings Attended

In June we attended some summer events such as the Learning Disability Festival and the Chingford Village Festival, where we engaged with many people and gathered over 40 comments. We held events such as the public engagement meeting with the CQC on the upcoming Whipps Cross Hospital inspection, Service user representative annual meeting, Service User Representative training and an Open Patient Experience Panel.

The turnout at our Service User representative training was great, and we learned how to work together better at meetings, about influencing, communication and avoiding traps, and gained an overview of the healthcare system. One delegate said "I found the workshop very interesting and useful as it helped me understand how the NHS and its many sub-organisations work and relate to each other, who is responsible for what and who one needs to contact for various issues. The trainer was very good, both knowledgeable and approachable which made the sessions very enjoyable. It was also nice to meet a lot of different people from various walks of life, all there for the same reason, an interest in making the NHS better." The next training will take place in September, sign up or get more information online.

Other meetings and events we attended are:

- Social Prescribing Launch
- Health & Wellbeing Board Meeting
- CCG Governing Body Board Meeting
- Vision Strategy Meeting
- Looked after Children Strategic Health Partnership Group
- NELFT: Patient Experience Partnership Community Forum
- Transforming Services Together (TST) Feedback and Challenge Event
- TST Board Meeting
- Leyton Green Neighbourhood Health Services Patient Participation Group Meeting
- Health Scrutiny Committee

➔ Help Shape Carer Friendly Pharmacies

The North East London Local Pharmaceutical Committee (NELLPC) is seeking your help to improve the support that carers can receive from community pharmacies across North East London.

They would like to invite people from organisations that represent the interests of 'informal' carers to attend their forthcoming event:

➔ Monday 11th July, 9.30am - 12.30pm

➔ St Mark's Community Centre, E6 5YA



How can community pharmacies help carers?

According to Carers UK annual survey of carers (State of Caring 2016), 54% of carers expect their quality of life to get worse in the next year and only 6% expect their quality of life to get better.

The agenda includes what are the key health issues facing carers in NE London; what can community pharmacy do to support the health needs of carers (the health of the people they care for and their own health); what can community pharmacy do to identify cares and refer them to support. ➔ [More](#)

➔ Maternity Services Liaison Committee Survey

Providers, commissioners and mothers, fathers and partner organisations are invited to complete the Maternity Services Liaison Committee (MSLC) survey 2016. The survey closes on 22nd July. ➔ [More](#)

“I don't know how to use a computer.”

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

➔ Outreach with the CQC at Whipps Cross

Would you like to support the CQC inspection of Whipps Cross Hospital? The Experts by Experience team and CQC representatives will be adding the patient voice to inspections on 27th and 28th July.

Please contact Healthwatch Waltham Forest if you would like to assist the CQC by completing questionnaires with the public at any point over these two days. They will be based in the canteen. HWWF will be there on the morning of 28th July.

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Dementia Friendly Communities

There are 850,000 people living with dementia in the UK, this is expected to rise to 1 million by 2021.

One third of people living with dementia 'do not feel part of their community'. Across the UK, local people, groups and organisations are working to create dementia friendly communities.



Helping people with dementia 'live well'

We can all play a part in enabling people with dementia to live well wherever they are.

The Alzheimers' Society is aiming to encourage and support all businesses to become dementia friendly by 2020. They are currently carrying out a pilot with 10 major businesses to establish what this actually means. They are testing an initial framework outlining how an organisation can support their employees, customers and local communities. This includes key areas such as information provision, training and awareness raising, customer support.

They plan to develop this into a national programme of work after the pilot. ➔ [More](#)

➔ Sustainability and Transformation Plan

Across North East London, the health system is working together to develop a 'Sustainability and Transformation Plan' (STP), which will set out how local health and care services will 'transform and become sustainable' over the next five years.



We must make changes now, for the future

In order to create a better future for the NHS, we must make changes to how local people live, access care, and how care is delivered. This doesn't mean doing less for patients or reducing the quality of care provided. It means more preventative care; finding new ways to meet people's needs; and identifying ways to do things more efficiently. Hearing the views patients is an essential part of this, and we urge you to get involved! ➔ [More](#)

➔ Waltham Forest Health Conference and AGM

Are you interested in finding out more about your health care services in Waltham Forest? Come along to the NHS Waltham Forest Clinical Commissioning Group (WFCCG) annual general meeting:

➔ Thursday 22nd September, 6.15pm (buffet 5.15pm)

➔ Walthamstow Assembly Hall, E17 6HE

You will be able to find out how you can now book GP appointments, repeat prescriptions or access your medical records from your smartphone, other mobile devices, or your home PC, through Patient Online services.

You can also find out how you can become involved in shaping health and care services locally by joining your local Patient Participation Group (PPG) and applying to become a member of the CCG's Patient Reference Group (PRG). To book or for more:

☎ 020 3688 2604

✉ communications@walthamforestccg.nhs.uk

➔ New Plans to Improve Maternity Services

Local people in Newham, Tower Hamlets and Waltham Forest are set to benefit from improved maternity services, after local clinical commissioning groups (CCGs) were selected as 'Maternity Choice and Personalisation Pioneers' by NHS England.

As one of seven areas selected nationwide, local health organisations in east London will work with NHS England to develop and test new approaches for improving maternity care, and promote their national adoption.

Some of the work includes setting up a helpline, providing more access to local information and making contact with women at each stage of pregnancy to offer advice and support.

One example of the innovative new approach to maternity services involves the use of neighbourhood midwives, who work as a social enterprise alongside existing services.

NHS Waltham Forest Clinical Commissioning Group (WFCCG) is the lead commissioner for the maternity pioneer work. Chief Officer Terry Huff said: "It is fantastic to have this national recognition that here in east London we are determined to improve maternity services for patients. As a result of the work we are doing, women will feel better supported through their pregnancy and have a better experience, and many more will be able to choose to give birth with the support of a midwife rather than a doctor."

The maternity pioneer scheme is aligned with the local Transforming Services Together (TST) programme, which aims to improve the local health and social care economy in Newham, Tower Hamlets and Waltham Forest. The maternity lead for the TST programme Kate Brintworth said: "We are working really hard with neighbouring boroughs, providers and local people to continually improve maternity services - becoming a national pioneer site will help us to drive this work forward. Different elements of healthcare services joining forces means we can become greater than the sum of our parts."

**“GP's and pharmacists
should work together.”**

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

➡ Local 'Social Prescribing' Service

'Social Prescribing' is a service that has been set up in Waltham Forest to help our residents become healthier, happier and more connected by providing links and information to local activities and organisations.

Who can refer to the Social Prescribing service? Any health professionals working in Waltham Forest, such as, GPs and Pharmacists. Adult social care staff can also refer to the service.



Helping residents become 'healthier and happier'

What will happen if I am referred? If your GP or another referrer thinks that you could benefit from the Social Prescribing service, they will talk to you about whether you would like to be referred to it. You will need to give your consent - or if you'd rather not be involved, you are completely free to decline. After this, you will receive a telephone call from a 'Social Prescriber', who will talk to you about your experiences, needs, and the kind of support or information you would be interested in.

What is the Social Prescribing Evaluation? As this is a new service the Council wants to know more about you to be able to improve the service for all users. They have arranged for the University of East London to conduct an independent evaluation of the service. To find out more:

✉ Sharon.hanooman@walthamforest.gov.uk

➡ 'Fewer Complaints' at Barts Health

Rapid response to patient concerns has reduced the volume of official complaints at Barts Health.

'Both speeding up the handling of complaints, and ensuring that changes are made following patient feedback', has ensured the trust is receiving on average ten fewer complaints each week than a year ago.

Figures to be released this month show a 17 per cent reduction (from 3,028 to 2,505) in patient complaints during 2015/16, and a ten per cent increase (to 81%) in the proportion acknowledged within three working days. Over the same period the trust's five hospitals were together treating an average of 1,300 extra patients every week.

The forthcoming Quality Accounts for 2015/16 will confirm the trust is now receiving fewer complaints in all but two areas (patient transport and invasive procedures).

Overall there was a reduction of 55 per cent in the number of complaints received about appointments and clinics, 49 per cent fewer concerns raised about advice and information given, and a 31% fall in complaints about security and behaviour. For example, outpatients services received just three complaints in April 2016 compared to 33 in March 2015.

The trust is now working with iWantGreatCare to capture rich, real-time patient feedback to enable a faster resolution of issues. People can complete surveys using tablets or cards while still at the hospital, or online once they return home. ➡ [More](#)

“Mental Health need not be a hidden condition.”

[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:

- ➡ Homewards Limited, 48 Leonard Road, London, E4 8NE (*Rated Good*) ➡ [More](#)
- ➡ SENSE, 70 Castleton Road, London, E17 4AR (*Rated Good*) ➡ [More](#)
- ➡ George Mason Lodge, Chelmsford Road, London, E11 1BS (*Rated Requires Improvement*) ➡ [More](#)

➡ Basic Drug Awareness Training

Lifeline Integrated Drug and Alcohol Service is offering Basic Drug Awareness Training.

This course is free and open to anyone living or working in the borough of Waltham Forest & covers why people use drugs; drugs and the law; types of drug use; risks and harms and much more!

➡ Wednesday 3rd August, 10am - 4.30pm

➡ 221 - 223 Chingford Mount Road, E4 8LP

The course is limited to 10 people, so register your interest as soon as possible:

☎ 020 3828 9236

✉ Faye.Engeham@lifeline.org.uk

➡ Groundwork London 'Green Doctors'

Groundwork London's award winning Green Doctors programme is working in partnership with The HEET Project to deliver a service that will save you money on your energy bills and keep you warmer and healthier in your home!

The service, which is completely free to those that are eligible, offers a home energy assessment that can include helping you find and switch to a cheaper energy supplier, applying for discounts and grants you may be entitled for, to installing energy saving measures including energy-saving lightbulbs and reflective radiator panels. Larger measures such as insulation, boiler replacement and security works may also be available.

If you, or someone in your household, is living with a long term health condition or you are aged 60 or over AND living in Waltham Forest you are eligible for this extremely beneficial service. If you would like to find out more and book your own home energy visit please contact the HEET project:

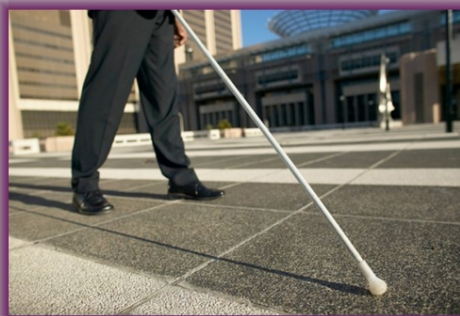
☎ 020 8520 1900

✉ info@theheetproject.org.uk

➡ Vision Strategy Group Seeks New Members!

Are you a local representative or community group for people with visual impairments?

The Vision Strategy Group provides oversight of the local implementation of national strategy and policy. The group works with key stakeholders to ensure that cross sector and interagency working are maximized in order to improve the outcomes and reduce inequalities for people with and those at risk of developing visual impairments. The aims are to deliver best outcomes for patients that reflects local need, cost effective use of local resources, planning and designing integrated care pathways, and engagement with service users.



Improving outcomes and 'reducing inequalities'

The group meets quarterly, and you can also be involved in other ways such as monitoring the implementation of the Accessible Information Standards in local services.

Current members include Waltham Forest Vision, Whipps Cross Patient Forum, Joseph Clarke Education Service, Local Pharmacy Committee, East London Vision (ELVIS), the North East London Local Optical Committee, Public Health, Healthwatch and local residents. To find out more:

☎ 020 3697 6464

➡ Community Transport Waltham Forest

Are you a resident of Waltham Forest? Are you elderly or disabled? Do you want to get around more but transport is an issue?

The excursion Club has the solution, with door to door transport you can enjoy a day with friends to Southend on Sea, Van Hague Garden Centre & Ware Scenic Drive, Greenwich, St. Albans. For more:

☎ 020 8521 0665

“Getting dressed at home after a stroke is hard.”

Join us today and have your say!

➔ Get Free Help with IT!

Our recent outreach surveys at a GP surgery showed that a large number of people don't access online booking and prescriptions because they don't know how to, or are not confident in using a computer.

The Waltham Forest Twinning Association with Holy Family Catholic School are providing free help with IT, why not go along and learn how to use a computer?

➔ Wednesday 13th July 9.30am - 3pm

➔ Holy Family Catholic School, E17 3EA

"I don't use online booking because I don't know how to use computers" is a thing we hear often.



Computers and mobile devices can unlock doors

To book or to find out more:

☎ 07732332814
✉ wftwinningassociation@gmail.com

Latest Newsletters

- ➔ NICE - Public Involvement Update, July 2016 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, May 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ Taking pride in equality, diversity and inclusion ➔ [More](#)
- ➔ Chief social workers: Closer link with government will benefit profession ➔ [More](#)
- ➔ Technology has helped transform care - Sharon Eustice ➔ [More](#)
- ➔ Resources to resolve your mental capacity and DoLS practice issues ➔ [More](#)
- ➔ Award-winning lung cancer service helping even more patients with NHS England support ➔ [More](#)
- ➔ Guidance on applying the law on deprivation of liberty ➔ [More](#)
- ➔ Allied Health Professions have the power to shape the NHS ➔ [More](#)
- ➔ Vulnerable hit 'disproportionately' by UK austerity measures, UN warns ➔ [More](#)
- ➔ Overcoming the continence stigma - Chloe's story ➔ [More](#)
- ➔ Fears over plans for 'politically controlled' social work regulation ➔ [More](#)
- ➔ Patients benefiting from advanced brain tumour treatment set to double ➔ [More](#)
- ➔ Care and education link up to reduce absconding ➔ [More](#)
- ➔ Innovative solutions to deliver #FutureNHS - Suzanne Rastrick ➔ [More](#)
- ➔ Government to regulate social workers from 2018 ➔ [More](#)
- ➔ Putting patients in control of their care - Andrew Carter ➔ [More](#)
- ➔ NHS Chief launches new fast track funding so NHS patients get treatment innovations faster ➔ [More](#)
- ➔ Overseas social workers to face English language tests ➔ [More](#)
- ➔ New Care Models and Staff Engagement: All Aboard ➔ [More](#)
- ➔ Five key steps to assessing capacity ➔ [More](#)
- ➔ NHS Diabetes Prevention Programme ready to make referrals in coming weeks ➔ [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**