

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: Draper's Field, Leyton

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Contact us for alternative formats

Contact Us

➔ Introducing New Staff Members

Healthwatch Waltham Forest has recently recruited an Engagement, Research and Outreach Officer, Rebecca Waters.



New Recruit, Rebecca Waters

Rebecca says "I have taken on a new post at Healthwatch Waltham Forest. I am the Engagement, Research and Outreach Officer. I have 10 years experience of working in the Third and Public Sector in North East London. Since graduating from the University of East London with a degree in Cultural Studies my career has been dedicated to creating healthy, sustainable communities. I have worked in a range of settings from the NHS in Islington to national charities whose causes covered housing, the environment and unemployment. I live in Leytonstone with my husband and baby daughter, who was born at Whipps Cross Hospital. I'm really looking forward to working in my local community."

"My role aims to engage the wider community to have their say about our health and social care services. I will be co-ordinating our outreach activities which means you will see us at all the boroughs Get Together Festivals and GP practices. I will be running focus groups to gather the views of targeted audiences on specific topics. I'll be working with the voluntary sector who many people already share their health and social care stories with to paint a picture of patient experience. So if you would like to volunteer at events or are a voluntary organisation that would like to work with Healthwatch more closely please contact me. My main working days are Wednesday and Thursday."

"The social worker was very informative."

Join us today and have your say!

➔ Healthwatch at the Summer Festivals!

We will be at the following summer festivals across the borough...

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

Please come and tell us how you feel about your local health and social care services. We will also be running surveys on particular issues. Capturing your views is our priority over the summer.

If you would like to volunteer for our outreach events please get in touch:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Photography Competition Winners Announced

Congratulations to the winners of our recent photography competition, held in partnership with Turning Point, a service based in Walthamstow Village that offers information, advice and support for anyone over 18 concerned about their own or somebody else's drug or alcohol use.



Winning photographers on 19th May

The categories were My Waltham Forest, Health & Wellbeing, Landscapes and Communities, with a different photographer winning each. If you would like to see their photographs they will be on display as part of the E17 Art Trail:

- ➔ 30th May to 14th June
- ➔ 1 Beulah Road, London, E17 9LG

Find out more online. ➔ [More](#)

➔ Joining up the Health Workforce

A new group in Waltham Forest – the Community Education Provider Network (CEPN) – is working to provide ‘joined-up care for local people’.

NHS Waltham Forest Clinical Commissioning Group (CCG) and North East London NHS Foundation Trust (NELFT), the main community services provider in the borough, are leading the work to ensure they have ‘compassionate, knowledgeable and highly skilled people’ who have the education and training they need to help residents keep well.

The CEPN is co-chaired by Dr Anwar Khan, Chair of the Clinical Commissioning Group, and Dr Mohan Bhat, NELFT’s Director of Medical Education.



Encouraging more people to be practice nurses

Dr Khan said: “The network is a really important development for Waltham Forest. As a local GP I know that we need to be innovative in delivery of primary care. This is because demand is rising and we don’t have enough staff being trained in the various disciplines.”

“We need to work in an integrated manner in order to promote the best of primary care and pave the way for community services of the future. By learning together, we will work better together, and ultimately improve quality for the benefit of the borough’s residents.”

An early success is the increase in student nurse placements in GP practices. It is hoped that this will encourage more students to become practice nurses, so help with falling numbers in the borough.

“My pharmacist had all the answers.”

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

➔ Dementia Roadmap Launched

To coincide with Dementia Awareness Week, NHS Waltham Forest Clinical Commissioning Group (CCG) has launched a resource to support people with dementia, their carers and loved ones ‘navigate through the uncertainty’.

In Waltham Forest over 1,400 people are living with dementia, and it is forecast to increase as the population ages. Through the Dementia Roadmap working with a clinician or independently local people can see what services are available and decide what’s right for them.

The road map means that families will know where to turn for support, ensuring that resources are easy to find and that no one has to face dementia alone.

Dr Anwar Khan, local GP and Chair of NHS Waltham Forest Clinical Commissioning Group said: “We are committed to supporting local people to live better for longer with dementia. This tool will not only help sufferers and their families but also carers and clinicians. The road map gives the latest evidence-based information about dementia care as well as practical day to day information. With the support of their clinician or it helps local people take control of their journey.”

“Getting physiotherapy has been a big help.”

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

Dementia usually affects people over the age of 65 and becomes more common as people get older. It is really important if you notice the signs of dementia in yourself or a loved one you get support quickly to get a diagnosis.

The Waltham Forest Dementia Roadmap also gives information on understanding dementia memory worries, the diagnostic process, post-diagnosis support, living well with dementia, carer health and planning for the future.

This is supplemented by details of local information and services for patients, such as memory clinics, hospitals, care homes, and specialist residential housing.

To better understand your journey, the roadmap can be viewed online. ➔ [More](#)

➔ The Margaret Centre, Rated Inadequate by CQC

The Care Quality Commission (CQC) has published a report on The Margaret Centre, a hospice based at Whipps Cross, following an inspection in February.

Inspectors rated the services provided by the Centre as Good for 'caring', Requires Improvement for 'being well led and responsive' and Inadequate for 'being safe and effective'.



Inspectors talk to service users and staff

Overall the CQC rated the service as Inadequate and Sally Warren, Deputy Chief Inspector of Adult Social Care said, "We found that the care provided at The Margaret Centre fell short of what we expect services to provide."

"We have told the service they must take action to resolve the issues we identified. We have made it clear that we will return to check that the necessary improvements have been made. If not, we will take further action to make sure people receiving care receive treatment which is safe, effective, caring and responsive to their needs."

Findings include the condition of the premises, which 'did not meet patient's needs and were in need of refurbishment.' The CQC found there were no suitable washing facilities and accommodation was in single rooms, which did not have en-suite toilet facilities. The full inspection report is available on the CQC website. ➔ [More](#)

If you have any experiences of the Margaret Centre, good or bad, contact the Healthwatch office.

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

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

➔ Residents Praise New Integrated Care

Waltham Forest residents are talking about the new way that social and healthcare professionals are working together to improve their lives as well as contribute towards a 12% reduction in admissions to Whipps Cross Hospital.

Better Care Together, run in conjunction with NHS Waltham Forest Clinical Commissioning Group (CCG), Waltham Forest Council, Barts Health NHS Trust (Barts Health), NHS North East London Foundation Trust (NELFT) and local patient and voluntary organisations is a programme of work which provides additional health and social care to some of the most vulnerable people in the borough.

Patient feedback and new data shows the Better Care Together programme is 'dramatically improving their health and quality of life' and significantly reducing the pressure on local hospital services.



Treating people rapidly in their own homes

One patient had a problem with her legs, which were swollen. Benefitting from the support of the Rapid Response Team, she says "I got in touch with the doctor first and then the rapid response came to see me. They checked me all over - my blood pressure and everything like that and looked at my legs and decided that I had got an infection. He suggested that took some antibiotics for it and the swelling went right down. Having the rapid response is very good, very helpful and I was so pleased that I didn't have to go to hospital."

Jaime Walsh, Manager of Healthwatch Waltham Forest, says "The statistics so far are extremely encouraging and it is clear that patients are already starting to benefit. The more opportunities partners can create for listening to patients and their carers, the more we can continue to improve and build upon this impressive start. We welcome local people's views on integrated care and how the services are working for them, and we are committed to sharing these views with partners."

➡ New Approach to Housing Applications

Waltham Forest Clinical Commissioning Group (CCG), Waltham Forest Council and Ascham Homes have been working together to streamline the process of support letters for homeless persons' applications, housing transfers and other housing needs assessments.

In the revised approach, housing applicants will no longer need to ask their GP to write an individual housing support letter.

Instead, GPs will now complete an official form sent to them by Ascham Homes to verify a disability or medical condition.

Cllr Ahsan Khan, Waltham Forest Council's Cabinet Member for Health and Wellbeing, said: "This new approach is good news for local people requiring their housing needs to be assessed for medical reasons, as they will not be burdened with the job of requesting a support letter from their GP."

➡ About CQC Inspections

Health and social care providers can now see what an 'outstanding service should look like' under the Care Quality Commission's (CQC's) new system for regulation and inspection which came into effect on 1st October 2014.

The new approach includes the introduction of a four-tier ratings system, which will see services rated as either outstanding, good, requires improvement or inadequate.

Teams of specialist inspectors now inspect services against five key questions - is the service safe, caring, effective, responsive to a person's needs, and well-led - before giving a rating, which will be available to the public. ➡ [More](#)

Recently, the CQC has inspected 9 local services, receiving mixed ratings.

Latest CQC Inspection Reports

- ➡ Abba Residential Home, 314 High Road, London, E11 3HS (*Rated Good*) ➡ [More](#)
- ➡ The Greenway, 48A Greenway Avenue, London, E17 3QN (*Rated Good*) ➡ [More](#)
- ➡ Homewards Limited, 20 Leonard Road, London, E4 8NE (*Rated Good*) ➡ [More](#)
- ➡ Outlook Care, Waterside Lodge Centre, 7 Langthorne Road, London, E11 4HL (*Rated Good*) ➡ [More](#)
- ➡ Parkview House, 206-212 Chingford Mount Road, London, E4 8JR (*Rated Good*) ➡ [More](#)
- ➡ Primrose Road, 38 Primrose Road, London, E10 5EE (*Rated Good*) ➡ [More](#)
- ➡ Margaret Centre (*Rated Inadequate*) ➡ [More](#)
- ➡ Royal London Hospital (*Inadequate*) ➡ [More](#) and Newham University Hospital (*Inadequate*) ➡ [More](#)

➡ Heart and Blood Glucose Checks in Pharmacies

Local community pharmacies will be running two campaigns in June to support national campaigns on Healthy Hearts, and Diabetes.

During 1st - 7th June, 'Heart Rhythm Week', people will be able to get free heart checks which will include a free blood pressure check and heart rhythm check.

In Diabetes week, 14th - 20th June, people will be able to get a free blood glucose test.

Finally people who will be fasting for Ramadan, starting 18th June will be encouraged to get advice if they have high or low blood pressure or diabetes.

To find out more:

☎ 01277 849 219

✉ marc.krishek@nellpc.org.uk

"I want to see my own GP."

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

➡ Waltham Forest CAB has Moved!

Waltham Forest Citizens' Advice Bureau (CAB) has moved from its office at 6 Church Hill to 220 Hoe Street, Walthamstow, E17 3AY.

Services continue as normal at the new premises.

To find out more, or to get advice, contact the Waltham Forest CAB Advice Line:

☎ 03444 889 626

➔ Barts Health Research Evenings

Barts Health is hosting a series of research evenings, open to patients, local community groups and leaders, and members of the public, as well as to researchers and staff at the Trust & Medical School.

The evenings will be held once a month, from March until August with upcoming local events as follows:

- ➔ Tuesday 9th June, 6pm - 7.30pm
Newham Hospital Lecture Theatre
- ➔ Thursday 16th July, 6pm - 7.30pm
Whipps Cross Hospital Lecture Theatre



The NHS has a 'commitment to innovation'

The research series offers an opportunity to engage directly with the local population, patients, their families and others across a wide range of topics.

The stated principles of the NHS contained in the constitution include a "commitment to innovation and to the promotion and conduct of research to improve the current and future health and care of the population" and includes a pledge to provide information to support patient choice - including in the area of clinical research. Specifically, it states that: "The NHS will do all it can to ensure that patients, from every part of England, are made aware of research that is of particular relevance to them." For more information:

☎ 020 7363 9028

✉ neeta.patel@bartshealth.nhs.uk

“As I get older I get more worried!”

Join us today and have your say!

➔ Carers Week 2015

Carers Week, a national annual awareness campaign takes place on 8th - 14th June this year. In Waltham Forest, it's about recognising, and celebrating the contribution carers make to our community, and raising awareness about support available to them.



Carers make an important contribution to society

This year, catch Waltham Forest Carers Association at the following from 8th - 13th June:

- 8th: 10am-4pm: Information stall, Sainsbury's Chingford Hall Lane
- 9th: Creative Carers: Carers Week Special,
- 10th: Jewellery-Making: Carers Week Special,
- 11th: Sharing Good Practice: Supporting Carers in Primary Care
- 13th: 12pm-6pm: Information Stall at Chingford Village Festival at Chingford Assembly Hall

For more information:

☎ 020 8556 0857

✉ info@walthamforestcarers.com

➔ The Guardian Service for Barts Health Staff

The Guardian Service, which started 1st May 2015 is here to listen to staff of Barts Health!

They offer independent, confidential advice and support, available for staff who wish to raise concerns anonymously and safely.

If you don't feel you can talk to your supervisor or line manager, or use internal channels for raising concerns, the Guardian Service is here to help you find a resolution. To find out more:

☎ 07469 851540

✉ contact@theguardianservice.co.uk

➡ Healthy Weight Focus Group for Older People

In conjunction with Waltham Forest Public Health and Healthwatch Waltham Forest, the Waltham Forest Disability Resource Centre is hosting an event which aims to get feedback and ideas from older people in Waltham Forest, on how local health services can support older people to achieve a healthy weight:

➡ Thursday 23rd July, 12 - 4 pm

➡ Resource Hub South, Crownfield Road, E15 2BG

Get support to achieve
a healthy weight!



Open to anyone who is over 60 years old. Lunch is provided. How easy is it for you to eat healthily? Or to take part in regular physical activity? What are the problems you have faced? What has helped you? Join in and help Waltham Forest Public Health plan the right services to meet the different needs of older people in the borough.

To book or for more information:

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

“Lots of activities here
for residents!”

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

➡ St James Neighbourhood Forum

Neighbourhood Plans allow local communities to get together and have more influence about what gets built in their area.

A new 'Neighbourhood Forum' is being established for the St James area of Walthamstow and residents met recently at Harmony Hall.

If you live in the area, why not get involved? To find out more:

✉ stjamesneighbourhoodforum@gmail.com

➡ Training at ELOP

ELOP is a local holistic lesbian and gay centre that offers a range of social, emotional and support services to LGBT (Lesbian, Gay, Bi-Sexual, Transgender) communities, & core services include counselling, training and young people's services.

Upcoming training includes:

Sexual Orientation & Gender Identity, 2nd June
Changes in legislation mean anyone in receipt of public funding must account for the needs of protected characteristic groups when designing or delivering services and demonstrate compliance with this, which equality monitoring supports.

Feedback from peer professionals and statistical data demonstrate that the questions most often left blank, or inaccurately completed, are those around sexual orientation and gender identity. This training aims to support you and your teams to look at the reasons for this as well as how to improve and overcome the issue.

Making Your Service LGB&T Inclusive, 13th July
Cuts in funding have led to a culture of one size fits all services that are often at odds with our awareness that some communities have specific needs that are therefore not considered and met. Often organisations want to make their services more genuinely inclusive of minority communities but don't know how.

This workshop aims to support you to think about how the key issues for LGBT communities relate to your services to facilitate opportunity for service development and improved customer care.

This training includes a little bit of everything to raise awareness of key LGB&T issues, relevant legislation, monitoring sexual orientation and gender identity, visibility and genuine community engagement with information and exercises to support learning and practical application.

Plus other topics on other dates! All workshops cost £40 per individual & is delivered at ELOP. For more:

✉ admin@elop.org

“I want a genuine choice
of referral.”

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

➔ Cancer 'Simple Steps' Prevention Guide

Overall, scientists estimate that 81,000 cases of cancer in the UK could be prevented through improved diet, physical activity and body weight.

The Simple Steps guide is designed to empower individuals about their lifestyle and cancer prevention. Through making some simple lifestyle changes, you too can help prevent yourself from being diagnosed with cancer.

Almost all of us are affected in one way or another by cancer. But we are not powerless. Almost a third of the most common cancers could be prevented through a healthy diet, weight management and physical activity. The guide translates scientific research into practical, easy-to-use tools and advice that can help people reduce their cancer risk.



We are not always powerless against cancer

The guide 'Simple Steps to a Healthier You' is available now online. ➔ [More](#)

Latest Newsletters

- ➔ Care Quality Commission - Update for Local Healthwatch, April 2015 ➔ [More](#)
- ➔ Institute of Mental Health - Newsletter, April/May 2015 ➔ [More](#)
- ➔ National Care Forum - Update, 18 May 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, May 2015 ➔ [More](#)
- ➔ YoungMinds - Newsletter, April 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from East London and West Essex Guardian ➔ [More](#)
- ➔ 'Councils need to get a better grip on Care Act duties to blind and partially sighted' ➔ [More](#)
- ➔ Minor ailment scheme doesn't provide free Calpol for all ➔ [More](#)
- ➔ Councils set up 'Amazon-style' e-markets to meet Care Act duties ➔ [More](#)
- ➔ Children of the 90s more likely to be overweight or obese) ➔ [More](#)
- ➔ Child benefit cuts causing pressure for families and social care services ➔ [More](#)
- ➔ Doctors issue warning about overtreating patients) ➔ [More](#)
- ➔ Lessons for social work practice from people's stories of poverty ➔ [More](#)
- ➔ Overweight diabetics 'live longer' than slimmer diabetics ➔ [More](#)
- ➔ Stress and health problems among carers on the rise as care cuts take their toll ➔ [More](#)
- ➔ Replacing sugary drinks with water may reduce diabetes risk ➔ [More](#)
- ➔ Mental Capacity Act implementation leaving dementia patients unaware of legal rights) ➔ [More](#)
- ➔ Diet swap study highlights bowel effects of western-style diet ➔ [More](#)
- ➔ 'Creating a stable and supportive team environment increases employee retention' ➔ [More](#)
- ➔ UK life expectancy expected to rise to late 80s by 2030 ➔ [More](#)
- ➔ Care home managers' pay on the rise despite continuing low pay for care assistants ➔ [More](#)
- ➔ Councils will be forced to merge adoption services under new law ➔ [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 Healthwatch Waltham Forest Panel, please RSVP.

✉ darren.morgan@healthwatchnewham.co.uk

☎ 020 7473 9519