

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: St James Park

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Contact us for alternative formats

Contact Us

➡ The Health & Wellbeing Forum

The Health & Wellbeing Forum is YOUR opportunity to share your views on health & wellbeing topics with local decision makers! The purpose of this forum is to give a public voice to the Health & Wellbeing Board business. ➡ [More](#)

The items discussed at this meeting are:

- Healthy Schools Innovation
- Whipps Cross Action Plan Review
- Sexual Health
- Service Transformation Plan – long-term care for people with learning disabilities
- End of Life Care Report

If any of these topics interest you and if you want to share your views, please contact us by Friday 10th of June and we can bring your story with us to the next Health & Wellbeing Board meeting on the 14th of June. For the papers on the topics, please contact us and we can send them to you via email or post. We hope to hear from you!

➡ This Summer - Community Fairs and Events!!

In June you can find us at:

- 11th: Chingford Village Festival ➡ [More](#)
 17th: Learning Disability Festival in the Park ➡ [More](#)
 19th: Leyton Mid-summer Festival ➡ [More](#)

You can come by our stall and talk to us about your health & social care experiences. As a small thank you we will give out Healthwatch Waltham Forest Tote bags to the first 10 comments at each event, so do come along! If you know of any other small community events or fairs this summer that we could attend, please also let us know.

We are also still looking for a few volunteers to come help at our stalls, and we do welcome anyone new who wants to try out volunteering with us. For more information please see the flyer. ➡ [More](#)

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“I prefer to see my GP of choice.”

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

➡ Sharing the Patient Voice in May!

We are members of the Patient Participation Group (PPG) Steering Group and presented at three PPG Workshops in Leyton, Leytonstone and Chingford, which were designed to support and build capacity for existing and new PPGs.



Healthwatch is 'out and about' all month round!

Other events and meetings we attended in May were:

- Transforming Services Together: Surgery Engagement Event
- YMCA East London's Wellbeing Wednesdays
- Barts Health Patient Panel Co-development Session
- Barts Health Patient Experience Committee
- Barts Health Patient Engagement and Experience Conference
- Health Scrutiny Meeting
- Joint Health and Adult Social Care Scrutiny Committee Workshops
- North East London Urgent & Emergency Care Event
- Dementia Awareness Week: All Together Now!

Stay tuned and keep up-to-date on Healthwatch Waltham Forest meetings and activity!

➡ FREE Service User Representative Training

We've still got a few spaces open at our upcoming Service User and Patient Representative Training on 11th & 18th June!

We are holding a series of interactive training sessions called "What is Health and Social Care" and "Getting involved", to support the learning and development of new patient representatives, and those interested in taking up these roles. See the flyer for outlines of the sessions. ➡ [More](#)

To book or for more information:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Shortlisted for National Award!

Healthwatch Waltham Forest has been shortlisted for a national Healthwatch Network award that celebrates the difference local Healthwatch have made to health and social care in the past year.

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

We have visited 7 phlebotomy centres with our Enter & View Representatives, looking at areas including Accessibility, Environment, Waiting Times, Staff, Information, Results and Follow Up.

We decided to undertake the visits after hearing many negative stories. One patient texted us:



How to complain when staff are scarce?

"I'm at Langthorne Health Centre and thought I'd send you this message. People get here from 8.30am to take tickets even though the service doesn't start till 9.00am! Today they are short staffed - four have recently left and some are on holiday - so only two instead of three so long waits!! I got a ticket at 8.30am and was seen nearly 2 hours later.

When the tickets get to 100 they remove them so anyone coming at 10.00am has a wasted journey! This aspect of the service is very poorly advertised.

Some of those waiting will have been nil by mouth since 9.00pm the previous day so it's not easy.

"Unplanned discharge causes distress."

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

I didn't make a complaint, as there were only two staff on, I did not want to take up their time with complaining to them.

I was at Silverthorne a few weeks ago. Thought that I was doing well as there were only 6 in the queue in front of me. As I sat there I looked at the ticket that they give you now for getting the blood tests. I noticed that the printing was faulty. The first initial of the surname was cut off, NHS number missing, the top half of every number and the bar code torn. The phlebotomist said that she was going to be unable to see me because of this! A wasted trip!"

"The midwives really were fantastic!"

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

Impact

Our findings highlighted a number of issues, which we summarised in a report and made 19 recommendations for service improvement. These recommendations were shared with the Health Centre Managers that host the services, Barts Health who hold the provider contract and Waltham Forest Clinical Commissioning Group (WFCCG) who are the commissioners for blood testing services.

They responded to the report and in our report you can see which actions they accept and will respond to, and which elements of the service they choose to remain as they are. The report is available on our website. ➡ [More](#)

WFCCG were 'very pleased' with the work and the recommendations we produced. They have included this in their service specification redesign with a view to commissioning a new service in 2017.

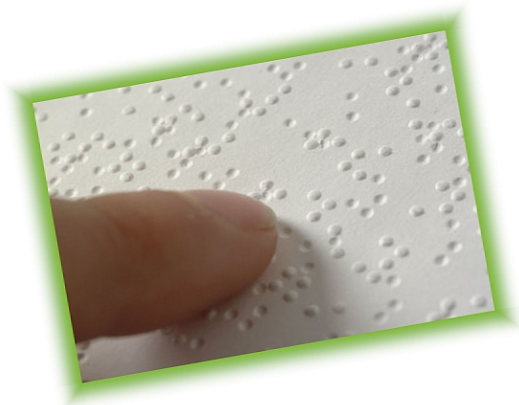
Carl Edmonds, Deputy Director of Strategic Commissioning has said "The Healthwatch Waltham Forest report has had a huge impact on the new specifications including bookings, prioritisation of some patients, improved communications to patients, improved engagement and feedback mechanisms and support for more vulnerable patients. Thank you for your work on this.

The CCG is a better commissioner when it involves local people and so we will continue to work with Healthwatch to ensure that our residents are able to represent Waltham Forest's diverse population effectively."

➔ Accessible Information Standard

The NHS England Accessible Information Standard (AIS) was approved and launched last summer. It is there to ensure that disabled people (and their carers and parents) with communication support needs have those needs met by all health and social care services and organisations.

This includes recording people's preferred formats (eg. font size, text messages, emails, Braille, etc) and language/literacy needs (eg. British Sign Language, Easy Read, etc) and meeting those needs, by 31st July 2016.



Making your preferred formats known

The onus will be on the Voluntary Sector and bodies such as Healthwatch to promote & monitor effective implementation (and to bring legal action if necessary) and on individuals to make their needs known and met.

So we urge everyone to write to their GP, their clinic, their social services provider and inform them of their preferred format and communication needs so that together we can take the opportunity the Accessible Information Standard presents and ensure it is put to effective use. ➔ [More](#)

Make sure you keep a paper and/or email trail as evidence of your communication. A handy template letter is available online. ➔ [More](#)

Sharon Schaffer of the Waltham Forest Vision Strategy Group said "We have been working in partnership with 13 other Healthwatch's in East and North East, Central London.

“The pharmacist had all the answers!”

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

The whole team attended an Accessible Information Standard event to celebrate the project. We heard about how volunteers with communication impairments visited four A&E sites to assess AIS, and the positive actions which providers planned following this feedback.

It was discussed that training and materials should be centralised and widely available across services, and that there needs to be a move away from a disability based “one size fits all” approach, to a more person centred approach which considers individual needs and preferences in order to ensure access for all.”

Our Enter and View Report on Whipps Cross also fed into this work, and we are looking forward to Whipps Cross Hospital achieving their outcome aims to (1) increasing staff members’ knowledge on how to access the interpreting service and monitor its usage, (2) to monitor number of patients with sensory impairments by summer 2016, and (3) to set up a working group to look at signage across the hospital by the end of September 2016. ➔ [More](#)

Following this project we will be forming an Accessible Information Standards Partnership.

Please contact Rebecca Waters if you would like to join, or for more information:

☎ 020 3078 9990

✉ rebecca.waters@healthwatchwalthamforest.co.uk

➔ NELFT Community Forum

North East London NHS Foundation Trust (NELFT) provides local community health and mental health services for children and adults.

They are looking for people who use their services to give feedback on the services they have received and to work alongside them to help develop services and ‘make a difference’.

If you would like to find out more about their services and how to get involved please come to the Patient Experience Partnership Community Forum:

➔ Thursday 30th June, 1.30pm – 4.30pm

➔ Harmony Hall, 10 Truro Road, E17 7BY

To book or for more information:

☎ 0300 555 1201 ext 55808

✉ involvement@nelft.nhs.uk

➔ Estates Strategy - Your Views Needed!

NHS Waltham Forest Clinical Commissioning Group (WFCCG) is working with residents, organisations and neighbouring boroughs to identify how to provide better access to health services by, amongst other things, making better use of existing NHS and GP practice buildings.

WFCCG has now produced an estates strategy which calls for more services to be provided in the community. This involves looking at how services can be located, and the infrastructure, information technology and workforce required to support new models of care, working out what this means for current estate and identifying solutions that work better for everyone involved. The draft strategy document is online. ➔ [More](#)



How can we best utilise the NHS estate?

You can provide feedback by the end of June via an online survey, or a questionnaire. ➔ [More](#)

“Service with a smile at SMA Medical Centre!”

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

➔ CQC to Inspect Barts Health

The Care Quality Commission (CQC) is the regulator of all health and care services in England. They register, monitor and inspect services to make sure they provide safe, effective, compassionate, high-quality care, and they encourage them to improve. As part of their routine regime, they are inspecting services operated by Barts Health - this includes Whipps Cross Hospital, starting on 26th July.

If you have experience of the service, good or bad, please do share your stories with the CQC. ➔ [More](#)

➔ Introducing the ‘Dementia Roadmap’

People seeking support for themselves or others have looked at Waltham Forest’s online ‘Dementia Roadmap’ more than 1,700 times since its launch.

The ‘Roadmap’, which can be viewed online, is a website that helps people with dementia, their carers and loved ones navigate through the uncertainty of living with the condition.



In Waltham Forest, 1,300 people live with dementia

Commissioned by NHS Waltham Forest Clinical Commissioning Group (WFCCG), it ensures that people know where to turn for support, making sure that resources are easy to find and that no one has to face dementia alone.

WFCCG’s Clinical Director for Mental Health and local GP, Dr Ravi Gupta, is urging people to be aware of the symptoms of dementia and to open up and talk if you think that you, or someone close to you, may be affected by the condition. Dr Gupta said: “Many of us notice that our memory gets worse as we get older, but it can be difficult to tell whether this is a sign of dementia.

We are committed to supporting local people to live better for longer with dementia and will try to do everything we can to help people living with dementia hold onto their lives and the things they love for longer. The roadmap gives the latest evidence-based information about dementia care, as well as practical day to day information. With the support of their clinician, it helps local people take control of their journey.” ➔ [More](#)

“Weekend opening helps as I work long hours.”

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

➡ Screening Kit Stopped Bowel Cancer

Waltham Forest resident Bob Wells said using a bowel cancer screening kit saved him from developing cancer.

Mr Wells, 66, from Chingford, used the test sent to his home as part of the NHS bowel screening programme, which is for everyone aged 60 to 74.

The test results showed that Mr Wells had six polyps on his bowel and he was told that cancer would develop within a few years, unless he had colonoscopy procedures to remove the polyps.



Waltham Forest has a low test uptake

Mr Wells said: "My nephew, who is now in his early fifties, was diagnosed with bowel cancer in his forties. He has a wife and young children, so the impact on him was traumatic. He ignored the symptoms and as a result, his cancer was detected late. He had most of his rectum removed and now has a stoma bag which he will wear for the rest of his life, but fortunately he is in remission.

I found the home screening test easy to use. It's just a matter of giving it thought and perseverance!"

Eight out of 10 people who are diagnosed with bowel cancer are over 60, and the earlier it is detected, the more likely it can be treated. Book an appointment to see your local GP if you have any concerns. ➡ [More](#)

➡ Physical Activity Through Sustainable Transport

Are you a car driver, cyclist, car pooler, pedestrian and/or public transport user?

If so, you are invited to take an online survey on your travel habits.

PASTA (Physical Activity Through Sustainable Transport Approaches) is a major EU-funded research project on how people travel in cities and how this affects health. London is one of seven European cities recruiting 2,000 participants for an online survey on travel habits.

Imperial College London has partnered with the London Borough of Newham on the PASTA project to gather information about how people travel in East London, to evaluate the impact of improved local connections since the Olympics, and to inform the direction of future investment.

"I think because I am old no-one cares."

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

They will be sharing the data from the survey with Olympic Borough partners, and have gathered Boroughs for stakeholder workshops to learn about what works best in promoting active travel and physical activity.

Over 1,300 people in London have already signed-up and Waltham Forest residents are being asked to take part and help get to 2,000! Help to build the evidence base about travel & health in East London and contribute to making Waltham Forest a better place to live and work.

Taking part is easy, just visit the website! ➡ [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:

- ➡ **Ebony House, 104-106 James Lane, London, E10 6HL (Rated Requires Improvement)** ➡ [More](#)
- ➡ **Kiyani Medical Practice, 13 Langthorne Road, London, E11 4HX (Rated Good)** ➡ [More](#)
- ➡ **Aston Grange Care Home, 484-512 Forest Road, London, E17 4PZ (Rated Inadequate)** ➡ [More](#)
- ➡ **Leyton Green Neighbourhood HS, 180 Essex Road, London, E10 6BT (Rated Good)** ➡ [More](#)

➤ Are You Prepared for Ramadan?

Local doctors in Waltham Forest are calling on people to plan ahead this Ramadan to stay healthy and ensure they can continue to take any prescribed medication safely. This year, Ramadan, the month where Muslims fast from sunrise to sunset each day, will start on or around 6th June (depending on the sighting of the new moon). As Ramadan takes place during the summer the period of fasting is longer, meaning that it's even more important to be aware of your health.



Stay healthy this Ramadan!

Longer, warmer days can increase the risk of dehydration, causing body aches, cramps, dizziness and exhaustion. Dehydration can particularly affect people with existing medical problems such as diabetes or high blood pressure. To stay healthy, it's important to take some simple precautions, such as avoiding long periods of time in the sun, rehydrating well during non-fasting hours and cutting back on all types of caffeinated drinks.

“Food on the ward has ticked my box!”

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

It's also important that people taking regular medication, such as for diabetes or high blood pressure, continue to take this as prescribed until they've spoken to their GP about how to fast safely.

Dr Anwar Khan, local GP and chair of Waltham Forest Clinical Commissioning Group, said “During the non-fasting hours it is important that you have a balanced diet and stay hydrated with lots of water to keep your body functioning whilst fasting. Foods that release energy slowly such as carbohydrates and protein will help in maintaining energy levels.” ➤ [More](#)

➤ Carers Week 2016 - 6th - 12th June

Do you care for someone who couldn't manage without your support? Or do you know someone who does? If you provide regularly, unpaid care to a family member or friend who could not manage without you, you are a carer and Waltham Forest Carers would love to meet you at one of their Carers Week events:

➔ Monday 6th June, 2-5pm

South Chingford Community Library

➔ Wednesday, 8th June, 11.30am-2.30pm

Seddon Centre, 33 Clyde Place, Beaumont Road

➔ Friday, 10th June, 2-5pm

Millennium House, 28 Southcote Road

➔ Saturday, 11th June, from 12pm

Chingford Village Fair, Station Road



Caring can be rewarding

Caring can be rewarding, but it can also be very tough. Some carers will feel cut off from everyday life, others may struggle with money worries or feel overwhelmed by the paperwork which often comes with caring. Waltham Forest Carers supports local adult carers through lively group events, helpful local information - in print and online - and by speaking up for carers' needs in the borough.

To find out more:

☎ 020 8556 0857

✉ info@walthamforestcarers.com

“The district nurse was late!”

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

➡ Top Tips for Social Worker & GP Relationships

We know the relationship between GP's and social workers is crucial, but it is often difficult. These services have existed in parallel 'and communicated only when necessary'.

In many ways, we have just accepted this as a consequence of their different approach and interests. Both professions have the best interests of the service user at their heart, but often have alternative views on how someone should be supported.

The two services are also very busy and the increasing demands can be a barrier to learning about the other.



Helping the professions to work more closely together

To address known issues, the Action Research Project has put together 'top tips'. ➡ [More](#)

Latest Newsletters

➡ 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](#)
- ➡ Audit reveals good news for heart patients ➡ [More](#)
- ➡ Winners of the Inspiring Images of Social Care 2016 competition announced ➡ [More](#)
- ➡ Commitment to Carers - improving carer health and wellbeing ➡ [More](#)
- ➡ How one area's mental health teams are tackling the 'scandal' of out-of-area care ➡ [More](#)
- ➡ Mobile testing service could save thousands of lives ➡ [More](#)
- ➡ Challenge Prize cash supporting GP surgery to fight antibiotic resistance ➡ [More](#)
- ➡ NHS England introduces new software to improve website accessibility ➡ [More](#)
- ➡ New reforms 'might just be what social workers and children want - and need' ➡ [More](#)
- ➡ 'Great strides' are being made in dementia awareness ➡ [More](#)
- ➡ Five things social workers need to know about the Children and Social Work Bill ➡ [More](#)
- ➡ Giving children the mental health care they need ➡ [More](#)
- ➡ The difference the Care Act can make to carers - and why too few benefit ➡ [More](#)
- ➡ Consultation on Specialised Services clinical commissioning policies ➡ [More](#)
- ➡ 'Lots of social work happens outside children's services. Why's it being ignored?' ➡ [More](#)
- ➡ Mental health pilot scheme doubles numbers getting key physical health checks ➡ [More](#)
- ➡ 'Discredited' serious case review model to be scrapped ➡ [More](#)
- ➡ Entries pour in for Compassionate Care Awards ➡ [More](#)
- ➡ HS England website and digital survey ➡ [More](#)
- ➡ People with a learning disability 'have a key role' ➡ [More](#)
- ➡ Peer Leadership Academy opens for applications ➡ [More](#)
- ➡ Cameron to advance social work reforms through new legislation ➡ [More](#)
- ➡ NHS England sets out local NHS funding growth to 2020 ➡ [More](#)

Calling out for new volunteers!!

Join us for our summer outreach events

We will be delivering outreach activities throughout the summer to reach communities across the borough. Some confirmed events include **Leyton Mid-Summer Festival** and **Chingford Village Festival**. We are looking for volunteers who can help us to run our information stalls!

What will it involve?

Volunteer roles will involve **talking** to people about Healthwatch Waltham Forest and **gathering views** and people's experiences around health and social care services in Waltham Forest.



Benefits

A great opportunity to participate and contribute to local community events and play a **vital role of helping to shape** the way health and social services are delivered in the community! A prize draw for volunteers at each summer event - Westfield shopping voucher prize! Full travel and lunch expenses (where lunch is available).

Other Volunteering opportunities

We can help you find other volunteering roles that suits your interests, skills and time commitment. Current roles include **Office Based work** (clerical/IT support, logging data keeping our website and social media up to date), **Panel Based** and **Outreach Based** (Information stalls at events and fairs). For further information on these roles please go to: <http://www.healthwatchwalthamforest.co.uk/volunteering-0>

Or contact us:

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