

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: On Kings Head Hill

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Contact us for alternative formats

Contact Us

➡ Work Experience at Healthwatch!

During January, Newham College health and social care students Alisha Danielle and Akira Zua got their work experience at Healthwatch.

Over the two weeks, the students learned much about local health and social care services, and the role Healthwatch plays in helping to ensure local services meet local needs.

Alisha Danielle says "It has been a great experience working at Healthwatch Newham and Waltham Forest for my two week work placement. I took part in a variety of duties which I found very interesting. It has made me open up to other fields within the health and social care industry and I would recommend this job role to a lot of individuals, thank you for having me."



The students, pictured at a recent focus group event

To find out more about work experience:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➡ Focus Groups for Homeless People

On 20th and 22nd April Healthwatch Waltham Forest, with Turning Point and PL84U AI Suff will be holding focus groups with homeless people to discuss health and social care needs.

For more information or to get involved, contact the Healthwatch Office.

“I was given a choice of clinics for surgery.”

Join us today and have your say!

➡ 'Enter and View' Training for Deaf Residents

Want to volunteer and help monitor the quality of health and social care services?

Healthwatch from across North, Central and East London are currently recruiting Deaf people (BSL users) to join a pilot project for Enter and View.



We are keen for BSL users to get involved!

The Enter and View programme is an important part of the way Healthwatch works. Representatives can visit and report on premises where health and social care services are being used by residents such as hospitals, GP Practices and care homes for example.

Healthwatch is currently recruiting deaf volunteers who use British Sign Language. This pilot project has been commissioned to enable us to understand and support deaf people & reduce barriers to inclusion.

The training consists of 3 sessions this March, and applicants must attend all 3:

➔ 16th & 17th (9.30am - 3pm), 19th (9.30am - 2pm)

➔ NCVO, 8 All Saints Street, London, N1 9RL

Visits

Scheduled visits will be taking place in April (time to be agreed, no longer than two hours at a time) and representatives will need to be able to commit to at least one visit date and further session.

Successful applicants must undergo a Disclosure and Barring Service (DBS) check.

Refreshments and lunch provided and reasonable out of pocket expenses can be claimed. To book or for more information:

☎ 07941 044991

✉ ian@ianbeever.com

➔ New Advice Waltham Forest Website!

Introducing a partnership of advice agencies, led by Waltham Forest Citizens Advice Bureau, which provides 'the right advice, at the right time' for residents of Waltham Forest!



Get advice in a few clicks, or by phone!

Visit the brand new website to get free local advice on debt, benefits, immigration, housing, work, household bills, pensions, retirement, health and social care. In addition, you may also call an 'Advice Line' on 03444 889 626.

Project partners include Healthwatch Waltham Forest. For more, visit the website today! ➔ [More](#)

➔ Let's Talk Hearts on 11th March!

Is Your Heart broken? What does a broken heart look like? What does a healthy heart look like?

Come and join health experts Dr Francesca Pugliese and Dr Alexia Rossi from Barts NIHR Cardiovascular Biomedical Cardiovascular Imaging Unit:

- ➔ Wednesday 11th March, 3-5pm
- ➔ Idea Store, Whitechapel, E1 1BU

The Let's talk hearts series provides a forum to learn about heart conditions, how and why you should keep your heart healthy, and the latest research on cardiovascular health.

All seminars include refreshments and plenty of discussion in-between talks. ➔ [More](#)

“Meals are cheap, but well cooked.”

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

➔ Personnel Changes at Barts Health

It has been announced that Peter Morris, Chief Executive of Barts Health, is to step down after six years in the role. Peter will stay in the role for the interim, until a successor is appointed.

Peter says “When I joined Barts and The London NHS Trust, I set myself a target of five years to overhaul the fragile network of acute services that were operating in east London, and deliver the improvements to local healthcare that were so desperately needed.”

“Barts Health is now well established and many of its services are achieving national recognition for excellence in clinical care.”

“I will shortly be bringing together the specialist cardiovascular services of St Bartholomew's Hospital, the London Chest Hospital and the Heart Hospital into stunning new facilities at the Barts Heart Centre, which will create one of the largest cardiovascular centres in the world.”



Peter Morris (right), stepping down after six years

Also stepping down is Chief Nurse Kay Riley, who after 30 years' service to the NHS has left the Trust, and will retire later this year.

Kay says “I have thoroughly enjoyed my time at Barts. Having joined an institution with such a proud and distinguished history in the development of nursing dating back centuries, it has been a privilege and a pleasure to use the opportunity given to me as Chief Nurse to take forward and develop the ethos of innovative and compassionate nursing.”

Janice Stevens has been appointed as the Interim Chief Nurse, joining on a six month secondment from Midlands and East Health Education England, where she is currently National Director.

Healthwatch Waltham Forest looks forward to working with Janice in the months ahead.

➔ SEND Conference, 17th March

Waltham Forest Parent Forum invites you to 'A Time for Change, Working Together' event on Special Educational Needs and Disabilities (SEND):

- ➔ Tuesday 17th March, 9.50am - 2.45pm
- ➔ The Epicentre, West St Leytonstone

The event aims to give parents an update on the current situation on the SEND reforms; give parents an opportunity to discuss developments with other parents and professionals; hear about what's working well; feed into work being carried out on the reforms in the borough and to receive information about support services. ➔ [More](#)

“The dentist explained all costs.”

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

➔ Barts and Queen Mary Science Festival

This free festival now in its 5th year is open to all but particularly aimed at secondary schools.

The festival celebrates science and medicine, with talks and exhibition stands:

- ➔ Tuesday 16th June 2015, 10.30am to 3pm
- ➔ Queen Mary University (QMUL), Mile End Campus



Interested in science? Come and get a closer look!

Highlights this year will include Centre of the Cell with the Snot, Sick and Scabs show and exhibitors such as QMUL's School of Engineering and Computer Science, and Tower Hamlets local history archives with a science and medicine themed display.

Registration is now open. ➔ [More](#)

➔ Help Shape Your Local NHS!

In the lead up to NHS Change Day on 11th March, NHS Waltham Forest Clinical Commissioning Group (CCG) is offering local people the chance to help design their NHS services.

Over the next two months, the CCG & Healthwatch Waltham Forest are holding a series of free interactive training workshops that will teach people about the local health system and how they can work with professionals to make improvements.

Jaime Walsh, Manager at Healthwatch Waltham Forest, said: "We hope that people who do the training will then get involved in patient representative roles. This could involve things like visiting hospitals to do mystery shopping, or helping to run events and gather people's feedback on local services, which will be used to make improvements."

NHS Waltham Forest CCG works with the community to design, plan and buy most local healthcare. Some of the current work includes upgrading IT systems to give patients faster and easier access to services, improving people's access to important mental health services, and making sure the most vulnerable people in the community get the right care at the right time.

Dr Anwar Khan, Chair of NHS Waltham Forest CCG, said: "In order to keep improving the NHS, we need to listen to the feedback of local people. Everything they tell us is reviewed and used to make improvements. Small, positive changes can soon start to make a big difference. That's why we want to encourage everyone living in Waltham Forest to get involved. NHS Change Day is the perfect opportunity to become part of a community of Waltham Forest residents who help to inform what we do." ➔ [More](#)

To get involved in helping to shape health and social care services, contact the Healthwatch Office:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“Poor liaison between services.”

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

➔ Introducing East London Wheelchair Dance Club

The East London Wheelchair Dance Club is free and open to all wheelchair users, whether you use a manual or powered chair or need to be pushed (please bring your own pusher, or make contact beforehand so one can be recruited), whatever age:

- ➔ Alternate Fridays (term time only), 5.15 - 6.15pm
- ➔ Durning Hall Community Centre, E7 9AB



The dance floor awaits, no experience necessary!

They have two loan manual wheelchairs available for those who need a suitable chair in order to participate, they also have some funding available to subsidise travel and support expenses if needed.

No experience is necessary and there is no upper body movement or physical contact involved, making it safe for all. Carers/PA's welcome.

To find out more:

☎ 07973 252751 or ✉ info@folkinmotion.co.uk

➔ Barts Health Research Evenings

The Barts Health Research Evenings series offers an opportunity to hear some of their world-class, and upcoming, researchers talk about the many different ways research is contributing to the development of novel treatments and other improvements in quality of care and the delivery of efficient, people-centred, healthcare systems.

The Barts Health Research Evenings will be held once a month, until August 2015, starting:

- ➔ Tuesday 12th March, 6.00 - 7.30pm
- ➔ Newham Hospital, Lecture Theatre

An event on Wednesday 20th May, which will form part of this year's International Clinical Trials Day celebrations, will feature a longer programme, with four presentations. ➔ [More](#)

➔ London Ambulance Service - Clock Start Pilot

The London Ambulance Service (LAS) has been selected by NHS England to take part in a national pilot, which started on 10th February. The four-week pilot involves additional time being added for emergency call takers to assess some calls before despatching an ambulance.

It is believed that this pilot will enable call takers to make a more informed decision about what type of ambulance response is needed and how many to send. Also, vehicles may be used more efficiently as there will be fewer cancellations.

A small number of calls, where no other information needs to be taken, will be upgraded to the most serious category, ensuring a fast response.



Call handlers will get more time for assessment

At present, ambulance call handlers are allocated up to 60 seconds for 'Red 2' calls to decide what the right course of action is for an individual patient. This sometimes leads to ambulances being dispatched unnecessarily, and therefore fewer ambulances are available for patients who really need emergency assistance. The pilot will enable the call handler to make more detailed assessment of patients' conditions and send the most appropriate response.

Have you recently used the ambulance?

If you have used the ambulance service since 10th February, we would like to hear from you! Contact the Healthwatch office in confidence with your stories, good or bad!

“The health visitor is very good!”

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

➡ Talking Therapies Service

North East London NHS Foundation Trust (NELFT) is asking you to look after your mental health by contacting its talking therapies service if you are experiencing depression & anxiety disorders such as:

Panic attacks; anxiety; excessive worry; phobias; post-traumatic stress disorder; agoraphobia; obsessive compulsive disorder; stress or relationship difficulties.

There are many types of talking therapies available & some are better for certain problems, conditions and people than others.



There are many types of talking therapy

If you are experiencing any of the conditions mentioned and live in Barking and Dagenham, Havering, Redbridge or Waltham Forest, you can contact the NELFT talking therapy services without a GP referral.

Talking therapy is available to individuals & couples who are over 18, have a local GP and are not already being treated.

Contact details for Waltham Forest residents:

☎ 0300 555 1271

✉ Walthamforest.iapt@neftl.nhs.uk

➡ 'Exciting Developments' at St James Practice!

The St James Practice is 'proud to announce' some exciting developments, designed to 'improve patient experience in a number of different areas'.

Developments include electric heaters installed throughout the building.

They have introduced a GP triage system for urgent appointments so that patients can speak to a GP sooner for their urgent medical problem to be assessed.

An Electronic Prescription Service (EPS) will be launched on 11th March to allow patients to get their prescription directly to their nominated pharmacy, making life a lot easier for everyone - ideally no more lost prescriptions.

They will be introducing online prescriptions requests before 31st March so in conjunction with EPS should make prescriptions much easier to deal with for us, patients and pharmacies.

“Quick to be seen at the physiotherapy clinic!”

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

They have updated the website so that it is much easier to navigate and have also updated the information on there.

But it is not all good news, we can report that NHS England unfortunately withdrew funding for the much hoped for re-build despite objections, but they have refurbished the clinical rooms. ➡ [More](#)

Do share your views with the Healthwatch Waltham Forest office!

Latest CQC Inspection Reports

➡ Leyton Lodge, 233 High Road, Leyton, London, E10 5QE ➡ [More](#)

➡ Essex House, 117 Essex Road, London, E10 6BS ➡ [More](#)

Whipps Cross University Hospital was recently inspected by the CQC.

Watch this space for more!

➤ Mixed Martial Arts at Leyton 6th Form College!

Inviting you to 20 weeks of free mixed martial arts classes through the 'Fir for Fun' Sporting Activities Programme.

➔ Tuesdays, 6.15pm - 7.15pm

➔ Leyton Sixth Form College, E10 6EQ



Get physical and fit!

Get training from popular instructor James Duncalf. Please bring a bottle of water & dress appropriately with trainers! It is important to bring any medication you require for exercising such as asthma inhalers. To book or to find out more:

☎ 07462 752941 or ✉ zk@harmonyinterfaith.com

**“I feel safe and secure
at the care home.”**

Join us today and have your say!

➤ Waltham Forest Carers Association AGM

Waltham Forest Carers Association invites you to their Annual General Meeting:

➔ Monday 23rd March, 1.30pm - 3pm

➔ Resource Hub, 1 Russell Road, E10 7ES

Light refreshments will be available from 1pm.

The speaker this year will be Lorna Hughes, Senior Regional Public Engagement and Involvement Officer at the Care Quality Commission.

Please indicate your intention to attend, and if you have any special access or dietary requirements by 17th March. They very much hope to see you there!

☎ 020 8556 0857

✉ info@walthamforestcarers.com

➤ Massage Therapy and Wellbeing

Once viewed by many as an occasional treat, massage therapy is increasingly being used to help a fairly wide variety of ailments, from stress/anxiety/sleeping problems to more specific issues like lower back, neck, or shoulder pain.

There is an increasing amount of evidence indicating that massage helps reduce inflammation, improves the rate of muscle recovery and blood flow, and is particularly effective in managing stress, anxiety and mood disorders.

Massage therapy can be very effective in supporting certain medical or mental health conditions, or alongside physiotherapy in injury rehabilitation or chronic pain issues.

It's important to remember that massage therapists aren't doctors, so should never be used as a replacement for traditional medical treatment.

When choosing a therapist, it is recommended you choose a Complementary and Natural Healthcare (CNHC) registered practitioner.

The CNHC is the UK voluntary regulator that was set up with government support. It ensures that every practitioner on its register has met minimum occupational standards, is appropriately insured, and abides by a strict code of ethics. ➔ [More](#)

➤ Advocacy Worker Vacancy

Waltham Forest Carers Association is looking to recruit an advocate for parents/carers of children and young people under 19.

The post is funded by Lloyds Bank Foundation for 1 year. 14 hours per week with an actual salary of £9,404 (NJC scale 26).

For more information or to apply get in touch. If sending an email, quote "Job Application".

☎ 020 8556 0857.

✉ info@walthamforestcarers.com

**“I have to wait 2 weeks
to see my GP.”**

Join us today and have your say!

➔ Accessing Care in 2016 and Beyond

The Care Act 2014 has introduced wide ranging changes to how social care is commissioned, delivered and paid for. London Councils has done a considerable amount of policy analysis and lobbying on the funding and other implications of the Care Act 2014 on London.

They have also developed a step-by-step guide for over 65's, which sets out how the 2016 reforms are likely to impact and whether they will qualify for support from their council or not.

With some of the measures coming in 2015 and the rest in 2016 it is critical that local authorities are ready and prepared to deliver their statutory responsibilities as set out in the Act.



The Care Act means 'wide ranging changes'

People receiving residential care will remain responsible for their daily living costs if they can afford to pay for them. A national rate for daily living costs will be set at £12,000 per year. ➔ [More](#)

Latest Newsletters

- ➔ Independent Age, Newsletter - February 2015 ➔ [More](#)
- ➔ NICE Patient and Public Involvement Update, February 2015 ➔ [More](#)
- ➔ Waltham Forest CAB - Newsletter 'Special Edition', January 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, February 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ Meet the social workers making co-production more than just a buzzword ➔ [More](#)
- ➔ Supporting carers to stay in paid employment ➔ [More](#)
- ➔ How we're building a social work research culture that's rooted in practice ➔ [More](#)
- ➔ New funds to kickstart joint working with NHS and councils this winter ➔ [More](#)
- ➔ Putting practice - not paperwork - at the heart of the Deprivation of Liberty Safeguards ➔ [More](#)
- ➔ 'Smart insulin' could be used to treat type 1 diabetes ➔ [More](#)
- ➔ Intervening too late in children's problems costs society £17bn per year ➔ [More](#)
- ➔ Plain packaging 'may help smokers to cut down' ➔ [More](#)
- ➔ Open dialogue: A care model that could put mental health social work back on the map? ➔ [More](#)
- ➔ 1980s fat guidelines 'lacked evidence,' study argues ➔ [More](#)
- ➔ Social work diary: 'I don't often feel pride in my career but today is different' ➔ [More](#)
- ➔ Flu jab is not a 'waste of time' ➔ [More](#)
- ➔ Adult social work at its most stretched but also at its best during hospital crisis ➔ [More](#)
- ➔ Half of foster carers do not feel their role is valued by social work teams ➔ [More](#)
- ➔ Nick Clegg calls for new ambition for zero suicides across the NHS ➔ [More](#)
- ➔ Family drug and alcohol courts to be rolled out nationally following funding boost ➔ [More](#)
- ➔ Older teenagers at the greatest risk of abuse and neglect, finds charity ➔ [More](#)
- ➔ Family courts to do more to promote the voice of children in care proceedings ➔ [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**