

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: Chingford Stables

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Contact us for alternative formats

Contact Us

➡ We Are Growing our Board of Trustees!

Healthwatch Waltham Forest is currently recruiting additional board members to help lead the organisation. We value the independence of Healthwatch and focus on aligning our work strategies to represent the full array of local health and social care needs. We are hoping for additional committed board members to grow our diverse board of trustees and help us direct the organisation's work and development.

Details about joining the board can be found in the recruitment pack on our website. We will be looking out for and talking to potential candidates on a continuous basis, as such there is no deadline and those with an interest should submit a completed application (CV and covering letter of maximum 2 pages) focussing on skills, knowledge and experience required.

For an informal chat about joining our board please contact the Healthwatch office.

➡ The Health & Wellbeing Forum

On 23rd February we held our third forum, exploring and providing new input into agenda items of the Health & Wellbeing Board including:

Health & Wellbeing Strategy Oversight Plan - we discussed how the voluntary sector can feed into the proposed actions, and what additional indicators are necessary to properly reflect progress and local, individual-level impact.

Estates Strategy - attendants broke in to groups based on their locality of residence, and commented on potential hub locations proposed by the strategy. Other topics included the Whipps Cross Hospital Care Quality Commission Revisit, Transforming Services Together Report, London Ambulance Times Action Plan and the Better Care Together strategy.

The Forum was attended by 15 representatives including local residents, voluntary sector and community group members, and we had an overall good mix of information and active participation.

Thank you again to all those who participated.

If you have any additional input into any of the agenda items, or would like to join the Health & Wellbeing Forum please contact Daniela Muenzel:

☎ 020 8078 9990

✉ Daniela.Muenzel@healthwatchwalthamforest.org.uk

➡ GP Outreach 2015-2016

We have just concluded another GP Outreach at the 2nd selected GP site. We would like to thank our volunteers who have kindly committed their time to carry out the surveys and those who took the time to log everything, as well as everyone who filled out our survey and provided us with valuable feedback on their experiences with the surgery, and the surgery staff for having us.

We gathered general comments, as well as feedback on specific items surrounding appointment booking, reception staff, waiting times, referral & treatment.



Comments include 'my previous doctor knew me well'

Comments were a mix of positive feedback and calls for improvement, including: "I think it seems to have improved in terms of appointments; fortunately don't need to come often but happy with the service; I am used to it here so I am confident - all down to reception; I would like continuity to get to know my doctor; my previous doctor knew me well and I miss that; feel that the reception staff are under far too much pressure; there is no privacy - too many people - especially when you come to reception."

We are planning to carry out surveys at two more GP surgeries or Healthcentres, and aim to hear about good experiences as well as the bad, to know what works and what doesn't work at different surgeries, and where exactly improvement is needed. As always, please do feel free to contact us anytime for bad AND good feedback on your GP surgery or any other health & social care service!

"Receptionists are very helpful."

Join us today and have your say!

➡ Enter & View at Community Phlebotomy Services

Following the completion of Enter & View visits to seven blood testing centres in October and November 2015, we can now announce that the report has been published on our website.

The report has been shared with Barts Health and the individual blood testing centres and includes provider responses to our recommendations. We will be meeting with the providers to discuss the findings and implications.



Healthwatch has visited seven clinics

Thank you to all the Enter & View Representatives, work placement students, our Enter & View Co-ordinator Nafisa Saboowala, and to the staff and phlebotomists at the centres for their assistance during these visits.

If you have any comments or questions around the report, please feel free to contact us. ➡ [More](#)

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➡ New Health App for People Aged 13 to 24

Are you aged 13 to 24? Yes? Great! Answer some quick questions and help to design a new health app that's right for you! The Healthy London Partnership is looking to develop a new mobile and website application for young people. It will help to make it easier to get information on services, and empower people to make informed decisions. ➡ [More](#)

“Excellent service from the health visitor.”

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

➡ Your Say on the Future of Local NHS Services

Waltham Forest Clinical Commissioning Group (CCG) has joined forces with Newham and Tower Hamlets CCG's and Barts Health to develop a programme that is looking to invest more than £100 million in new services and buildings over the next five years.

Local people are now being asked to give their views on the 'Transforming Services Together' plans.

Over the next 15 years, more than 270,000 people are expected to move into east London - the equivalent of another London borough.

Dr Anwar Khan, Chair of NHS Waltham Forest CCG said: "In order to cope with the numbers of people moving to the area and more people living with long term conditions, we need to strengthen our partnership with local residents.

The changes we are proposing will improve the A&E and maternity unit at the Whipps Cross. But just as importantly we need to help people take more responsibility for their own health and manage their health and illnesses better - reducing the need to go to A&E and hospital in the first place.

“I can't afford to get my tooth extracted.”

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

We want to hear from people across the borough who have an interest in the NHS. We particularly want to know if you would like to be involved in developing the services of the future. You can sign up now on the website.”

Waltham Forest CCG and Barts Health aim to provide more care in GP surgeries, pharmacies and people's homes; develop a centre of excellence at Whipps Cross Hospital in some specialisms to improve care and make the service more efficient.

The NHS also needs to fix a lot of long-term problems. Poor quality estate, services that are often not joined up, computer systems that don't properly talk to each other all mean that patients often have to put up with a poor service.

The NHS will be arranging drop-in events, workshops and focus groups over the next 12 weeks. ➡ [More](#)

➔ Patient Participation Groups

Could you make a contribution to your GP practice? Every GP practice is required to have a 'patient participation group' (PPG) to ensure that patients and carers are involved in decisions about services provided by their GP practice. PPG's review patient and carer feedback, in order to suggest improvements, and support the GP practice to effectively meet the needs of patients.

PPG's also undertake other interesting and important activities, such as health outreach work, to support fellow patients to look after their health. PPG's aim to be representative of their patient population by involving people of different ages, from different cultures, etc.



Getting patients and carers involved in decisions

The Patients Association has been commissioned by Waltham Forest Clinical Commissioning Group (CCG) to develop Patient Groups where they are not already in existence, give support to those who are trying to expand their membership, and to raise people's awareness. This will enable PPG'S to have a greater influence over the services provided.

Some practices are just in the process of setting up their PPG -and you could be involved right from the start. If you could volunteer to be a critical friend to your surgery, or the surgery of the person you care for, please approach your GP practice directly or contact the Patients Association:

☎ 07939 263057

✉ frances.hollwey@patients-association.com

“A shortage of female doctors.”

Join us today and have your say!

➔ Urgent Care Focus Group

Have you used the Urgent Care Centre at Whipps Cross? Have you taken a child to A&E? Would you like to share your views on accessing urgent care? Would you like to influence the layout of Whipps Cross Hospital?

If so, then do come to a focus group, facilitated by Waltham Forest Clinical Commissioning Group (CCG):

➔ Monday 21st March, 4.30pm - 6pm

➔ Toy Library, 46 Ravenswood Road, E17 9LY

You are welcome to bring babies and children with you (play workers will be on-hand) and kids' tea from 5pm. BSL and language interpreters can be supplied. Refreshments, travel expenses provided. Parking is limited. To book or for more information:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“I like to be recognised when I come in.”

Join us today and have your say!

➔ LAS Partnership Reference Group

The London Ambulance Service (LAS) invites patient group representatives to attend their next Partnership Reference Group:

➔ Tuesday 12th April, 2pm - 5pm

➔ Central London Venue (TBC)

The focus will be to outline their improvement plan following the recent Care Quality Commission (CQC) inspection, and to explore how they can work together with patients groups in the future.

They are keen to ensure that the 'needs and views of patients and the public continue to be considered as they move forward'.

To book or for more information:

☎ 020 3069 0383

✉ ppi@lond-amb.nhs.uk

➔ Your Views on Community and Mental Health!

The Care Quality Commission (CQC) is the independent 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.

They are inspecting the Mental Health services and Community Health services at North East London NHS Foundation Trust (NELFT) during the week of the 4th of April.

They want to hear what you think about the care provided. Your information will help them to know which aspects of the service they need to look at during their inspection. Please get in touch:

☎ 03000 616161

✉ enquiries@cqc.org.uk

“The pharmacist had all the answers!”

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

➔ March is #primarycare Month

#primarycare month is an NHS England (London) campaign to promote and publicise the many exceptional things going on in primary care across the capital.

Primary care is an absolute priority for the NHS, and especially for London. Working with the Healthy London Partnership, strategic clinical networks and other key groups throughout March, they aim to shed light on the people and services that make up primary care in a modern NHS.

This includes visiting GP practices, meeting with MPs' to discuss local issues and highlighting areas of transformation that will improve the standard of care Londoners receive.

When people are unwell or have a health concern, they will often turn initially to their GP, practice nurse, dentist or local pharmacist for help. Whether the result is allayed fears, treatment, further tests or health advice, this is a crucial moment in any patient's relationship with the NHS. ➔ [More](#)

➔ Two-Way Texting for GP Practices

As part of Waltham Forest Clinical Commissioning Group's (CCG) commitment to community involvement in the design and organisation of local health services, members of its Patient Reference Group (PRG) have been invited to join the CCG committees at the heart of the commissioning process.

Here Joan Fratter, the PRG member who takes part in the IT Committee, shares news about a new two-way texting facility for GP practices.



Patients could text to cancel their appointments

“The CCG began funding a two-way texting facility for GP practices from October 1st, 2015. An evaluation of the first three months has demonstrated that:

Text messages sent by text by GP practices to remind patients of appointments led to fewer wasted appointments, as patients unable to attend texted to cancel. This freed up time for urgent GP appointments

Texting was also used to notify patients of health promotion campaigns, such as flu immunisations. Therefore two-way texting has resulted in savings for GP practices in terms of finance and time and has benefited patients by making more appointments available.

Does your GP practice have your mobile phone number? If not, I would encourage you to inform your GP practice so that you can benefit from the two-way texting facility.”

“We can't praise our key worker enough.”

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

➡ Barts Health 'Safe and Compassionate' Report

Each month Barts Health shares the progress they're making - it's part of their drive to improve care for patients and make sure services are consistently safe and compassionate.

Alwen Williams, Chief Executive says "This month we've taken a significant step forward in ensuring we have a permanent leadership team to bring stability, direction and drive through improvements for patients and staff. We've made some key permanent appointments and you can read about these in the latest report.

Our campaign to reduce pressure ulcers acquired in hospital is working. Our wards are all striving to achieve 100 days free from hospital acquired pressure ulcers and 69 wards have already reached the first landmark of 30 days." ➡ [More](#)

"I can have tea in my room when I like."

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

➡ LGBT Focus Groups

East London Out Project (ELOP) are holding LGBT (Lesbian, Gay, Bisexual, Transsexual) Focus Groups to gather your experiences and understand what you want from health care services as a member of the LGBT community, with an aim to affect change:

➡ Thursdays 3rd & 10th March, 6.30pm - 8pm

➡ ELOP 56-60 Grove Road, E17 9BN

To book or for more information:

☎ 020 8509 3898

➡ What is 'Blood in the Pee' Campaign?

This a national cancer awareness campaign that aims to increase awareness of the symptoms of bladder and kidney cancers in men and women over 50, the age group most at risk of these cancers, and encourage those with symptoms to see their doctor without delay. The earlier cancer is diagnosed, the more treatable it is.



A national awareness campaign by the NHS

The key message of the campaign is "If you notice blood in your pee, even if it's just the once, tell your doctor". As people may not spot blood in their pee unless they check, the campaign also promotes "look before you flush" messaging.

Visible blood in pee is a key symptom for both bladder and kidney cancers.

Early diagnosis can save lives. 84% of those diagnosed with kidney cancer at the earliest stage (stage 1) will live for at least five years. At a late stage (stage 4), this drops to 10%. For those diagnosed with bladder cancer at the earliest stage 77% will live for at least five years. At a late stage, this drops to 9%

Bladder and kidney cancers are the seventh and eighth most commonly diagnosed cancers respectively. Around 17,450 people in England are diagnosed with bladder or kidney cancer each year in England, and approximately 7,600 people die from bladder or kidney cancer each year. ➡ [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:

➡ Ross Wyld Care Home, 458 Forest Road, London, E17 4PZ (*Rated Good*) ➡ [More](#)

➡ Highams Lodge, 49-51 The Avenue, London, E4 9LB (*Rated Requires Improvement*) ➡ [More](#)

➡ Haroldstone Home, 8 Harold Road, London, E11 4QY (*Rated Good*) ➡ [More](#)

➡ St Catherine Rest Home, 15 Cann Hall Road, London, E11 3HY (*Rated Requires Improvement*) ➡ [More](#)

➔ Shopmobility Waltham Forest

Trouble getting out and about? Then Shopmobility Waltham Forest can help!

Based at the Selborne Walk Shopping Centre they provide daily loan of mobility scooters and also wheelchairs. Loan scooters in your own home and get the help of trained volunteers!



Get out and about with Shopmobility!

Also, benefit from shopping & leisure trips, local lunches, bingo club, gentle exercise, craft club, chiropody, reflexology and more! To find out more:

☎ 020 8520 3366 or ✉ liveabilitywfm@gmail.com

“We need a single point of access.”

Join us today and have your say!

➔ Creating Dementia Friendly Housing

Are you a housing provider? Could some of your residents have dementia? What can you do to improve your housing stock?

Find out at a half day seminar with practical information from experts in the field:

➔ Wednesday 20th April, 9.30am - 12.30pm

➔ Windmill Court, 4A Weale Road, London E4 6BP

To book or for more information:

☎ 020 8556 8171

✉ gabriela.horecka@alzheimers.org.uk

➔ Free Cognitive Behavioural Therapy Service

Introducing ongoing, free weekly holistic Body and Mind wellbeing Cognitive Behavioural Therapy (talking therapy) sessions, being held under the supervision of a professional team of doctors and cognitive behavioural therapists:

➔ Every Monday, 1-3pm

➔ The Library, 381 Lea Bridge Road, E10 7HU

With full confidentiality, the sessions cover:

Stress & drug free lifestyle and awareness sessions; Weight Management, issues related to more or less eating; Sleep management; Management of Stress, anger/ anxiety, fear, phobia, obsessions and depression; Problems related to isolation and relationships; Misuse of drug & Alcohol Management; Middle age crises Management.



A whole range of therapy topics and activities

There are also Free Meditational sessions; Healthy indoor as well as outdoor activities; Musical, drama and poetry sessions; Free healthy food (Vegan & Fruits served); Drop-ins in to chat with the team of volunteers and therapists; Free emotional help and support services.

A one to one service is also available on request. Volunteers and referral cases are welcome to use these services. To find out more:

☎ 07950 767099

✉ health.happiness@hotmail.co.uk

“The surgery is too overcrowded!”

Join us today and have your say!

➡ The Ombudsman's 'Work in Pictures'!

The Parliamentary and Health Service Ombudsman wants to make it easier for people to understand and use their service. To help with this, they have produced a series of animations to explain their role and how they work.

The first video, 'How we can help with your complaint', explains who and what they can and cannot investigate. Video two, 'What happens when we receive your complaint', looks at the steps they carry out to make sure they can investigate. The ombudsman thinks that these videos will be useful for you, your colleagues and clients, who may be at the point of wanting to complain to them, so they encourage you to share the news through your website, social media channels and newsletters.



Making the message simple!

They also have a new webpage complementing the videos, which clearly sets out how they deal with complaints. ➡ [More](#)

Latest Newsletters

- ➡ NHS Confederation - Health Policy Digest, February 2016 ➡ [More](#)
- ➡ NICE Public Involvement Update, February 2016 ➡ [More](#)
- ➡ Parliamentary and Health Service Ombudsman - Resolve, February 2016 ➡ [More](#)
- ➡ Stratford and West Ham Community Neighbourhood - Newsletter, February 2016 ➡ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➡ The Latest News from the Waltham Forest Guardian ➡ [More](#)
- ➡ Consultation on Specialised Services clinical commissioning policies and service specifications ➡ [More](#)
- ➡ Children's social work vacancies soared 27% in past year, government reports ➡ [More](#)
- ➡ Changes in medicines legislation for Dietitians, Orthoptists and Therapeutic Radiographers ➡ [More](#)
- ➡ 'The onus is taken off the social worker': inside a family safeguarding team ➡ [More](#)
- ➡ Cold weather alert ➡ [More](#)
- ➡ How migration and radicalisation are making British social work global ➡ [More](#)
- ➡ Maternity review sets bold plan for safer, more personal services ➡ [More](#)
- ➡ Best team leaders can beat organisational problems and deliver great social work, finds report ➡ [More](#)
- ➡ NHS England to ask military veterans how to improve mental health services ➡ [More](#)
- ➡ Social work managers in NHS report rise in stress and bullying ➡ [More](#)
- ➡ NHS England widens access to life-extending treatment for prostate cancer ➡ [More](#)
- ➡ March is #primarycare month ➡ [More](#)
- ➡ Opening job opportunities to people with a learning disability ➡ [More](#)
- ➡ 'High stress' situations impact capacity to consent to section 20, social workers warned ➡ [More](#)
- ➡ Should there be a limit on what frontline social workers are exposed to? ➡ [More](#)
- ➡ Change is good for patients and Allied Health Professionals ➡ [More](#)
- ➡ Timescales for safeguarding enquiries relaxed to personalise adult protection practice ➡ [More](#)
- ➡ NHS England publishes latest staff survey results ➡ [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**