

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: Leyton Flats

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Contact Us

➡ Introducing New Staff Members!

Healthwatch Waltham Forest has appointed 3 new members of staff in brand new posts. We will be introducing them over coming issues.

Sarah Burdett-Smith-Whitting has been appointed as the Volunteer and Enter & View Coordinator.

Sarah says "Hi, I'm Sarah and I've just started as the new Volunteer and Enter and View Coordinator. I'll be recruiting and supporting our volunteers to do what they do best - collecting your views on health and social care in the Waltham Forest community, and spreading the word about Healthwatch.



New recruit, Sarah Burdett-Smith-Whitting

During a typical working week I should be in the office from 9.30-2.30 Monday to Wednesday, so please feel free to give me a ring!"

In the next issue read about Rebecca Waters, Community Engagement Officer and Bernadette James, Communications & Marketing Officer.

➡ Update on Whipps Cross Hospital

Following a rating of 'inadequate' by the Care Quality Commission, and being placed in 'special measures' by the Trust Development Authority, Barts Health is developing a Whipps Cross Hospital Improvement Plan.

Progress against this plan will be monitored on a monthly basis by a range of partners, including Healthwatch Waltham Forest.



Let us know your experiences, good or bad!

If you are visiting the hospital as a patient or carer please tell us about your experiences of patient transport, communication and care at Whipps Cross. We want to know what you think so please contact us with all your feedback. Big or small, good or bad, all comments will help us to help Whipps Cross.



020 3078 9990



info@healthwatchwalthamforest.co.uk

➡ The *Big Issues* Here in Waltham Forest...

Since we opened our doors, we have recorded over 17,600 health and social care related issues, 4,700 of which obtained directly from community groups, their members, and from local residents.

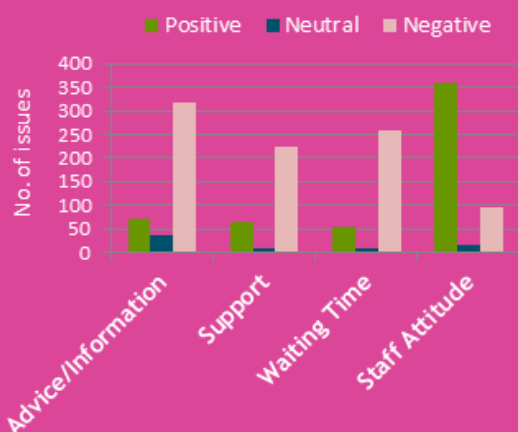
The graph to the left shows that communication, in terms of being able to access information and advice on services, is the largest negative topic.

Support is also a major theme, with comments to suggest that services could be more supportive and holistic. In addition, we often hear about long waits at A&E, Outpatients, Phlebotomy Clinics and GP's.

Calling Community Groups...

Do these issues sound familiar? If you run a group, Healthwatch wants to hear about your members experiences - we can come to you. Do get in touch!

What you're telling us...



Comments suggest these are the top issues!

➔ Help Shape Local NHS Urgent Care Services

Over the past few months Waltham Forest Clinical Commissioning Group (CCG) has been developing a draft urgent care strategy which describes how it plans to respond to the challenges of delivering urgent care services.

These challenges fall into 3 categories:

Ones that are being seen across the UK, for instance patients not knowing what urgent care services are available, and so going to A&E when another service would be more appropriate.

Ones that are local issues, for instance lots of people going to A&E because of alcohol and mental health problems.

Ones that address future issues, for instance in Waltham Forest we need to plan for significant population increases, and the pressures that will bring.



What do you know about alternative urgent care services?

The draft urgent care strategy sets out how the CCG plans to address these challenges. The approach has been developed through a programme of work that has involved looking at best practice, analysing results from a Healthwatch Waltham Forest survey, and undertaking a snapshot of patients attending Whipps Cross A&E to understand why they are attending and what they know about alternative urgent care services.

The CCG would now like to hear your views on the draft strategy – the closing date is 13th May 2015. More information is available online. ➔ [More](#)

“The practice nurse was wonderful!”

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

➔ Skilling Up for Deaf Inclusion

Thirteen Healthwatch in North, Central and East London along with the British Deaf Association have delivered a project to identify, train and engage London's deaf community in quality monitoring of the capital's health and social care services.

This has been a unique trail blazing project funded by Health Education North, Central and East London.



Supporting deaf residents to 'skill up'!

Healthwatch Waltham Forest is a key partner, and encourages local deaf and hard of hearing residents to get involved! As part of the project, a one day conference and learning event is being held:

- ➔ Tuesday 12th May, 10am - 3pm
- ➔ Karamsar Centre, Ilford, IG1 1TP

The event will disseminate findings from Enter and View visits to three London A&E departments; share learning of engaging and training deaf BSL residents; celebrate the success of the volunteers; identify key challenges facing deaf residents in accessing health & social services in London; make recommendations on increasing inclusion for deaf people and help to inform future Healthwatch collaborative projects.

To book or for more information:

☎ 0794 1044991 or ✉ ian@ianbeever.com

➔ What Do You Think About NHS Citizen?

The NHS invites people who have contributed to the NHS Citizen 'open design' process (by coming to events, talking, blogging, commenting, emailing or tweeting about NHS Citizen) to complete a survey.

It will take around 10-15 minutes and all responses will be essential in planning for the next stage of the work which will focus on building the NHS Citizen system. ➔ [More](#)

➔ The Care Act 2014

The Care Act 2014, which became law last month, is regarded as the 'most significant piece of legislation to be introduced in the Care sector since the establishment of the welfare state.'

Building on a patchwork of legislation built up since 1948, the Act addresses issues around personal wellbeing including dignity, physical & mental health, emotional & economic wellbeing, protection from abuse & neglect, suitability of accommodation, domestic, family and personal relationships, and the individual's contribution to society.

It also states that Local Authorities must have regard for the individual's views, wishes, feelings and beliefs.



Having regard for views, wishes, feelings and beliefs

“Disabled people find it hard to use the bus.”

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

What does it mean for me?

The Care Act changes the rules about who qualifies for support from the council, and the rules about charging for care.

It gives people the right to advocacy support if they need help to have their say about their care needs, and a right to have their care reviewed when they feel this is necessary, or to challenge decisions about their care.

It also requires councils to support people with social care needs if they move to a new area.

As well as introducing some new measures, the Care Act puts a number of things that councils have already been doing into law for the first time.



Those on support have a right to request a personal budget

Most people who get social care support at the moment are given a personal budget by their council, so that they know how much money is needed to support them and can choose how this is spent. If the council did not offer you this, then you had no legal right to request it until now.

The same applies to deferred payments of care home fees. Before April 2015, councils could decide if they would allow people to defer selling their home to pay their care home fees until after their death. The Care Act means that councils now have a legal duty to offer deferred payments to people under certain conditions.

If you fund your own care, from April 2016, the Care Act introduces a cap on how much people need to pay towards their own care in their lifetime. When their care needs reach a level where they would qualify for support from the council, the amount of money required to meet those needs should be tallied up in a 'care account' from then on.

Finding out more...

Independent Age has created a guide that highlights the changes that will most affect people. ➔ [More](#)

You may also get local information and advice from Adult Social Care on 020 8496 3000, or Waltham Forest Carers Association on 020 8556 0857.

“Fast service today at radiography!”

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

➡ Local GP Practice Rated as Inadequate

The Care Quality Commission (CQC) Chief Inspector of General Practice has rated Dr Ijaz Hayat in Walthamstow as inadequate.

A specialist team of inspectors rated the service poorly in all of the domains inspected - being safe, effective, responsive, caring and well-led. This means that the practice has been given an overall rating of inadequate.

All of England's GP practices are being inspected and given a rating. The practice was inspected in October 2014 by an inspection team which included a GP, practice nurse and a practice manager. Inspectors found patients were not satisfied with the overall quality of care and support offered by the practice from both clinical and non-clinical staff. The inspection report is now online. ➡ [More](#)

“Direct Payments, too much paperwork!”

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

➡ Identifying a Substantive Chair for Barts Health

As you may be aware, the NHS Trust Development Authority (NHS TDA) is currently undertaking a recruitment process to identify a substantive Chair for Barts Health NHS Trust.

Potential candidates will be 'experienced board leaders who have worked effectively in a range of large and complex organisations.' The closing date for applications is 11th May.

Further information, including the full person specification and how to apply, is available on the NHS TDA website. ➡ [More](#)

➡ Improving Mental Health Care Locally

Services and organisations across Waltham Forest have developed an action plan for improving the care for people in a mental health crisis as part of the 'Mental Health Crisis Care Concordat'.



Organisations should work together to improve services

NHS Waltham Forest Clinical Commissioning Group (CCG), Barts Health NHS Trust, North East London NHS Foundation Trust, London Borough of Waltham Forest, London Ambulance Service, and the Metropolitan Police all came together to sign a concordat in March and have now developed a joint plan of action for how they will work together to improve services.

The Mental Health Crisis Care Concordat is a national agreement between services and agencies involved in the care and support of people in crisis. It sets out how organisations will work together better to make sure that people in crisis receive urgent mental health care. It sets clear expectations on the standard of crisis care people should expect.

Waltham Forest CCG Clinical Director, John Samuel, said: "We are committed to working alongside local health and social care providers to determine how we can improve the care of people in mental health crisis. We want to make sure that local people have access to the best possible mental health services that are safe and truly give them the right help they need." ➡ [More](#)

Latest CQC Inspection Reports

- ➡ The Bungalow, 325 Larkshall Road, Chingford, London, E4 9HW ➡ [More](#)
- ➡ Dr Ijaz Hayat, 273 Boundary Road, Walthamstow, London, E17 8NE ➡ [More](#)
- ➡ Lakeside House Residential Care Home, 21 Chadwick Road, London, E11 1NE ➡ [More](#)

...stay tuned for more!

➡ Information Sharing Event

Come and find out "how your medical information is used to support your care":

➡ Thursday 14th May, 4pm to 7pm

➡ Osmani Centre, 58 Underwood Road, E1 5AW

Help shape the way your information is used and shared between your local health professionals to support your care.



How is your personal information used by professionals?

Meet your local health professionals and tell them how you want your information to be used locally. Food provided and expenses for attendance will be covered.

To book your place or for more information:

☎ 020 3688 2500

✉ info@towerhamletscg.nhs.uk

“I get there to find out there are no staff!”

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

➡ Job Vacancy - Advice Waltham Forest

An exciting opportunity has arisen at the Advice Waltham Forest Partnership, who are looking to recruit a Project Worker.

The role is offered on a fixed term contract until the 30th September 2015. They are looking for 'someone who is hands on and gets the job done'.

Closing date for applications is 14th May. ➡ [More](#)

➡ Help the Disability Resource Centre!

A message from the Waltham Forest Disability Resource Centre...



The centre is a popular resource for disabled residents

"As many of you know our centre is at serious risk of having to close its doors in the next few months. We need your help and there are many ways you can:

Sign Our Petition!

We need 4,000 signatures from local people to force the council to let us have our say in a full council meeting. If you run or know of a local business that would like to have a paper survey for customers to sign please email and we will be happy to get a copy in the post/email for you.

Contact Local MPs!

Over the next few weeks you will probably have them knocking on your door asking for your support in the up coming election. This is your opportunity to ask them for help and to be the voice of the local disabled people who use this centre as their voices are not being heard. We also have templates of a letter you can send to your local MP.

Good Old Fashioned Donations...

There are many ways to donate to the centre. On average it costs us £35 per person per day that attends the centre so anything you can spare to help towards this cost would be fantastic and make a massive difference to the people who use the centre." ➡ [More](#)

To find out more:

✉ reception@wfdrc.org.uk

“I got my referral for a scan within days.”

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

➡ Dementia Awareness Week, 17th - 23rd May

The Alzheimer's Society with partners & volunteers will be out in force this month with a range of activities and events to encourage Waltham Forest residents to support Dementia Awareness Week. Dementia Awareness Week aims to improve our understanding of Dementia and thereby the lives of people who live with Dementia and carers.

What's happening in Waltham Forest? Lloyd Park and the William Morris Gallery will host a range of local activities and events for people with Dementia and their carers. These include walks, talks, exercise, tai chi, gardening and museum history, singing refreshments and object handling activities. Whipps Cross Hospital is hosting a range of Dementia Awareness, carers' talks, information and training activities for staff.

To find out more about the local events:

☎ 020 8556 8171

✉ wayne.minter@alzheimers.org.uk

**“Service with a smile
at the dentist!”**

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

➡ ACWDC Activities

Introducing activities from the African Caribbean Women's Development Centre this May to July!

The Elder Women's Project includes community bingo, healthy options including a keep fit session, a talk on sickle cell, arts and crafts, a talk from Healthwatch Waltham Forest and more!

Thursday 23rd July features the annual fundraising trip to Eastbourne. Ensure to book early!

The 'Volunteer Development Project', open to all, invites you to come along and develop new skills, learn and gain valuable experiences. Develop job search skills, build your CV and increase your work options!

With much more taking place, do get in touch:

☎ 020 8556 4053

✉ acwomen2@yahoo.co.uk

➡ Mental Health Awareness Week, 11th - 17th May

It is estimated that a quarter of all people in Waltham Forest will experience some kind of mental health issue this year.

The impact of mental health illness cannot be underestimated. To coincide with Mental Health Awareness Week on 11th - 17th May, the NHS in Waltham Forest is raising awareness of mental health services that offer support for people struggling with common mental health problems such as stress, depression or anxiety.



A quarter of people will experience a mental health issue

One of the ways of doing this is through talking therapies. Talking therapies are a useful way for people who have feelings of depression, anxiety, phobias and/or stress after a traumatic time in their life to explore difficult feelings with a trained professional.

North East London Foundation NHS Trust (NELFT) run Waltham Forest's improving access to physiological services (IAPT) - it provides talking therapies.

NELFT IAPT will be at Selbourne Walk shopping centre for Mental Health Awareness Week to talk to local people about talking therapies and giving local people the opportunity to meet some of its staff.

For more information about talking therapies please contact Waltham Forest IAPT:

☎ 0300 555 1271

✉ walthamforest.iapt@nelft.nhs.uk

**“Couldn't get through to
book my transport.”**

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

➔ New Guide on Palliative Care!

The National Council for Palliative Care has recently published a new guide 'What to expect when someone important to you is dying'.

Shaped by people who have experienced the death of someone they were close to, and with support from NHS England, Marie Curie, Sue Ryder and Hospice UK, the guide is intended to make the last hours and days of someone's life less distressing for all concerned, including friends, family members and carers.

As well as explaining the physical changes that someone may go through when they are dying and what can be done to make them more comfortable, the guide sets out the kind of care a dying person can expect to receive.



Find out what support you're entitled to

It also details the support those close to the person who is dying should be able to rely on and where to turn to for help if there are concerns about the end of life care received. ➔ [More](#)

Latest Newsletters

- ➔ Independent Age - Advice & Information News, April 2015 ➔ [More](#)
- ➔ Nystagmus Network - eNewsletter, April 2015 ➔ [More](#)
- ➔ Save Our NHS East London - eZine, Issue 11 ➔ [More](#)
- ➔ Waltham Forest CAB - Newsletter, Spring 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - 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](#)
- ➔ Home care training gaps risk 'fatal consequences' for service users, says Unison ➔ [More](#)
- ➔ Mindfulness 'as good as drugs for preventing depression relapse' ➔ [More](#)
- ➔ Deprivation of liberty: Law Commission eyes 'simpler' system to protect rights ➔ [More](#)
- ➔ Concerns raised about increased e-cigarette use in teenagers ➔ [More](#)
- ➔ "I'm an iron fist in a velvet glove," says incoming ADCS president ➔ [More](#)
- ➔ Meningitis B jab to be added to NHS child vaccine schedule ➔ [More](#)
- ➔ Decisions to safeguard adults with learning disabilities can make them less safe ➔ [More](#)
- ➔ Parents 'fail to spot that their kids are obese' ➔ [More](#)
- ➔ 'Sometimes we don't ask the right questions because we don't want to hear the answers' ➔ [More](#)
- ➔ Study finds link between air pollution and stroke risk ➔ [More](#)
- ➔ Care applications reached all-time high in 2014/15 ➔ [More](#)
- ➔ Building 'sustainable' social care workforce must be priority, says new ADASS chief ➔ [More](#)
- ➔ Paracetamol 'not effective' for lower back pain or arthritis ➔ [More](#)
- ➔ Election 2015: What would the main parties do for social work? ➔ [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**