

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: Vestry House

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Contact us for alternative formats

Contact Us

➡ We Can Come to *Your* Summer Fair!

Would you like to have us at a Summer fair? We are planning our Summer outreach activities, and want to engage with local people at festivals and fairs! So far we have confirmed Chingford Village Festival and Leyton Midsummer Festival.



This year's festival season is approaching

Are there any local fairs and events you would recommend Healthwatch to go to this Summer? It can be a small community gathering or a larger scale fair, anywhere we can gather local people's voices about health and social care! We will bring a large range of freebies and are planning some fun activities! Please contact the Healthwatch office!

➡ Gimme 5

Support us to gather local voices to improve health and social care services! Are you part of a group that meets regularly, or do you support service users as part of your job?

We aim to gather local views on health and social care, and to reach out and be inclusive so that **EVERYONE'S** voice is represented. But unfortunately we cannot be everywhere all the time.

This is where we need **YOUR** help! We ask you to spend 5 minutes at the end of your meeting or conversation to write down health and social care stories that came up, and send it to us.

You would help us to ensure that patients' and the local population's voice is heard; hear what improvements the public would like to see in local services and feed into the process of improving local services, whilst ensuring they are based on local needs.

To find out more, view the flyer or contact the Healthwatch office. ➡ [More](#)

➡ Key Events and Meetings

This month we have attended some large outreach events, including the Leyton Sixth Form College (LSC) Health Fair and the Addison Road Medical Practice Health & Wellness Open Day.

At LSC it was great to gather stories from young people and speak about how they could be more involved to make their voices heard. At Addison Road Open Day we heard from people about their range of experiences with different services throughout the borough.



Residents' views are important!

Other meetings and events Healthwatch Waltham Forest attended in April include:

- Transforming Services Together Patient and Public Reference Group
- Urgent Care Working Group
- Better Care Together Programme Board
- Patient Reference Group Collaborative Pairs
- PELC Patient Engagement & Experience Group
- Primary Care Commissioning Committee Meeting
- NCEL Quality Surveillance Group at NHS England
- Health and Wellbeing Strategy Oversight Plan
- Advice Providers Forum
- Whipps Cross Clinical Quality Review & Oversight Assurance Meeting
- Vision Strategy meeting
- BCT communication and engagement meeting
- Social Care Scrutiny Committee

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

“I prefer to see my own consultant.”

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

➔ Join the Patient Experience Panel Open Session

A chance to directly hear what people think of their health and social care services.

We are inviting residents and professionals from Waltham Forest to come along to our first quarterly open Patient Experience Panel (PEP).



Reviewing health and social care related stories

The PEP involves reviewing the stories received from the public, in order to scrutinise health and social care issues, apply coding, and discover leading health and social care related trends:

➔ Wednesday 1st June, 10am - 12pm

➔ Resource Hub Central, 1 Russell Road, E10 7ES

Local residents, voluntary sector and health and social care professionals alike are welcome.

This is an opportunity for you to get an insight into what we do with the health and social care stories and complaints we collect into our database, and how they are coded to feed into our work of identifying trends and informing care providers and commissioners of key issues.

Lunch will be provided from 12pm. Free bike and car parking available. To book or for more information, contact us:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“We want a single point of access.”

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

➔ Call for Mental Health Case Studies

Do you get help from health professionals for feeling anxious, feeling stressed or feeling low?

The Care Quality Commission (CQC) wants to hear about your experiences of health and social care for a public awareness campaign they'll be running this summer.

They are looking for men and women who are happy to be case studies for their campaign. They will ask case studies to take part in some or all of the following activity:

Speak to a member of CQC staff about your experiences of care; take part in a video where they talk about their experiences of care - whether positive or negative; speak to media about their experiences of care.

To talk to the CQC about your experiences of care, please get in touch, leaving a short description of your experience and contact.

Someone from CQC will then be in touch with you to discuss next steps:

✉ yourstories@cqc.org.uk

“The practice nurse gave service with a smile!”

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

➔ New Standards for Pharmacy Professionals

The General Pharmaceutical Council (GPhC) has launched a consultation on new standards for pharmacy professionals.

The consultation asks for feedback on nine core standards that all pharmacists, pharmacy technicians, trainees and students will have to meet, to ensure that patients and the public receive safe and effective care and to uphold public trust and confidence in pharmacy.

The GPhC also wants to know your organisation's views on the proposed new standards and welcome you to spread the word! More information is available online. ➔ [More](#)

➔ 'Gold Standard' Student's University Success

A Waltham Forest student says his involvement in a local NHS project has helped him get into university.

Aman Ali, a student at Leyton Sixth Form College, volunteered last year to care for elderly patients at Whipps Cross Hospital, and has now received conditional offers from City University for Nursing and London Southbank University.

The volunteer work was a key part of an NHS project called the 'Gold Standard', which aimed to improve the quality of care elderly patients receive at Whipps Cross Hospital.



Improving the quality of care for elderly patients

Aman Ali, 18, said: "It was great being involved in the Gold Standard as I was unclear about what I wanted to do and this gave me the opportunity to talk to nurses about their careers."

The project gave me confidence as I was on a ward and talking to patients. Having first-hand experience dealing with patients who had dementia gave me a lot to talk about in my interviews. I would definitely recommend it to others as it has not only given me more direction, but it also felt really great to volunteer and hear patients' stories."

The Gold Standard project was run by Waltham Forest Clinical Commissioning Group (CCG), the Patients Association, Healthwatch and Whipps Cross Hospital. It involved students talking to patients to help hospital staff understand the individual needs of each patient.

"Unplanned discharge causes distress."

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

A Gold Standard Charter was also developed, which sets out 14 standards patients should expect to receive while they are being cared in Waltham Forest.

Dr Anwar Khan, local GP and chair of Waltham Forest CCG, said "I am really pleased to hear that Aman has been offered two places at university. It shows that our work with schools has positively impacted our local community and has attracted some bright, young talent to our health services. We look forward to creating more projects like this with local health services and schools."

The CCG is planning a second Gold Standard project, and is working with local health providers in the borough to support the programme.

Kyla Ward, a tutor at Leyton Sixth Form College, said: "We at Leyton Sixth Form College are extremely proud of the accomplishment of our BTEC Applied Science student Aman Ali. It is challenging for students to demonstrate to universities that not only do they possess scientific knowledge and skills, they also possess the softer caring skills required for nursing." ➔ [More](#)

"I feel involved in my care planning."

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

➔ Have Your Say on Local Health Services

Would you like to help transform local health services? Waltham Forest Clinical Commissioning Group (CCG) invites you to attend one of their drop in sessions to find out more and give your feedback on the way your local health services are shaped in the future:

➔ Tuesday 10th May, 3 - 5pm

Epicentre, 41 West Street, Leytonstone, E11 4LJ

➔ Wednesday 11th May, 5 - 7pm

Sir George Monoux College, E17 5AA

To book or for more information:

☎ 020 3688 2604

✉ communications@walthamforestccg.nhs.uk

➔ Guidelines on Suicide Prevention

The National Institute for Health and Care Excellence (NICE) NICE is recruiting members for one of their guideline Committees.

They are looking for experts on suicide prevention to join a public health committee to develop a guideline on suicide prevention.

The need both lay members (people using services, family members and carers, and members of the public and community or voluntary sector) and people with a professional or practitioner background in the topic.

If you or any of your colleagues would like to apply, there are more details on the website. The deadline for applications is 25th May 2016 at 5pm. ➔ [More](#)

“A long wait again for my blood test.”

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

➔ Get Help to Get Online!

Waltham Forest Council will be running a pilot scheme in May that offers FREE IT training to residents.

The training is designed for people with little or no internet experience who need help getting online. It will help residents to develop their basic digital skills so they will be able to access information and our online services. If you take part and complete the course you will be entered into a draw to win 1 of 5 Tablets. To find out more:

✉ assisted.digital@walthamforest.gov.uk

➔ Extended GP Hours 'Hubs'

With 'Waltham Forest Enhanced GP Services' you can see a GP or Nurse over the weekend for routine and urgent appointments.

The service, available at 3 locations, is provided on behalf of all Waltham Forest GP surgeries and is open to all patients who are registered with a GP in the borough.



You can now see a GP or nurse at the weekend

Leyton/Leytonstone Service Hub

Triangle House Health Centre,
2-8 Harrow Road, Leytonstone, E11 3QF

Walthamstow Service Hub

Higham Hill Medical Centre,
260 Higham Hill Road, Walthamstow, E17 5RQ

Chingford Service Hub

Parkside Medical Centre,
197 Chingford Mount Road, Chingford, E4 8LR

Service opening hours are 9am to 5pm on Saturday and Sunday. Phone lines are open Monday to Friday from 10am to 4pm and Saturday & Sunday from 9.00am to 5.00pm. Please call to make an appointment:

☎ 020 8519 3999

Latest CQC Inspection Reports

- ➔ Ashville House, 117 Ashville Road, London, E11 4DS (*Rated Good*) ➔ [More](#)
- ➔ The Manor Practice, 454 Lea Bridge Road, London, E10 7DY (*Rated Requires Improvement*) ➔ [More](#)
- ➔ Forest Haven, Hawksworth, London, E4 7NA (*Rated Good*) ➔ [More](#)
- ➔ Three Willows Residential Care Home, 35 Woodberry Way, London, E4 7DY (*Rated Good*) ➔ [More](#)
- ➔ St. Michaels Lodge, 68 Bulwer Road, London, E11 1BX (*Rated Requires Improvement*) ➔ [More](#)
- ➔ Chingford Medical Practice, 109 York Road, London, E4 8LF (*Rated Good*) ➔ [More](#)
- ➔ Lime Tree and Sinnott Healthcare, 12B Sinnott Road, London, E17 5QB (*Rated Good*) ➔ [More](#)

➤ Good Life Club at the Trinity Centre

The Trinity Centre in Manor Park presents activities for Adults with Learning Disabilities, including Life Skills (Mondays), Music Lessons (Tuesdays), Cookery Classes (Wednesdays), Lunch and Bingo (Thursdays).



Learn to play an instrument!

For more information:

☎ 020 8472 8947 or ✉ Jackie@thetrinitycentre.org

“NHS 111 gave spot-on advice.”

Join us today and have your say!

➤ Let's Talk Hearts on 25th May

From Queen Mary University of London and the National Institute for Health Research, Let's Talk Hearts is aimed at anyone with an interest in heart conditions:

➔ Wednesday 25th May 2016, 3 - 5pm

➔ Idea Store, 321 Whitechapel Road, E1 1BU

Have a hearty talk!



To book or to find out more:

☎ 07572 768985

✉ letstalkhearts@qmul.ac.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.



Achieve a 'holistic body and mind'

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

“I like the new online prescription service.”

Join us today and have your say!

➔ Your Health and the NHS 'Wise Guide'

Independent Age are 'excited to announce' the launch of their latest Wise Guide - Your Health and the NHS: helping you get the care you need as you get older.

Getting the best from the healthcare available can help us lead long, healthy and independent lives. Completely free, the new guide is packed with advice and information, and you can order as many copies as you need - for yourself, your loved ones or your clients and patients.

Topics covered include health checks, help with your health costs, what happens when it's time to leave hospital, plus much more!



Leading long, healthy and independent lives

The guide is available now. ➔ [More](#)

Latest Newsletters

- ➔ Care Quality Commission - Update for Local Healthwatch, April 2016 ➔ [More](#)
- ➔ NICE - Patient and Public Involvement Update, April 2016 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, April 2016 ➔ [More](#)
- ➔ Social Care Institute for Excellence - Bulletin, March 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 ➔ [More](#)
- ➔ Government rejects service user plea for investigation into 'Care Act breaches' ➔ [More](#)
- ➔ Nearly two million patients to receive person-centred support to manage their own care ➔ [More](#)
- ➔ Council to step up clampdown on agency social worker pay ➔ [More](#)
- ➔ NHS England backs general practice with a multi-billion transformation plan ➔ [More](#)
- ➔ Rise in care homes going out of business ➔ [More](#)
- ➔ Three million patients benefit from new innovations in pioneering NHS programme ➔ [More](#)
- ➔ Social worker struck off after disclosing case details ➔ [More](#)
- ➔ New Quick Guide supports patients' choices ➔ [More](#)
- ➔ Serious case reviews should 'shed light' on constraints facing practitioners ➔ [More](#)
- ➔ New NHS centre recruits first patient to world leading genomics project ➔ [More](#)
- ➔ Social workers fare well in accreditation pilot ➔ [More](#)
- ➔ Gauging where we are with a paper-free NHS ➔ [More](#)
- ➔ Children in care denied mental health services because of placement 'uncertainty' ➔ [More](#)
- ➔ Tens of millions to be reinvested in patient care thanks to NHS devices deal ➔ [More](#)
- ➔ Southern Health leadership under fire after CQC finds 'serious' patient safety concerns ➔ [More](#)
- ➔ New guide will change the lives of carers ➔ [More](#)
- ➔ Munro: 'Hotdesking is harming social work' ➔ [More](#)
- ➔ NHS England backs innovative care initiative ➔ [More](#)
- ➔ Have your say on improved access to medicines ➔ [More](#)

Would you like to represent patients and service users from your community?

Attend free Service User Representative Training

Healthwatch Waltham Forest and Patient and Public Involvement Solutions are holding a series of interactive training workshops for patient/service user representatives. The purpose of the training is to support the learning and development of NEW patient representatives, and those interested in taking up these roles.

The training will outline the local health and social care context, use local case studies and be informed by those who buy health services for the borough.

The training consists of two modules and participants are encouraged to attend both sessions. After completing the course participants should be prepared to take their training forward through signing up to local opportunities for patient involvement. There is also an advanced session available for those that may get involved in designing and buying services with the local NHS or Council services.

See next page for more details...

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Two day course, 10am to 1pm;

Saturday 11th June 2016

Session 1 - 'What is Health and Social Care' including an introduction to commissioning

Saturday 18th June 2016

Session 2 - 'Getting Involved', opportunities and skills for being a patient representative

1-2pm course social—lunch provided

Once you have completed Session 1 and 2 you may wish to attend an advanced optional session – date TBC

Session 3 - 'What is commissioning and why do I need to know?'

To reserve a place please contact us on the details below.

If you have any dietary, accessibility, transport or support requirements to enable you to attend please make these known at the time of booking.

The Healthwatch Waltham Forest Manager will call you for an informal chat before confirming your place.

Costs

Free to voluntary sector staff and individuals who are not a patient representative.

Venue

Training Room, Waltham Forest Resource Hub (Central), 1 Russell Road, Leyton, E10 7ES

020 3078 9990



@Healthwatch_WF

info@healthwatchwalthamforest.co.uk

www.healthwatchwalthamforest.co.uk

Picture This

Photography Competition—deadline extended

Enter our photography competition to showcase your talent and for the chance to win Westfield Stratford City shopping vouchers!

We want you to send in photos that capture one or more of the following:

- A well-known landmark or public space in the London Borough of Waltham Forest.
- Physical activity/class with children, elderly or those with disability.
- Local person/people doing physical activities (spin, aerobics, Zumba, weights, treadmill, jogging etc.)

Prizes to be won!!

1st Place (£100)

2nd Place (£50)

How to enter

Simply submit 3 digital photos **by 31st May 2016**. Please include your full name, contact details, caption, date, location and short description of each photo. Terms and Conditions apply.

Send to: info@healthwatchwalthamforest.co.uk

020 3078 9990



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