

## 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 Hollow Ponds, by Marcella McCormick

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Contact us for alternative formats

Contact Us

## ➡ Caring About Care Homes Event

We hosted our Annual Event on 6<sup>th</sup> October. This year's theme was Care Homes. To open the event delegates were asked, by our chair Sue Toole, to have a 10 minute discussion on their tables about how they have interacted with Healthwatch Waltham Forest over the past year.

The findings will help us to evaluate our service and think about where to focus in 2016/17. We had two external speakers. The first on Enter and View - our experience in Care Homes by Claire Bendall, Head of Provision and Independence, London Borough of Waltham Forest. The second about The Relatives & Residents Association by Emma Williams.



The staff and volunteer team on the day

Our staff and volunteers facilitated Learning Workshops that covered; 1) How to ensure mealtimes are a healthy and pleasant experience. 2) How to make activities for residents more meaningful and enjoyable. 3) How staff can be more responsive to residents and their needs. 4) Relatives/Carer Involvement. 5) How can care homes continue to speak to each other and learn from each other after today? 6) Volunteers - how can care homes make links and work better with volunteers and local community groups?

You can read a full evaluation and all of the notes on the reports section of our website. ➡ [More](#)

You can also continue the discussion on social media! Visit our [Facebook](#) or [Twitter](#) pages.

**“I want a single point of access.”**

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

## ➡ Small Grant Announcements

Healthwatch Waltham Forest has received applications from diverse voluntary organisations and community groups based in Waltham Forest who were interested in running involvement activities.



Exploring key issues could ultimately improve services

The activity should aim to gather the views and experiences of your community. We have now selected five organisations who will empower service users and explore key topics within health and social care.

The successful applicants are Significant Seams, East London Out Project, Waltham Forest Carers Association, Waltham Forest Disability Resource Centre and African Caribbean Women's Development Centre. We will share more details about their work. Watch this space!

## ➡ Health & Wellbeing Forum, 2<sup>nd</sup> December 2015

Would you like to share your views on health and wellbeing with the council? Are you a voluntary sector professional or resident?

If you have an expert opinion on health and social care services we would like you to attend our forum events.

This forum is formed to give a public voice to the Health & Wellbeing Board business. The event is facilitated by Healthwatch and includes lunch:

➡ Wednesday 2<sup>nd</sup>, December, 9:30am – 1pm

➡ Resources Hub (Central), 1 Russell Road, E10 7ES

To book or for more information:

☎ 020 3078 9990

✉ [Rebecca.waters@healthwatchwalthamforest.co.uk](mailto:Rebecca.waters@healthwatchwalthamforest.co.uk)

## ➡ Send Us Your Health & Wellbeing Case Studies!

Residents are invited to write, audio record or film a case study and send it in to Healthwatch Waltham Forest. All people that submit a case study will be entered into a prize draw; 1st prize £200, 2nd prize £100 and 3rd prize £50. Case studies should tell us:

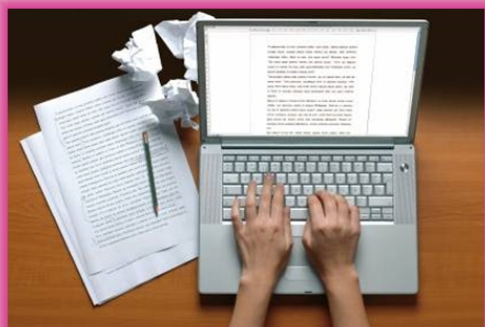
**About me** - age, gender, religion, where you are from, which area of the borough you live, how long you have lived in Waltham Forest.

**My family and home life** - What your position is in the family, whether you live alone or with family, your responsibilities or caring duties.

**My work, hobbies and leisure time** - what you do with yourself during the week/weekends, what you enjoy and what activities you do alone, with friends or family members, which local facilities you use.

**My health and wellbeing** - any conditions or illnesses which affect your health and wellbeing or those around you, the impact of those on you, your lifestyle, your family etc, which health and social care services you use.

**Aspirations** - what I want for me, my family, my community, my area, my borough in the future; my hopes and dreams; the health and social care services I need and the services I want to improve and get better; leisure, facilities & activities I'd like to see.



Written, recorded or filmed, we want your story!

Submit your case study by the 23<sup>rd</sup> November to the Healthwatch office by email or post. Or, upload film to YouTube channel 'Healthwatch Waltham Forest'

**“I found the assessment too complicated.”**

Join us today and have your say!

## ➡ Talk to Us and Get a Voucher!

Are you aged 16-25? Are you in care or a recent care leaver? Tell us your experiences of the health services you use & receive a £30 Westfield voucher!

Healthwatch Waltham Forest is the independent consumer champion for health and social care in Waltham Forest. In partnership with Waltham Forest Clinical Commissioning Group (CCG) we want to hear your views on local health services. We would like to invite you to take part in a face-to-face or phone interview which will last approximately 1 hour.



Everybody's views are important!

We will use your views anonymously to inform those with the power to make changes and improvements to health services for looked after children and those leaving care. Please get in touch and sign up!

☎ 020 3078 9990

✉ [Jaime.walsh@healthwatchwalthamforest.co.uk](mailto:Jaime.walsh@healthwatchwalthamforest.co.uk)

## ➡ Free Mystery Shopper Training

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

In partnership with 13 other local Healthwatch organisations, Healthwatch Waltham Forest is recruiting and training Enter & View Authorised Representatives and Mystery Shoppers from the following communities:

People who are Deaf or hard of hearing; People with sensory impairments; People who have acquired a brain injury; People who have had a stroke; Carers of people with communication impairments. There will be accessible training events in November and December. To find out more:

☎ 07941 044 991 or ✉ [ian@ianbeever.com](mailto:ian@ianbeever.com)



### ➔ Your Feedback on Musculoskeletal Services?

NHS Waltham Forest Clinical Commissioning Group (CCG) is carrying out a review of musculoskeletal services to see if they can be improved. As part of this residents are being asked to give their feedback on musculoskeletal health services for problems like sprains and strains, osteoporosis, back and neck pain and arthritis.

If you, or someone you care for has used local services do drop in:

➔ Friday 6<sup>th</sup> November, 5pm - 7pm

➔ Kirkdale House, 7 Kirkdale Road, E11 1HP

Alternatively you can complete the online survey or request a postal survey.



30% of GP appointments could be musculoskeletal related

Dr Kam Seerha, GP and Clinical Lead at the CCG says "Most people suffer from musculoskeletal problems at some point in their lives. In Waltham Forest as many as 30% of GP appointments each year are related to musculoskeletal issues.

We would like local people to tell us about their experience of these services, whether there is anything that they think needs to change and their ideas for improving them. All of this feedback will be used to review and make improvements to the service". To find out more:

☎ 020 3688 2680

✉ francis.mulhern@walthamforestccg.nhs.uk

**“Been waiting months for talking therapy.”**

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

### ➔ Your Views of End of Life Care Services?

NHS Waltham Forest Clinical Commissioning Group (CCG) has an agreed Strategic Framework for End of Life Care services in Waltham Forest. The CCG want to make sure more people can choose to die in their preferred place. To help make this happen we need to understand what residents of Waltham Forest think about end of life care.



Your feedback could help to improve end of life care

As you can appreciate, it is a difficult subject for people who currently need end of life care, so they are seeking the views of as many people who may know people who are or have been approaching the end of their life as possible. However, they would like to hear your views even if you do not know anyone right now who may need these services. Your feedback will be used to help to determine the community support and to help the CCG to commission the right hospice care. The survey has been sent out attached to this newsletter.

**“Care home staff have been wonderful.”**

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

### ➔ The “Statistics On...” Series Consultation!

The Health and Social Care Information Centre has launched a user consultation on four reports from their “Statistics On ...” series which cover smoking, alcohol, obesity and drugs misuse.

They would like to get feedback on some alternative ways of presenting the information in the reports and also find out which parts of the reports are used the most so they can focus on those. The closing date for feedback is 8<sup>th</sup> January 2016. ➔ [More](#)

## ➔ Barts Health Chief Executive Appointment

John Bacon, Chair of Barts Health NHS Trust speaks about the appointment of the Chief Executive:

"I am writing to let you know that Barts Health NHS Trust has appointed Alwen Williams as our new Chief Executive. Alwen has been interim Chief Executive since June this year. Her appointment follows an open and competitive selection process overseen by the NHS Trust Development Authority and with independent external assessment. Staff and partner organisations also contributed to the process. I am personally delighted by this appointment and I am sure you will all join me in congratulating Alwen and wishing her every success.

It is no secret that Barts Health has experienced a very difficult recent history. During Alwen's five months with the Trust we have begun to stabilise the organisation and started to see some early signs of improvement.



Alwen Williams, Barts Health Chief Executive

Having secured the Chief Executive position we are now moving rapidly to fill our other outstanding vacancies on a permanent basis. I will keep you informed of progress.

Clearly our top priority over the coming months will be to continue to address the issues raised by the Care Quality Commission and to satisfy them and, more importantly, our patients, staff and partner organisations that we are providing consistently safe and compassionate care across all our hospitals and services. At the same time we need to agree with our oversight body - the NHS Trust Development Authority - a sensible financial recovery plan which recognises our obligation to manage public money well but without compromising the quality of services for our patients.

The Trust, under Alwen's leadership, will be giving full attention to this agenda."

## ➔ Consultation on Future of Oliver Road Walk-In

Waltham Forest CCG has begun a review to decide if it should continue to invest in the walk-in service at the Oliver Road polyclinic in Leyton.

NHS walk-in services - where people can walk in without an appointment for medical help - have been in the spotlight in a number of areas across London. Clinicians are concerned that, rather than easing pressure on other services like A&E, they are creating extra demand and duplicating existing healthcare options such as GPs, pharmacists, out-of-hours services and sensible self-care.



The future of Oliver Road Walk-In is under review

Dr Anwar Khan, GP and Chair of Waltham Forest CCG, says "The majority of the people using the walk-in service at Oliver Road are already registered with a small number of GP practices in Leyton and Leytonstone. There are also very few people in other parts of Waltham Forest who are benefitting from the walk-in service, and there is unequal access across the borough. Our aim is to ensure we're using local people's money in the best and fairest way possible. At this point our preferred option is to close the walk-in service and re-invest the money in improving access to GP services across the whole of the borough. However, we are keen to know what people in Waltham Forest think before we make any decisions."

The CCG is running a number of drop-in events to gather people's feedback about the walk-in service and primary care, and have also published further information about their proposals and a survey on their website. All responses to the consultation must be received by 5pm on Thursday 17<sup>th</sup> December.

**"I prefer to see my own GP."**

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

## ➔ Protect Yourself Against the Flu

Healthwatch Waltham Forest recently linked up a local GP with a lunch club for the homeless and needy, where he proceeded to offer free flu jabs.



Saira from PL84U-ALSUFF with Dr Sanjoy Kumar

Residents who are pregnant, aged 65 and over or suffering with health conditions such as cancer, diabetes or heart or respiratory diseases are among those being urged to ensure they protect themselves this winter with a flu vaccination.

Flu is a highly contagious viral infection that anyone can catch, and it can be a really serious illness for some. This is why the NHS is urging all those at the greatest risk of catching flu to ensure they have their free flu jab.

The vaccine is available to people aged 65 or over; pregnant women; people with a long term condition such as a heart problem, diabetes, kidney disease, liver disease, a chest complaint or breathing difficulties; people with a weakened immune system- for example patients taking steroids or undergoing treatment for cancer; all children aged between two and four years old and carers for an elderly or disabled person whose welfare may be at risk if the carer falls ill.

This is because people in these groups are 11 times more likely to experience complications if they get the flu.

The vaccine is updated every year to combat the latest flu strains, so even if people had the jab last year, to be flu free they need to have it again.

GP surgeries and many pharmacies offer the flu jab free of charge to people who are at risk to make sure that they are protected against catching flu and developing serious complications. ➔ [More](#)

## ➔ Launch of Think Family Approach

What is Think Family? It is practitioners from all services working together and in partnership with all members of the family (including intergenerational and all adult families) to ensure they receive the right support at the right time in a joined up way.

A workshop, hosted by Waltham Forest Safeguarding Children Board, Safeguarding Adults Board, Health and Well-Being Board and SafetyNet has been arranged:

➔ Monday 30<sup>th</sup> November 2015, 9.30am - 4.00pm

➔ Walthamstow Assembly Hall



Receiving 'the right support at the right time'

### Who should attend?

All frontline practitioners and managers who work with children, adults and families who are in need of support and protection from Early Help, through to targeted, specialist and statutory services covering issues such as child and adult safeguarding, mental health, substance and alcohol misuse, learning disabilities etc.

In order to make the workshop a success as many frontline practitioners and managers as possible are encouraged to attend.

To book or for more information:

☎ 020 8496 6909

✉ [safeguardingboardtraining@walthamforest.gov.uk](mailto:safeguardingboardtraining@walthamforest.gov.uk)

**“The community midwife was fantastic!”**

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



### ➡ New Falls Prevention Service

A new service has been launched, aiming to prevent avoidable falls, reduce the number of admissions to hospital and promote mobility, independence and improved quality of life for older people.



The service could prevent some hospital admissions

The service will provide a number of interventions both medical and therapy based to reduce the likelihood of further falls. Patients will be referred to the service following a full falls assessment.

### ➡ HIV and Hepatitis Workshops for Professionals

To mark the European HIV-Hepatitis Testing Week, 20<sup>th</sup> - 27<sup>th</sup> November, Barts Health NHS Trust and London Borough of Waltham Forest in partnership with Positive East, Lifeline, Terrence Higgins Trust and North East London Foundation Trust will be delivering a series of HIV and Hepatitis awareness activities in Waltham Forest.

Workshops for GP's, Practice Nurses, healthcare staff working in hospitals, third sector staff and other health professionals working with communities at risk of viral Hepatitis C and HIV are being held:

➡ 20<sup>th</sup> and 26<sup>th</sup> November, 1pm - 2pm

➡ Whipps Cross Hospital, Lecture Theatre

For more: 📧 [Yaccub.Enum@walthamforest.gov.uk](mailto:Yaccub.Enum@walthamforest.gov.uk)

### ➡ Get Your Head Around Mental Health!

NHS Waltham Forest Clinical Commissioning Group (CCG) wants to remind residents that there is support available for people struggling with mental health problems, when they need it. Mental health is something that can affect us all - how we think and feel about others and ourselves, how we cope with difficult situations and how we manage our lives. It is estimated that one in four people will experience some kind of mental health difficulty during their lifetime, but it is important to know that there is support available.



Mental health can affect us all

Talking therapy has helped thousands of people with stress, anxiety and depression get their lives back on track. 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. This can help people deal with specific problems, cope with a crisis, improve relationships or develop better ways of living. ➡ [More](#)

“The telephone just rings and rings.”

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

### 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:

➡ Alliston House, Church Hill Road, London, E17 9RX (*Rated Good*) ➡ [More](#)

➡ Care Central Limited, 736 Lea Bridge Road, London, E10 6AW (*Rated Requires Improvement*) ➡ [More](#)

➡ Adelaide Care Limited, 502 Larkshall Road, London, E4 9HH (*Rated Good*) ➡ [More](#)

### ➡ New Vision for Nurses, Midwives and Care Staff

You are invited you to join an informal discussion about what you would like nurses, midwives and care staff to include in their next national vision and strategy:

- ➡ Tuesday 24<sup>th</sup> November, 12pm - 2pm
- ➡ 105 Victoria Street, London SW1E 6QT

'Our Vision' is the working title for the next national vision and strategy, which is being developed using a partnership approach and will be co-produced with people who receive and experience NHS care, the public, colleagues in the relevant sectors, professional organisations and colleagues in academia.

To ensure a joined-up approach the NHS is also working alongside nursing leader colleagues in the other 'Arm's Length Bodies' and national organisations to produce the new national vision and strategy which will be launched in April next year.

Light refreshments will be provided. Places are limited, early booking is essential:

- ☎ 0113 8252979
- ✉ joe.fillingham@nhs.net

**“NHS 111 were fast and efficient.”**

Join us today and have your say!

### ➡ Acting Against Gender Based Violence

'16 Days of Activism Against Gender Based Violence', 25<sup>th</sup> November - 10<sup>th</sup> December, is an international awareness-raising campaign and takes place every year.

Waltham Forest adopted this campaign in 2013 as part of the council's commitment to tackle all forms of violence against women and girls.

A wide range of events and activities will be taking place in the borough, get in touch to find out more:

- ☎ 0208 496 4626
- ✉ vawg@walthamforest.gov.uk

### ➡ Easy Healthy Cooking On a Budget!

A free 5-week course for older people, disabled people and people with long-term health conditions:

- ➡ Tuesdays starting 17<sup>th</sup> November, 11am - 1pm
- ➡ Disability Resource Centre, 90 Crownfield Road

Why not come along and learn about making tasty, healthy meals the easy way. Learn about different food groups and the vitamins and minerals your body needs to function, and keep within a budget!



Food for thought!

To book or to find out more:

- ☎ 020 8534 1589 or ✉ reception@wfdrc.org.uk

### ➡ Leyton Sixth Form College Students Awarded!

Local students have been recognised for their work caring for some of the borough's most vulnerable people and helping to shape health services in Waltham Forest.

The seven students aged between 17 and 18, Aksa Aamir, Alisha Shahid, Aman Ali, Maryam Makame, Memoona Zahid, Nagina Rafique, and Naomi Ellis, are all completing either BTEC or A Level qualifications at Leyton Sixth Form College.

Kyla Ward, a tutor at Leyton Sixth Form College, said "We are very proud of our students who were involved in implementing the Gold Standard at Whipps Cross Hospital. This project has not only benefited Whipps Cross Hospital, it has boosted our students' confidence to pursue a career in nursing. We are looking forward to enrolling more students onto this programme in the future and working towards the establishment of the Care Academy".

**“Unplanned discharge causes distress.”**

Join us today and have your say!



## ➔ A Guide on Dementia Friendly Environments

Any new environment can be confusing or even frightening for a person living with dementia. There are however, a number of steps that we can take to make anyone living with dementia who attends an event feel safe, comfortable and secure.

If a person with dementia does not recognise what they are seeing, their brain may tell them they are somewhere they do recognise - for example they may think an event room is a school room, or a patterned rug is a pond with fish and plants in.

This may cause reactions depending on their feelings about where they think they are, or as in the example of the patterned rug, thinking they cannot cross the floor.



Is this a rug, or a fishpond with lilies?

These are just some of the issues worth bearing in mind when selecting a venue. A handy guide by the Alzheimer's Society provides useful tips. ➔ [More](#)

## Latest Newsletters

- ➔ Care in Mind - Newsletter, October 2015 ➔ [More](#)
- ➔ East London Business Alliance - Newsletter, September 2015 ➔ [More](#)
- ➔ NICE Patient and Public Involvement Update, October 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, October 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

## News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ 'Our social care model is broken and extra funding will not fix it' ➔ [More](#)
- ➔ Controversial 'sugar tax' report is finally published ➔ [More](#)
- ➔ Mental Health Act detentions rise by 10 per cent ➔ [More](#)
- ➔ 1 in 4 GP appointments potentially avoidable ➔ [More](#)
- ➔ Fewer children's social care referrals passing 'child in need' threshold, figures show ➔ [More](#)
- ➔ Learning disability employment pledge launched ➔ [More](#)
- ➔ How Ofsted and the CQC will inspect special educational needs provision ➔ [More](#)
- ➔ NHS England supports Get Online Week ➔ [More](#)
- ➔ Staying Put: What impact has it had? ➔ [More](#)
- ➔ 'Passport' style brief of young people's mental health launched ➔ [More](#)
- ➔ Social care cuts damaging the health service, warn NHS finance chiefs ➔ [More](#)
- ➔ NHS 111 opens new front door to improved urgent care ➔ [More](#)
- ➔ Care Act 2014: Information gap 'denying' people sufficient choice and control over care ➔ [More](#)
- ➔ The NHS 5 Year Forward View - getting serious about prevention ➔ [More](#)
- ➔ Council chiefs urged to assess level of risk to local adult care services ➔ [More](#)
- ➔ Visits from friends and family 'ward off depression in later life' ➔ [More](#)
- ➔ Care minister in the dark over future funding of adult social care ➔ [More](#)
- ➔ Standing 'no healthier than sitting' ➔ [More](#)
- ➔ 'Once in a generation opportunity' to transform child mental health services ➔ [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](http://www.healthwatchwalthamforest.co.uk/onlinedirectory)

 **020 3078 9990**

 **info@healthwatchwalthamforest.co.uk**