

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: Lea River

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Contact us for alternative formats

Contact Us

➡ New Manager Appointed

Joining Healthwatch Waltham Forest (maternity cover) on 26th October is new Manager Althea Bart.

Althea says “I am new to Healthwatch; but I am not new to Waltham Forest. I live locally and I grew up in the borough. I am excited about the possibility of improving health and social care services for people locally. It is a privilege to be involved in an initiative that is determined to drive positive change.



New Manager, Althea Bart

Since starting in the role I have been warmly welcomed and feel genuinely supported. Rebecca, has left an effective and well organised team. I hope to be able to build on her successes over the next few months. I can honestly say I could not have asked for a better start to the role. I have already started to meet some of you at meetings and forums. However, I hope to work with all of you in the future. Please do not hesitate to contact me with your health and social care stories, and service improvement ideas. I am looking forward to working with you to ensure your views on health and social care services are heard.

➡ Meetings and Events

This month Daniela, our Engagement, Outreach and Research Officer attended Easy Read training at Healthwatch Redbridge. We learned how to best describe difficult concepts, good communication needs to consider where and how information is accessed, and that it's important to use images and photos that people can relate to.

“Staff need awareness of different cultures.”

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

We will apply this learning to communication we do and work towards making available information accessible to all. We attended meetings including:

- Better Care Together Communications and Engagement Group
- Whipps Cross Patient Panel
- Waltham Forest CCG Governing Board meetings
- Joint Strategic Needs Steering Group Meeting
- Personal Home Support Provider Forum
- Whipps Cross Hospital Site Development Big Conversation
- Adult Residential & Nursing Provider Care Forum

➡ Service User Representative Training

Next February we are planning to run another set of training workshops for Patient and Service User representatives. The purpose of the training is to support the learning and development of new 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 local health services.



Learn how the health service works

The last training in June was well attended and we received positive feedback. One delegate said “I found the workshop very interesting and useful as it helped me understand how the NHS and its many sub-organisations work and relate to each other, who is responsible for what and who to contact. The trainer was very good, both knowledgeable and approachable which made the sessions very enjoyable. It was also nice to meet a lot of different people from various walks of life, all there for the same reason, an interest in making the NHS better.”

By joining our list of Service User representatives you will receive updates about local involvement opportunities, and we hold annual get-togethers for Service User representatives from different backgrounds to come together and share learning. For more, contact us or visit the website. ➡ [More](#)

➔ Safeguarding Board Lay Members Required

The Waltham Forest Safeguarding Children Board (WFSCB) and Safeguarding Adults Board (SAB) are responsible for making sure agencies work together to safeguard and promote the wellbeing of adults, children and young people in Waltham Forest.

The boards are looking to recruit representatives who are residents of Waltham Forest and members of the local community to become Lay Members of the respective Boards, for a term fixed period of 2 years.

Lay Members will support strong public engagement in the area of adult and child safeguarding and provide a community oversight and scrutiny of decisions and policies made by the Boards.

Their main duty will be to attend Board meetings and other sub-groups as appropriate. Expenses will be reimbursed to cover travel if required.

You will need to be a confident and effective communicator, with the ability to challenge the SAB and WFSCB and its partner agencies constructively.

You will have an awareness of, and commitment to, equality and diversity and will be able to handle confidential information appropriately.

Most importantly, you will be committed to improving the safeguarding of children and young people in Waltham Forest.

If you are interested in becoming a Lay Member for SAB or WFSCB, visit www.walthamforest.gov.uk and click on jobs. Search for SAB/WFSCB lay members, to get an application form.

The successful applicant will be subject to a Disclosure and Barring Service (DBS) clearance and suitable references.

For an informal discussion about the role, please contact Suzanne Elwick, Head of Strategic Partnerships Manager:

☎ 020 8496 2762

“NHS 111 gave spot-on advice.”

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

➔ Talk About Obesity

Did you know that London has more overweight and obese children than any other global city, including New York? And that Waltham Forest has more overweight or obese children than the London and England average?

The Great Weight Debate which launched in October is a London-wide initiative to gather the views of Londoners about tackling childhood obesity.



London has more obese children than any other global city

Public Health has been busy talking to parents at various children centres and organised a roadshow at the Town Centre on 25th October 2016 to hear people's views about how to tackle local obesity.

They also spoke to the young people at White Hall Primary who were very engaging and gave some good ideas. Public Health encourages you to join the debate and complete a short survey.

For further details on the various Great Weight Debate activities organised by the Public Health team, visit the Council website.

“They treat the symptoms not the root problem.”

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

➔ Health & Wellbeing Forum, 24th November

The next Health & Wellbeing Forum is happening on 24th November, a chance for local residents and voluntary sector professionals to come and share their views on health & wellbeing in the borough! For more information please see the flyer at the end of the newsletter.

➔ World Mental Health Day

It was World Mental Health day on 10th October, and the focus was on psychological first aid, which is about supporting people's wellbeing during a crisis or after a traumatic event.

Public Health worked with Waltham Forest Clinical Commissioning Group (CCG) and North East London NHS Foundation Trust (NELFT) to coordinate key messages to the public around the various resources available in Waltham Forest to promote good mental health.

The Council's Public Health team are also hosting a number of mental health first aid courses and other awareness courses for schools and staff to raise awareness about promoting good mental health.



Delivering 'psychological first aid'

Additionally, the youth health champions in Kelmscott primary school in partnership with Public Health, organised two health and wellbeing events in which teachers and students were given information about how to take care of their mental health.

To find out more about the various resources available in Waltham Forest you can access, visit the Council website. ➔ [More](#)

You can also contact Monica Hill to find out more about mental health first aid courses for frontline staff.

✉ monica.hill@walthamforest.gov.uk

“Hospital passports are a very good idea!”

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

➔ Have Your Say on Your Local Library

Waltham Forest Council is proposing to relocate Higham Hill and Wood Street libraries which are no longer fit for purpose, and to upgrade Lea Bridge library which has a covenant protecting its use.

Higham Hill Library needs extensive improvement works. It is proposed to move the library to a new community hub on the Priory Court Estate. This development has potential for a redeveloped community centre, a nursery, local shops, a recreation/play area and new housing.



Modern libraries offer much more than books!

The Wood Street library building is larger than needed and needs extensive investment to bring it to up to standard. It is proposed to move the library to the Marlowe Road regeneration development within the heart of the local community, alongside retail and residential units.

Lea Bridge library is housed in a Grade II listed building with a covenant protecting its use and benefits from being in a central location. It is proposed to refurbish and remodel this library and link it to the adjoining park.

Supported by the Council, working with the community, Lea Bridge Library is centrally located, is Grade II listed by Historic England and has a restrictive covenant in place on the building. It is proposed that the Council refurbishes and rebrands this site in line with the Council's vision for Library Locals, rather than achieving through relocation. At Hale End Library, the Council is proposing to work over the next 12 months with members of the local community to explore ways to improve usage and explore more income-generation opportunities. Hale End Library is not part of the current consultation on Library Locals.

Informal consultation has already started. Have your say on what is important to you by 30th November, through a survey, and public meetings. ➔ [More](#)

➡ Stay Well this Winter

The winter is upon us. Cold weather can be very harmful, especially for people aged 65 or older as it weakens the immune system, increases blood pressure, thickens the blood and lowers body temperature, increasing risks of high blood pressure, heart attacks, strokes, and chest infections. As such, Public Health would like to share a few tips of how to stay well this winter:

Get the flu jab - the flu vaccine is the best protection we have against unpredictable viruses that are common this winter. Visit your GP or pharmacist today to get the flu vaccine.

If you are the main carer of an older or disabled person you may be eligible for the free flu jab, speak to your GP.

For children aged 2, 3 and 4, the flu vaccine is not an injection, just a quick nasal spray. Talk to your GP.

Keep warm - both inside and outdoors as it can help to prevent colds, flu and more serious health problems, such as heart attacks, strokes, pneumonia and depression.

Heat your home to at least 18°C (65°F), if you can.

Take advantage of financial schemes and discounts to help you pay for heating

Keep active - keeping physically active in or out of home will help you stay warm and healthy. If you're at home, try not to sit still for more than one hour at a time.

Our parks offer free fitness classes across Waltham Forest, including box fit, dance fit, pilates, social sport, Yoga and more. ➡ [More](#)

Also check out our state-of-the-art Feel Good centre. ➡ [More](#)

➡ Tuberculosis Awareness Programme

Public Health England has reported a rise of Tuberculosis (TB) among the UK born population. The TB rate in Waltham Forest is the fourth highest in London, and as such, Tottenham Hotspur Foundation, supported by Whipps Cross Hospital, is delivering TB Awareness and training across Waltham Forest to the general public, and professionals that work with vulnerable people.



Waltham Forest has the 'fourth highest rate in London'

TB is an infectious airborne disease that is well known for affecting the lungs but it can affect other parts of the body including the bones and the nervous system. However, TB is both preventable and treatable, but if left untreated it can lead to complications or even be life threatening.

If you would like the team to deliver an awareness session to your clients, or training for your team of professionals, please contact Luciana Castro:

☎ 0746 9852077

✉ luciana.castro@tottenhamhotspur.com

“A lack of privacy in reception.”

[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:

- ➡ Salisbury Road, 22-23 Salisbury Road, London, E10 5RG (*Rated Requires Improvement*) ➡ [More](#)
- ➡ The Manor Practice, 454 Lea Bridge Road, London, E10 7DY (*Rated Good*) ➡ [More](#)
- ➡ Ashwood House Limited, 18-20 Church Road, London, E10 5JP (*Rated Good*) ➡ [More](#)
- ➡ Esna House, 16 Etloe Road, London, E10 7BT (*Rated Good*) ➡ [More](#)
- ➡ Haven House Children's Hospice, High Road, Woodford Green, IG8 9LB (*Rated Good*) ➡ [More](#)

➡ Sharing Your Experience of Care

Marc Krishek from the North East London Local Pharmaceutical Committee is recruiting lay members willing to share their experiences:

"As part of Waltham Forest Community Education Provider Network, I will be organising training aimed at the whole of the Waltham Forest health and social care workforce. We will have in the room a range of people who provide care, so that we have integrated and collaborative learning around the person's experience.



Why not share your experience of care?

We are considering the following areas for the training workshops: Stroke; Care of the homeless; End of life; Providing care in and around care homes; Providing care for people with mild learning difficulty; Providing care beyond equality groups and protected characteristics.

For this training to be effective I need the support of someone who is willing to share their experiences with others. I appreciate that for some conditions or situations we will want to hear from a carer too.

I am happy to have other conditions or areas of care to be considered, so please contact me if you have any other suggestions."

If you are interested or would like to discuss this further, please get in touch, by 17th November:



01277 849219



email marc.nellpc@outlook.com

"The nutritionist was very helpful."

Join us today and have your say!

➡ UCLH Cancer Collaborative - Get involved!

UCLH Cancer Collaborative is part of the national Cancer Vanguard. They are working with two other leading cancer centres - the Christie and the Royal Marsden. Together they are changing the way cancer care is provided.

Vanguards are part of the New Care Models programme to re-design the NHS, as set out in the NHS Five Year Forward review.

How you can get involved?

UCLH Cancer Collaborative is keen to ensure that the voice of the public, patients who have or were previously diagnosed with cancer, and their carers are heard and reflected in the design of services. The work focuses on four areas:

- Earlier diagnosis
- Living with and beyond cancer
- New models of care
- Cancer outcomes



Be part of a national 'Cancer Vanguard'

They are looking for volunteers living or accessing healthcare services in North, East London and West Essex to inform the design of this transformation.

Volunteers will attend meetings with the project team and hospitals in the area to provide their input into the design and implementation of various projects. Your involvement can be tailored to your availability.

For more information, contact Priya or Fanta:



0203 447 2786



Priya.Yoganathan@nhs.net



0203 447 2978



Fanta.Bojang@nhs.net

➡ Carer Study

'Care City' wants to better support carers: Are you a carer? If so they would like your help!

6.5 million people in the UK are carers. 3 out of 5 people will be carers at some point in their lives. If you are a carer, they would like to invite you to take part in a research study. The study is to help understand how carers access education and support in developing the skills they need for their role as a carer.

The study is run by Queen Mary University, UCL Partners, Care City and Carers UK Barking and Dagenham.

If you agree to take part, you will be invited to complete a short telephone interview to be held on a day and at a time that is convenient to you. The interview will take about 15-20 minutes.

You will be asked questions about your experience as a carer, and your experience of accessing help and support. To take part, or to find out more:

☎ 07855400495

✉ jenny.shand@uclpartners.com

**“Electronic prescriptions
save so much time!”**

Join us today and have your say!

➡ Elimination of Violence Against Women & Girls

From 25th November Waltham Forest Council and local partners will be marking International Day for the Elimination of Violence Against Women and Girls with a programme of events spread over 16 days to raise awareness of the impact of violence against women and girls.

The programme includes Leyton Orient dedicating their home game on 19th November to the White Ribbon campaign to target men to take action and make a pledge: never to commit, condone or remain silent about violence against women and girls.

London Fire Brigade and Waltham Forest Police will also be involved in promoting the programme which concludes on 10th December (World Human Rights Day). For a list of planned events please visit the Council website. ➡ More

➡ National Hate Crime Awareness

Last month during 8th to 15th October Waltham Forest Council marked National Hate Crime Awareness with a Community Road Show and information video in Walthamstow Town Square and the Mall Selbourne Walk.

The video provides information on what is a hate crime and where to get help and support to report what you have experienced or seen. If a hate crime happens to you, don't stay silent, tell someone.

You can report in confidence to the police - 999 if you are in immediate danger, 101 if it has already happened or online at www.report-it.org.uk. If you don't want to speak to the police, you can report to the Council online. ➡ More

There are several organisations you can phone:

- Homophobic hate crime (GALOP) 020 7704 2040 or locally ELOP on 020 8509 3898.
- Islamophobic hate crime (MAMA) 0800 456 1226.
- Anti-Semitic hate crime (Community Safety Trust) 020 8457 9999.
- Disability hate crime (Stay Safe East) 07587 134 122.

You can also report the incident to your landlord if you live in social housing.

➡ Sporting Memories - Leyton Orient Special!

Leyton Orient Trust is working with Sporting Memories Network to run a Sporting Memories session. They're keen to get lots of people involved and in particular carers and service users with dementia. Come along and share your sporting tales!

Are some of your fondest memories of watching or playing sport? Who is your sporting hero? We'd love to hear your stories. Join us to reminisce & share your favourites:

➡ Thursday 10th November, 12.30pm - 1.30pm

➡ Matchroom Stadium

The session is free, refreshments provided. ➡ More

**“3 week wait to see my
doctor of choice.”**

Join us today and have your say!

➔ Breast Cancer Awareness Month

Breast cancer is the most common cancer amongst women in the UK. 1 in 8 women in the UK will develop breast cancer in their lifetime, and more people in Waltham Forest are diagnosed with breast cancer than in other part of the country.

This October, as part of National Breast Cancer Awareness Month, the Council's Public Health team worked with Waltham Forest Clinical Commissioning Group (CCG) and local partners to promote awareness.

Be breast aware - finding breast cancer early provides the best chance of surviving the disease. Know how to check your breasts, and the signs and symptoms to look out for.



1 in 8 women will develop breast cancer

Visit the Council website for more information about signs and symptoms and the various awareness events happening in the borough.

Latest Newsletters

➔ Parliamentary and Health Service Ombudsman - Resolve, October 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ New ratings published for mental health and maternity ➔ [More](#)
- ➔ Government to amend social work bill in bid to quell 'privatisation' fears ➔ [More](#)
- ➔ NHS England launches biggest upgrade to NHS cancer treatment in 15 years ➔ [More](#)
- ➔ Social worker suspended over breach of confidentiality ➔ [More](#)
- ➔ Pharmacy Integration Fund of £42 million announced ➔ [More](#)
- ➔ GP practices to benefit from new surgeries and upgraded clinics across England ➔ [More](#)
- ➔ Adult and children's services 'face £3.2bn funding gap' ➔ [More](#)
- ➔ National reviews into children's specialised services accelerated ➔ [More](#)
- ➔ A plan to help children who go missing from home ➔ [More](#)
- ➔ Mental health digital innovators to apply for new £400k fund ➔ [More](#)
- ➔ Police leaving social workers to face 'dangerous' child protection visits alone ➔ [More](#)
- ➔ Second round of funding aims to improve maternity services through patient feedback ➔ [More](#)
- ➔ Troubled Families scheme 'had no significant impact' ➔ [More](#)
- ➔ NHS partners with Twitter to help shed light on what it means to work or be a patient ➔ [More](#)
- ➔ 'Adopted children risk becoming the displaced poor' ➔ [More](#)
- ➔ Patients to get faster access to the most cost effective treatments under proposed changes ➔ [More](#)
- ➔ Government makes U-turn on plan to control new social work regulator ➔ [More](#)
- ➔ New specialised commissioning consultation launched ➔ [More](#)
- ➔ Staff shortage sees 'quarter of home care visits cut short' ➔ [More](#)
- ➔ Fewer care leavers placed in bed and breakfasts ➔ [More](#)
- ➔ Data transparency supports the drive to transform mental health ➔ [More](#)



Health & Wellbeing Forum

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

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

The purpose of the forum is to give a public voice to the **Health & Wellbeing Board business**.

The event is facilitated by Healthwatch.

Date: Thursday **24th November**, 12:30 – 16:00

Venue: Community Room, Le Delice in the Park
Lloyd Park, Winns Terrace, Walthamstow E17 5EQ

To book a place or for more information:

✉ daniela.muenzel@healthwatchwalthamforest.co.uk

☎ 020 3078 9990 📞 07507483288

🐦 Healthwatch_WF

🌐 <http://www.healthwatchwalthamforest.co.uk/events>

In partnership with



Venue Map

Community Room, Le Delice in the Park
Lloyd Park, Winns Terrace, Walthamstow E17 5EQ

