

## 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: Walthamstow Market, by Angela Treacy

## In this Issue!

Healthwatch Waltham Forest Update	2
CQC Takes Action Against Hayat Medical Centre Updates About Local GP Services	3
Barts Health on 'Safe and Compassionate Care' Home Care Visits 'Must Last at Least 30 Minutes'	4
Pan London Cancer User Partnership Join the London Ambulance Patient Forum!	5
Give a Hand for World Stroke Day! Silver Sunday: Free Event for Older People! Take Part in 'Beat the Street'!	6
Dementia Friendly Signage Guide News Summary	7

020 3078 9990  
[www.healthwatchwalthamforest.co.uk](http://www.healthwatchwalthamforest.co.uk)  
[info@healthwatchwalthamforest.co.uk](mailto:info@healthwatchwalthamforest.co.uk)  
Waltham Forest Resource Hub (Central), 1 Russell Road, E10 7ES  
Twitter: @Healthwatch\_WF

Contact us for alternative formats

Contact Us

## ➡ The Health & Wellbeing Forum

On 10<sup>th</sup> September we hosted our first Health & Wellbeing Forum. It was well attended by 14 different organisations representing the community including local councillors. We worked through the Health & Wellbeing Board agenda items, discussed them as a group to explore if we understood what the council were reporting on and how it affects the public. These notes were given a formal space to be discussed at the Health & Wellbeing Board.

After a lunch break we re-grouped to consider the draft Health & Wellbeing Strategy written by Public Health. Largely the community members ideals matched with the council's aims. The main reservations were around detail about how the council will actually deliver these goals and the buzz words used in the strategy.



We all have a stake in health and wellbeing

The group brought up issues around police relations which don't seem to be in the draft priorities. Delegates at the focus group were very keen to know how the council aims to meet these outcomes and how they will include residents in making decisions. The council has received our write-up and assure us that this feedback will influence the next draft of the strategy.

If you would like to join the Health & Wellbeing Forum please contact Rebecca Waters:

☎ 020 8078 9990

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

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

Join us today and have your say!

## ➡ Apply for Our Small Grant!

Would you like to get to know your service users better? Do you need to review what health and social care priority areas and services are important to your community? Do you need to reinvigorate your relationship with your beneficiaries and increase participation in your services? Do you want to ensure the voices of your community are heard by those who can make changes?



Help ensure the voice of your community is heard

Healthwatch Waltham Forest is welcoming applications from voluntary organisations and community groups based in Waltham Forest who are interested in running involvement activities, such as a focus group. The activity should aim to gather the views and experiences of your community. We are looking to empower you to work with your service users and explore your own key topics within health and social care.

We are especially interested to receive applications that gather experiences of health and social care provided in a community setting, such as:

Continence services; Direct payments and/or personal budgets; District nursing; Domiciliary Care (paid carers who come into your home); Equipment provision and adaptations to the home; Health visiting; Rapid response team; Respite care; Social services assessment and/or review and Stroke rehabilitation.

We will also consider topics of your choosing. Awards will be made for amounts between £500 and £1,000. We would like to fund between 5-10 local organisations. Applications open on 28<sup>th</sup> September.

The deadline for applications is 6pm on 25<sup>th</sup> October and activity should take place between 9<sup>th</sup> November 2015 and 12<sup>th</sup> February 2016. To find out more, contact Rebecca Waters at the Healthwatch Waltham Forest office.

### ➔ CQC Takes Action Against Hayat Medical Centre

The Care Quality Commission (CQC) has rated Dr Ijaz Hayat of the Hayat Medical Centre in Walthamstow, East London, as Inadequate following an inspection.

Immediately after the inspection, the CQC took urgent enforcement action to protect the safety and welfare of patients and the local community by restricting the practice from providing GP services from its premises. The centre has closed, with most patients transferred to nearby Manor Practice.



Among the failings were insufficient GP cover

The CQC took this action because it had 'serious concerns about the service and the level of risk for local people seeking medical care'. This included poor care and treatment being delivered below recognised professional standards and guidelines, insufficient GP cover to meet the demands of the local community and a backlog of paperwork relating to required repeat prescriptions. The report is available on the CQC website. ➔ [More](#)

### ➔ Disability Hate Crime Survey

London MP's are undertaking a survey to identify what issues are faced by London's disability community when reporting disability hate crime.

The purpose of the survey is to review the service currently available, in order to provide a service that reflects the needs of the disability community. The survey only take minutes to complete, and closes on 28<sup>th</sup> October. ➔ [More](#)

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

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

### ➔ Updates About Local GP Services

The Primary Care Commissioning Development Sub-Committee would like to highlight key messages to local people around GP access and services.



You can now book repeat prescriptions online

The facility to book appointments and repeat prescriptions online (through your GP website) is now available across the borough. 39 of our 44 GP practices now also offer a two way texting service so you should be able to respond to a text message to contact your GP surgery about an appointment.

The new GP weekend appointments (available at 3 hubs across the borough) now have a 7 day a week booking telephone line which can be called any day of the week from 10am-4pm. Contact 020 8519 3999 to book your weekend appointment now.

Get your flu jab now and protect yourself over winter. If you are eligible, please contact your GP or local pharmacist for more information.

Stay tuned for news and initiatives on GP services!

**“The telephone just rings and rings.”**

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

### Enter & View

Healthwatch Waltham Forest is currently planning the next phase of Enter & View visits taking place this Autumn.

We have a full compliment of trained volunteers and look forward to harnessing their talents in observing community blood testing centres in action. Reports will be available on our website in the New Year.



### ➔ Barts Health on 'Safe and Compassionate Care'

Alwen Williams, Interim Chief Executive at Barts Health writes with the following message:

"I am writing to provide you with an update in how we are taking forward the priorities I set out when I arrived as interim chief executive of Barts Health.

The most important issue is, of course, how we ensure the care our patients receive is safe and compassionate. I am therefore pleased to be able to announce our quality improvement plan that we have developed to address the issues raised by the Care Quality Commission (CQC) earlier this year. We are calling this plan Safe and Compassionate.

We have let down our patients too many times. However it is clear to me, from meeting many dedicated and committed staff across our wards and departments over the last few months, that we are determined to tackle these shortcomings once and for all.



Embedding a 'zero harm' safety culture

Safe and Compassionate sets out our overriding aim to empower and support clinical teams to improve care. It makes clear that we intend to do this in a way that not only ensures the voice of the patient is heard throughout the organisation, but also embeds a "zero harm" safety culture in the way we work. Although improvements in care are at the heart of what we want to achieve, the plan acknowledges they will be underpinned by improving performance and putting our finances on a firmer footing.

We are also changing the way we do things around the Trust by signing up to a way of working called Listening into Action. This is an approach to improving how we all work together, and many other NHS organisations have used it successfully to enable frontline staff to influence and shape the care and services they provide." Alwen Williams.

### ➔ Home Care Visits 'Must Last at Least 30 Minutes'

Carers should spend at least 30 minutes on home visits to older people in England as part of a new gold standard for services, new guidance says.

The National Institute for Health & Care Excellence (NICE) guidance follows reports of carers making visits of 15 minutes and less. It recommends a package of measures, which also includes ensuring people's carers are not changed too frequently. But it acknowledged extra money would be needed to fund the measures.



It was found that some visits last 15 minutes or less

20 organisations, including charities, care providers and the NHS, have published a joint submission to the Treasury ahead of the government's Spending Review in November to urge ministers to protect social care as is being done for the NHS. This is the first time NICE has issued guidance to the social care sector - its traditional focus is the NHS. ➔ [More](#)

A report on Home Care by Healthwatch Waltham Forest found that the level and quality of service varied, and 15 minute visits were common. ➔ [More](#)

### ➔ New Number for Shelter's Advice Service

Shelter's London Advice Service has a new telephone number. For clients living in London who want to access housing advice there is now just one number to call to get telephone advice and/or to book an appointment: ☎ 0344 515 1540

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

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

## ➡ Pan London Cancer User Partnership

The Pan London Cancer User Partnership (PLCUP) would like to recruit new members to its board. The PLCUP was formed in 2012 to inform and advise the commissioning of cancer services across London.

The Transforming Cancer Services Team and other cancer-specific teams work closely with the Pan London Cancer User Partnership (PLCUP) to ensure that services commissioned across London are of a high quality and patient-centred.

Every level of cancer commissioning needs to be informed by the views of patients and carers, as part of this goal members of the PLCUP use their experience and knowledge to influence cancer services to improve patient experience.



Services should be 'high quality and patient centred'

The present Transforming Cancer Services programme was established April 2014 to provide strategic leadership, clinical advice, oversight and guidance for implementing the Five Year Cancer Strategy for London.

It aims to improve outcomes for patients - including the saving of 1,000 additional lives currently lost to cancer - and to improve patient experience. If you are affected by cancer and are interested in applying, or would like more details, get in touch:

☎ 020 3049 4320

✉ b.gallagher@nhs.net

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

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

## ➡ Join the London Ambulance Patient Forum!

The London Ambulance Service (LAS) Patient Forum is looking to recruit members.

The Forum is an expert source of influence and information on London's ambulance services. They hold monthly members' meetings at LAS, to which senior staff from the LAS, commissioners and other organisations make presentations and answer questions from the public, patients and users.



The Patient Forum is crucial in improving services

They also support and advise members wishing to raise complaints in relation to the quality of or access to ambulance services in London.

Their latest annual report, available on the website, describes the range of activities on offer. ➡ [More](#)

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

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

## ➡ What Do You Think About Local Care Services?

The Care Quality Commission (CQC) is the independent regulator of all health and social 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.

The CQC wants to hear your experiences of health and social care services. The information you provide will help them understand what is working well and which health and social care services in your area might need to improve. ➡ [More](#)

## ➡ Give a Hand for World Stroke Day!

Stroke is much closer than many people think - most of us aren't aware it's the world's second biggest killer. It's also one of the cruellest conditions we know - three quarters of stroke survivors lose the use of one of their hands. Everyday people have to re-learn to do the things they've always done, using their other hand.

The Stroke Association provides much-needed hope, inspiration, advice and support to thousands of people affected by stroke and their loved ones. That's why they are urging readers to 'Give a Hand' to conquer stroke.

Between 26<sup>th</sup> October and 1<sup>st</sup> November, the charity is calling on people to complete an everyday activity with the hand they wouldn't normally use to raise vital funds. From challenging your friends and family to 'other hand' bowling, to turning one hand to baking a showstopper, the Stroke Association have a 'handful' of ideas to help people get started. Recovering from a stroke can be one of the hardest challenges life has to throw at you. By giving a hand to the Stroke Association, people can help change the world for people affected by this devastating condition. ➡ [More](#)

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

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

## ➡ Silver Sunday: Free Event for Older People!

Throw your glad rags on, grab a partner and get ready to bop, twist and jive the afternoon away with all your favourite timeless tunes from the 50s, 60s and 70s. Rock 'n' Roll to Northern Soul!

➡ Sunday 4<sup>th</sup> October, 2.30pm - 4.30pm

➡ Walthamstow Trades Hall, 17 Hoe Street, E17 4SB

This event is part of Silver Sunday, a national celebration of older people and their contribution to communities.

Anyone of any age is welcome but if you're under 65 why don't you invite someone who is older - relative, friend or neighbour - to join you! ➡ [More](#)

For more information: ☎ 020 8496 3675

## ➡ Take Part in 'Beat the Street'!

From 23<sup>rd</sup> September to 11<sup>th</sup> November, residents in Waltham Forest are being encouraged to take part in Beat the Street - a real-life game where participants are challenged to 'race to space'.

Over the course of eight weeks, participants will walk, cycle or run as far as possible to collectively travel the equivalent distance of going to outer space. Beat the Street East London is being funded by the National Charity Partnership and forms part of its aim to support and transform the lives of 40,000 families in the UK.



Inspiring people to be physically active

The Beat the Street project, a collaboration between Diabetes UK, the British Heart Foundation (BHF) and Tesco, will turn parts of Waltham Forest into a real-life game in which residents are challenged to walk, cycle or run as far as possible over the course of the eight weeks.

There will be rewards for those who travel the furthest, overall team distance and weekly 'lucky taps'. Participants will be able to log their journey by tapping cards against sensors called Beat Boxes, which can be found on lampposts right across Waltham Forest, as well as Hackney, Tower Hamlets and Newham.

Players can monitor their progress via a secure website. People of all ages can take part and players can win prizes for themselves and their community team.

So far in 2015, 107,000 people have played the game in other areas of the UK. ➡ [More](#)

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

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

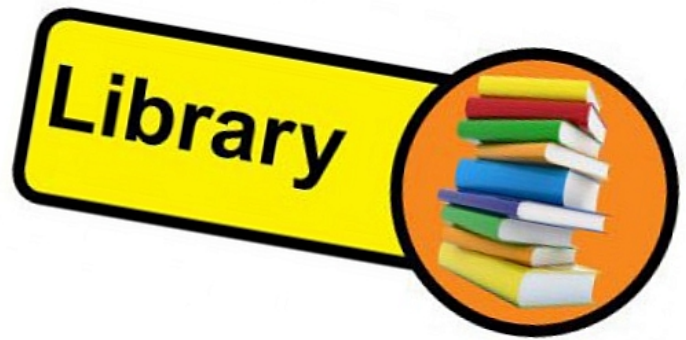


## ➔ Dementia Friendly Signage Guide

Alzheimer's Society's dementia friendly signage (DFS) has been developed as part of the Society's commitment to promoting dementia friendly environments and communities.

Initially developed by the Legacy & Recognition Giving Team to be used at Legacy events, dementia friendly environment experts, people living with dementia (PLWD) and their carers have been consulted as part of the project.

Using and promoting DFS will help PLWD orientate themselves in unfamiliar surroundings, and help to encourage use of DFS in the community.



The signage combines words and images

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

## Latest Newsletters

- ➔ Care in Mind, Newsletter, September 2015 ➔ [More](#)
- ➔ CQC - Update for Local Healthwatch, September 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, September 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

## News Summary

- ➔ The latest news from the Waltham Forest Guardian ➔ [More](#)
- ➔ Enough is enough on social care cuts, sector tells government ahead of spending review ➔ [More](#)
- ➔ 'No significant link' between breastfeeding and higher IQ ➔ [More](#)
- ➔ Social care spending dropped 8% under coalition ➔ [More](#)
- ➔ UK women's life expectancy 'second worst' in Western Europe ➔ [More](#)
- ➔ Care not damaging to children's education, research finds ➔ [More](#)
- ➔ 'Dementia could strike 1 in 3 born this year', claims report ➔ [More](#)
- ➔ 'The key test of the Care Act is whether it is making people happier' ➔ [More](#)
- ➔ Tai chi 'may help people cope better with diseases of ageing' ➔ [More](#)
- ➔ Social workers to get supported decision-making toolkit for mental capacity cases ➔ [More](#)
- ➔ Smoking linked to raised diabetes risk - including passive smoking ➔ [More](#)
- ➔ 'Personal assistants are a key structure for those with a disability trying to get into work' ➔ [More](#)
- ➔ Antidepressant paroxetine study 'under-reported data on harms' ➔ [More](#)
- ➔ Safeguarding under the Care Act: 'Business as usual is not an option' ➔ [More](#)
- ➔ Decreasing portion sizes could cut obesity levels ➔ [More](#)
- ➔ One in seven mental health patients in 'out of area' beds - official figures ➔ [More](#)
- ➔ Study finds North-South divide in UK life expectancy ➔ [More](#)
- ➔ Doctors should 'wait longer' before diagnosing miscarriage ➔ [More](#)
- ➔ Inquiry launched into mental health of looked-after children ➔ [More](#)

# Pointing the way to better Health and Wellbeing in Waltham Forest!

Children/Young People



Community



Disabilities



Emergency & Crisis



Family



Health Services



Healthy Living



Men



Mental Health



Older People



Social Care




Women



The Community Directory by Healthwatch Waltham Forest.

Get free information on Health, Social Care and Wellbeing topics, around the clock!

Visit now:  [www.healthwatchwalthamforest.co.uk/onlinedirectory/](http://www.healthwatchwalthamforest.co.uk/onlinedirectory/)

Or call 9am - 4pm, to find out more:  020 3078 9990