

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: Gilwell Park, Chingford

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Contact Us

➡ Goodbye from Rebecca Waters

Healthwatch Manager Rebecca Waters left at the end of September. Rebecca says "I have had the privilege to be a part of the Healthwatch Waltham Forest Team for the last 19 months.

Thanks so much for sharing your personal stories with me and working with us to maintain public involvement in our local services. I am thankful to all my team mates over this period. According to our database I attended 224 meetings or events and had 2,675 interactions with people! Phew! I am moving into a new post as the Communications and Engagement Manager at Waltham Forest Clinical Commissioning Group. So I won't be far and will see you all very soon.

Please do keep calling, emailing and writing to Healthwatch with any service improvements or questions you may have about accessing services. There is a great team still in place to work with you all. Best wishes, Rebecca."

➡ Meetings Attended

September was very busy for the team, working towards our Annual Conference on 5th October which you can read about on the next pages! We also managed to do lots of other bits of work:

We held the quarterly Health & Wellbeing Forum on 1st September. Key points that came up were: in Mental Health services, members noted that some phone lines have reduced in quality, people have trouble being referred, and often face delayed waiting periods.

It was also mentioned that with transforming services, it is crucial that communication and engagement is done well in order to make sure people understand changes and use services appropriately, but also so that they can be involved throughout the transformation process instead of just being "told" things. Healthwatch attended the Board meeting on 15th September and fed back what forum members had said. ➡ [More](#)

On 21st September we held our second Quarterly Open PEP (Patient Experience Panel). It was well received and allowed us to share with several new local residents and healthcare professionals how we use people's comments to identify local trends.

During National Eye Health Week (19-25 September) we did some outreach at the Waltham Forest Diabetes Eye Screening Centre, and asked people about their experience using eye health services.

We also held information stands and gathered stories at East London YMCA's Wellbeing Wednesday and Waltham Forest College Fresher's Fair. Our team attended a Dementia Friends' Information Session and learned interesting new things we can apply both at Healthwatch and in our personal lives. Other events and meetings we attended include:

- Patient Participation Group Steering Group
- Waltham Forest CCG AGM
- North East London Diabetic Eye Screening
- Healthwatch London Network
- Adult Residential & Nursing Provider Care Forum

➡ GP Answerphone and Website Mystery Shopping

We carried out Mystery Shopping of Waltham Forest GP practices' answerphones and websites from December 2015 to September 2016. We wanted to know if they were correctly advising people how to seek treatment and make appointments when the surgery was closed.

We were particularly interested in whether information had been adapted to local service changes, such as the new Extended hour GP surgeries. We also wanted to see whether websites were easily accessible.

3 key recommendations were made on how local GP's answerphones and websites can be improved to provide the public with helpful and up to date information.

1. Standardisation: Waltham Forest Clinical Commissioning Group (WFCCG) should issue a standard script to all surgeries with key information that needs to be included in GPs' answer machine messages. This should include information such as 111 and 999, GPs' opening hours and phone line hours, and information on the extended hours GP surgeries.

2. Updating local changes: All GP surgeries should be regularly notified and guided to update their answer machines and websites when changes in local service occur, such as the Extended Hour GP hubs and the closure of walk in centres.

3. Accessible Information: All information from the answer machines should be consistently duplicated on the website and provide Accessible information standard compliant options. Good practice examples we found included options to enlarge the website's fonts, options for Dyslexia friendly versions of the website, and one website included the NHS 111 number for deaf people. ➡ [More](#)

On 5th October 2016, we held our 3rd annual event, 'The Power of People' at the Waltham Forest College. This event was for professionals, voluntary sector and individuals who all work, volunteer or provide public involvement in the borough. We wanted to create an opportunity for them to share their successes and ideas to increase public involvement. We ran 6 workshops and by the end of the event we created a set of principles for good local public involvement.



Members of the staff and Board team

The event was very well attended by over 80 local residents, voluntary and community organisations, service user representatives and health and social care professionals. We would like to thank our volunteers, board members and staff who helped make this event a success, and are very happy to have received a lot of positive feedback. A report of the conference and the principles for good public involvement will be available online. ➡ [More](#)

Keynote Speaker: Julie Bailey

*Founder
Cure the NHS*

Julie spoke about her experience campaigning for a safer NHS. She described the harm that can happen when patient engagement goes wrong, and when patient groups refuse to listen to individuals. Julie also spoke about success stories she has come across, such as innovative schemes which view care from the patient's perspective, and involve patients in design and implementation.

Julie's 'secret' to good patient participation is to be able to motivate people; to nurture and encourage people, draw on their individual qualities, whilst also being supportive of people's vulnerabilities. Another key was "Strength in numbers" – Julie described how speaking up can be very isolating and demotivating, so people need support from others.

Julie recommended that engagement needs to be made accessible and inclusive, by varying times of meetings, opening up meetings to public, providing board papers in advance and in easy text.

Julie underlined that the public's skills and involvement can benefit the NHS. She said "Complaints are like gold dust"; if complaints were listened to the way they would be in John Lewis, it could save the NHS a fortune. Organisations need to learn from mistakes, and use patient groups as a resource for meaningful feedback which can help make necessary changes.



Speaker Julie Bailey

She emphasised that patients can see things professionals can't see, and that they should be involved as critical friends not cheerleaders. Regarding local Healthwatch, Julie noted that we need to do more to be an independent resource that supports individuals and helps the NHS learn from the public's voice.

Speakers: Chloe Kastoryano & Simran Chawla

*Public Involvement Advisers
National Institute for Health and Care Excellence*

Chloe and Simran from the National Institute for Health and Care Excellence (NICE), a national organisation which works independently to produce national guidance on health and social care, spoke about how patient and carer involvement is part of everything they do.

NICE's guidelines use best available evidence to help improve quality and promote effective use of resources, and lay members are involved in all stages of the work in order to ensure that the guidelines meet their needs. Chloe explained how they always involve 4 key stakeholders - Lay members; National charities who speak to patients on day-to-day basis; Patient experts with first hand experience; The Public.

She emphasised that engagement is always an open and transparent process. Everything is publicly available on the website, and every single comment on draft guidelines receives feedback on how it did, or why it did not, influence the guideline.

Why do NICE involve patients? Chloe explained that patients help identify new evidence, new information, and point out the outcomes that are important to them. This lets the patients steer what is important to them, and allows qualitative data to improve outcomes of the work NICE produce. Lived experience is by far the most important thing when it comes to making decisions about how services should be designed, commissioned, delivered. Those of us with conditions are the real experts on how it feels. Others, no matter how brilliant, cannot have that insight. It also empowers individuals to be more involved in their own condition and understand their day-to-day outcomes.

Simran spoke about how individuals and local organisations are crucial in making sure NICE guidelines get implemented, and provided good examples of where local Healthwatch picked up the NICE guidelines to ensure they are being implemented. ➡ [More](#)

For individuals, NICE guidelines tell you what you need to know about a specific condition, including how it should be treated, what you're entitled to ask for, what questions you should be asking, and it's written for patients and service users. ➡ [More](#)

One delegate commented: "The conversation is different when you have a conversation with the specialists, and you're asking about your condition, and you're loaded with all emotions and expectations and all this stuff is going on, and you're not really clear exactly what you want to say, but you ask something and they fob you off. If you read the NICE guidelines and take it along to your next consultation you have a different conversation. I have done it, and it is very effective." Simran responded that this is hugely useful because it demonstrates the value of individuals, but also groups on the ground, that are actually turning what NICE are saying into reality. There is a link on NICE's website on what to do if NICE guidance isn't being followed. ➡ [More](#)

"The dentist explained all costs."

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

Workshops

We held two sessions of 6 workshops. People had a chance to explore their own area of interest, meet other people and share learning. The aim was to come up with shared principles that can be applied for good patient engagement throughout Waltham Forest. Some ideas that were shared include:

"One size does not fit all... need different ways to engage different groups."

"Results need to be seen to encourage further participation."



Attendees share their views at the workshops

"Good patient leadership involves engaging with all patients to develop and deliver an assertive, constructive voice addressing the big picture of improvement and change while continuing to support patients on a day to day basis."

"You need to cherry pick people. Not everyone wants to be involved, and some people are not comfortable with being involved."

"We need to have a collaborative approach ensuring patients, their friends and family are consulted, but also frontline staff!"

"We need to make clear that all patients and carers are paying customers and need to feel confident to challenge establishments when appropriate."

"All engagement needs to include education and empowerment on the subject being consulted on. Feedback to all involved should be a clear part of the entire process."

"Understand everyone's communication needs and meet a range of accessibility needs."

The set of principles will be available in the report.

➔ The #CaringAcrossGenerations Campaign

A growing number of people are now caring across generations – having caring responsibility for young children or grandchildren and older loved ones.

The Care Quality Commission (CQC) polled people with caring responsibilities and found that 9 in 10 (92%) felt that choosing care for a loved one is 'very' or 'quite' stressful – ranking it higher than selling or buying a home and getting divorced.



Choosing care for a loved one can be stressful

They want people who make care decisions for loved ones to know that their reports and ratings can help them to make informed choices about care.

To raise awareness of the resources available to them when choosing adult social care, and to educate them about the standards of care they have a right to expect, the CQC is launching a multi-channel engagement campaign on 17th October.

They ask for a commitment to help raise awareness of the resources available to people who are looking to choose adult social care on behalf of themselves or a loved one. During launch week, 17th October – 21st October, they're asking you to support their campaign on your social media channels.

Most people feel that choosing the right care for a loved one is a stressful experience. If you care for a loved one and are thinking about care options now or in the future, @CareQualityCommission reports and ratings can help you make informed decisions about care. ➔ [More](#)

“I was given a choice of clinics for surgery.”

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

➔ Join the 'Big Conversation' at Whipps Cross

Want to find out more about how Barts Health plan to make Whipps Cross Hospital work well into the future?

Join them for a 'Big Conversation' to hear about their ideas and for the first opportunity to give your views:

➔ Thursday 20th October, 6 – 8pm

➔ Whipps Cross Hospital (Restaurant)

For more information, to register and to let them know of any accessibility requirements visit the website. ➔ [More](#)

“Meals are cheap, but well cooked.”

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

➔ Adult Social Care at 'Tipping Point'

The Care Quality Commission (CQC) has raised concerns that the sustainability of the adult social care market is approaching a tipping point. This view is based on the evidence of inspections, information received through CQC's market oversight function, and a variety of external data.

Although three quarters of services that were initially rated 'inadequate' improved following re-inspection, nearly a quarter of re-inspected services were not able to improve their ratings. The number of older people receiving local authority funded social care fell 26% from more than 1.1 million in 2009 to around 850,000 in 2013/14. Also, 81% of local authorities have reduced their real-term spending on social care for older people over the last five years.

The combination of a growing & ageing population, more people with long-term conditions, and a challenging economic climate means greater demand on services and more problems for people in accessing care.

This is translating to increased A&E attendances, emergency admissions and delays to people leaving hospital, which in turn is affecting the ability of a growing number of trusts to meet their performance and financial targets.

➔ NELFT Rated 'Requires Improvement'

England's Chief Inspector of Hospitals has rated North East London NHS Foundation Trust (NELFT) as Requires Improvement, following an inspection in April.



NELFT serves around 1.7 million people locally

NELFT provides community health and mental health services in Essex and across the North East London Boroughs of Barking and Dagenham, Havering, Redbridge and Waltham Forest. It provides care and treatment for a population of about 1.75 million and employs around 6,000 staff.

Care Quality Commission (CQC) inspectors identified a number of areas where the trust must improve services as a priority.

The child and mental health wards at the Brookside unit were a particular concern, says the report, in relation to staffing, restrictive practices, lack of incident reporting and lack of recovery orientated care planning.

Inspectors found that risks to mental health patients were not always dealt with properly. The trust had failed to ensure that the risks to patients at risk of suicide from ligature anchor points were identified, and made safe.

In the community health services there were major staffing shortages and recruitment challenges. There were high caseloads for staff, high use of agency and bank staff, all which had an impact on the delivery of the services. ➔ [More](#)

“I think because I am old, no-one cares.”

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

➔ Cervical Screening Uptake

Give your views on why women are not taking up cervical screening in the fight against cancer. In Waltham Forest, more women die from cervical cancer than the national average: four in every 100,000, compared to three in every 100,000 in England. However, only 63% (65,575) of women aged 25 to 49 who live in the borough are keeping their screening appointments.

Recently at its Shaping Health Services Together community conference and AGM, NHS Waltham Forest Clinical Commissioning Group (CCG) is launching a survey to try to determine why.



Uptake of cervical screening is low in Waltham Forest

The questionnaire, 'Investigating women's low uptake of cervical screening in Waltham Forest', is available now. The CCG also would like to hear from women who would be willing to take part in a closed discussion with clinical leads for cancer services to find out what can be done to encourage more local women to go for the test.

Local GP Dr Mayank Shah, who is the Clinical Director for Cancer at the CCG, said: "Improving screening coverage & awareness of the programme is vital in reducing the number of deaths from cervical cancer. Screening remains one of the best ways to spot cervical cancer early, and prevent it from developing. We want to find out why women are not taking the opportunity to have what can be life-saving screening, and do what we can to reduce the barriers."

If you would like to take part in the discussion, or if you are a member of a local community group that would like someone to visit your group and talk about cervical screening, please email with your details, putting 'cervical screening' in the subject header. ➔ [More](#)



communications@walthamforestccg.nhs.uk

➡ Barts Health 'Ambition for Excellence'

Alwen Williams, Chief Executive of Barts Health NHS Trust writes:

"In September 2015 we published 'Safe and Compassionate', an ambitious improvement plan to help us make sure that every time our patients visit one of our hospitals they receive safe and compassionate care.

We recently released 'Safe and Compassionate 2: Our Ambition for Excellence' detailing the plans we are making to achieve our vision to be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in East London and beyond.



Finances and quality improvement 'go hand in hand'

It also sets out how our quality improvement plans go hand in hand with improving our financial position. Doing the right thing, at the right time, in the right way, means not only improving quality but also raising our game on operational performance and efficiency. One of the themes that crops up again and again in the document is how providing safe and compassionate care costs less too.

I look forward to continuing to work with you over the coming months to make further improvements for our patients." ➡ [More](#)

➡ Waltham Forest Talking Therapies

Investment in Waltham Forest Talking Therapies has increased the number of people being given help with anxiety and depression, and seen more places open where residents can go for therapy.

Nearly all (99%) of people referred to the service (previously known as Increasing Access to Talking Therapies [IAPT]) have started treatment within six weeks of being referred.

On Monday 10th October 2016, World Mental Health Day, NHS Waltham Forest Clinical Commissioning Group (CCG) highlighted the benefits of opening up about our mental health.

"The reception staff were very supportive."

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

Dr Ravi Gupta, a local GP and the CCG's Clinical Director for Mental Health services said:

"Good health is good mental health. We are working towards prevention and early intervention. It is important to us that residents are getting support early on and maintain mental wellness. If you or your loved ones would like to talk to anyone, there are several services available.

You can contact your GP about how you are feeling, or if you are worried about someone else."

Waltham Forest Talking Therapies are provided by North East London Foundation Trust (NELFT). You can ask your GP to refer you to the service or you can contact them directly:

☎ 0300 300 1554

Latest CQC Inspection Reports

- ➡ Grosvenor Park Community Project, 33 Grosvenor Park Road, London, E17 9PD (*Rated Good*) ➡ [More](#)
- ➡ Peartree House Care Home, 24 Gordon Road, London, E4 6BU (*Rated Requires Improvement*) ➡ [More](#)
- ➡ Aspray House, 481 LeaBridge Road, London, E10 7EB (*Rated Good*) ➡ [More](#)
- ➡ Leyton House Community Care Ltd, 101 Hoe Street, London, E17 4SA (*Rated Good*) ➡ [More](#)
- ➡ Sable Care Limited, Balmoral Road, London, E10 5ND (*Rated Inadequate*) ➡ [More](#)
- ➡ The Forest Surgery, 2 Macdonald Road, London, E17 4BA (*Rated Good*) ➡ [More](#)

➡ Prostate Cancer Telephone Translation Service

Need someone to talk to about prostate problems in your own language, or know someone who does? Prostate Cancer UK has launched a telephone translation service so anyone with prostate concerns or questions can access support and information from their expert team of Specialist Nurses.



Over 200 languages available on the phone!

With over 200 languages available, you can talk through a confidential 3-way conversation with an interpreter by simply calling 0800 074 8383 and saying, in English, the language you need. The service is also open to family members and friends.

Can you help spread the word? Flyers plus additional information, are available on the Prostate Cancer UK website. ➡ [More](#)

“My pharmacist had all the answers.”

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

➡ Waltham Forest Infant Feeding Support

Introducing drop-in sessions, running until 21st October, offering one-to-one practical and emotional support for breastfeeding and bottle feeding parents.

Telephone support is available every day of the year with a local support line number coming soon!

Local volunteer Breastfeeding Counsellors - please try to ring between 8am and 10pm! For more:

☎ 020 8520 4753

➡ ‘Twiddle Cuffs’ Mark World Alzheimer’s Day

The Dementia and Delirium team launched their twiddle cuffs in Barts hospitals on 21st September to mark World Alzheimer’s Day.

Twiddle cuffs - knitted cuffs which contain various textured ribbons, Pom Poms, Zips, beads and fabrics attached on the inside and outside - are a way of giving patients living with dementia something to do with their fingers.

Lynda McNab, Dementia Lead Nurse for Barts Health explains:

“They’ve been used in the NHS for the last few years and have been developed from a general understanding that people with dementia often find comfort from holding something which they can interact with and use to keep their hands busy.



Giving patients ‘something to do with their fingers’

Research shows that they reduce anxiety and stress because the patient’s hands are occupied and they’re interested with what’s inside the cuff, which calms them down.

They provide a great source of visual, tactile and sensory stimulation whilst keeping hands warm and comfy.”

If you want to get involved and volunteer to make twiddle cuffs to support people living with Dementia, please get in touch:

☎ 020 8539 5522 (extension 753)

“As a deaf person I often feel dismissed.”

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

➔ Workforce Disability Equality Standard (WDES)

The Equality Diversity Council has recommended that a Workforce Disability Equality Standard (WDES) should be mandated via the NHS Standard Contract in England from April 2018, with a preparatory year from 2017-18.

This follows reports published by Middlesex and Bedfordshire Universities on the 'Experience of Disabled Staff in the NHS', alongside findings from research carried out by Disability Rights UK and NHS Employers 'Different Choices, Different Voices', which found that disabled people had poorer experiences of working in the NHS in England than non-disabled colleagues.

Consultation on the proposed Workforce Disability Equality Standard has begun.



Disabled NHS workers 'have poorer experiences'

An 'extensive programme of communication and engagement' has also been launched, to raise the profile of this initiative and to outline what support will be provided to organisations. ➔ [More](#)

Latest Newsletters

➔ NICE - Public Involvement Update, October 2016 ➔ [More](#)

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

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ NHS England announces major boost for general practice ➔ [More](#)
- ➔ Councils fall behind on Care Act reviews ➔ [More](#)
- ➔ Consultation: Commissioning Medicines in Children ➔ [More](#)
- ➔ More safeguarding investigations leading to reduced risks ➔ [More](#)
- ➔ HS England launches frameworks to improve the lives of care home residents ➔ [More](#)
- ➔ How dual-qualified social workers may hold the key to true integration ➔ [More](#)
- ➔ Joining up 'co-production' and 'patient leadership' for a new relationship with service users ➔ [More](#)
- ➔ Mental health crisis teams 'given too many high risk cases' ➔ [More](#)
- ➔ Workforce Disability Equality Standard (WDES) ➔ [More](#)
- ➔ Government plans 'pose threat' to independent reviewing officer role ➔ [More](#)
- ➔ New cancer ratings published ➔ [More](#)
- ➔ Government to cap support funding for adopted children to cope with demand ➔ [More](#)
- ➔ Extra £25m for NHS organisations to improve mental health services for children ➔ [More](#)
- ➔ Trust model would have negative impact on 'inadequate' children's services ➔ [More](#)
- ➔ NHS England prepare to invest in three new units for mums with mental ill health ➔ [More](#)
- ➔ Child in need or child protection? The never-ending issue of thresholds ➔ [More](#)
- ➔ NHS England takes next step on tackling conflicts of interest ➔ [More](#)
- ➔ Child protection services 'unsatisfactory', warns audit office ➔ [More](#)
- ➔ The NHS RightCare Cardiovascular Disease Prevention Pathway ➔ [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**

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