

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: Hollow Ponds, by Marcella McCormick

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Contact us for alternative formats

Contact Us

➡ Patient Representative Training

Interested in getting involved in health and social care? Sign up for FREE Patient Representative Training today! We will match you to a representative opportunity at the end of the course.

Topics include:

Understanding the new health and social care landscape; Designing services to meet local needs; Commissioning and procurement; Monitoring the quality of services; and Being a Patient/Service User representative.



Get trained up and get involved!

The course consists of 5 modules taking place on Saturdays throughout September - November:

➡ 26th Sept, 10th & 24th Oct, 7th & 21st Nov

We are looking for participants who have not taken part in the course previously and who are new to health and social care representative volunteering.

Those who commit to all 5 modules will take priority in bookings. Upon completion of the course participants should be prepared to take their training forward through signing up to local opportunities for patient/service user involvement.

Contact Healthwatch Waltham Forest today for more information and to sign up:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“Excellent service at Dr Bailey’s!”

Join us today and have your say!

➡ Out and About in Waltham Forest!

We have been out and about listening to your stories this summer. Healthwatch Waltham Forest has attended festivals across the borough including the Chingford Village Fair, Leyton Big Weekender, Chingford Big Weekender, The Walthamstow Garden Party and the Walthamstow Mela!



Summer at the festivals!

We gathered over 350 stories, gave away 1000's of freebies, ran 4 prize draws, and promoted our work to represent the patient voice. Most of the days were very sunny and it was great to have so many new volunteers work with us. People told us good things about their GP but said they had difficulty booking their appointments. They told us that many services gave quick diagnosis of conditions but took a long time to refer them into their appointments.

Big thanks go to our outreach volunteers Sally, Cheryl, Christine, Elektra, Shafiq, Amanda, Troy, Tahira, Aqsa. We'll see you at the Eat Drink Waltham Forest event (also known as Leytonstone Big Weekender) on Church Lane on 13th September.

➡ Healthwatch Waltham Forest Annual Event

Healthwatch Waltham Forest is delighted to invite you to our annual event, Caring about Care Homes.

➡ Tuesday 6th October, 5-8pm

➡ Walthamstow Assembly Hall, Forest Rd, E17 6HE

Join to hear about our Enter & View programme to care homes during 2015 & contribute to discussions with local and national speakers about helping to shape and improve residential care in Waltham Forest.

Please register in advance by 22nd September 2015:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Launch of 'Think Family Approach' Workshop

An event for 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:

➔ Monday 30th November 2015, 9.30am - 4.00pm

➔ Walthamstow Assembly Hall

The event will launch the new Think Family approach and practitioners can learn together what this means for how they all work with families (including intergenerational/all adult families) and what they need to change about individual practice to make this work.

To book or to find out more:

✉ safeguardingboardtraining@walthamforest.gov.uk

➔ Help to Develop NICE Guidance!

The National Institute for Health and Care Excellence (NICE) and the NICE Collaborating Centre for Social Care are looking for applications from service users and carers to be part of the committee that will develop guidance about the care and support of older people with learning disabilities.

Members of the committee will play a key role in making sure that the views of service users and carers, and their experiences and interests, inform the development of the guidance and recommendations for social care and the NHS.

Service user and carer members are paid an attendance fee. Reasonable travel, childcare or other carer expenses are also reimbursed. NICE Collaborating Centre for Social Care will provide members with ongoing support throughout their time on the group. To find out more:

☎ 020 7766 7425

✉ NCCSC.Recruitment@scie.org.uk

“I have no help to fill in the forms.”

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

➔ Health & Wellbeing Forum

Healthwatch Waltham Forest is pleased to announce that we will be hosting a forum open to the general public and voluntary organisations from across the borough. Our purpose will be to provide public opinion on the agenda items of the Health & Wellbeing Board due to be held the following week.



Health and wellbeing is important to us all

This forum will be held quarterly, with the first meeting as follows:

➔ Thursday 10th September, 10am

➔ Resource Hub South, Crownfield Road, E15 2BG

To book a place on the forum or discuss this further please contact Rebecca:

☎ 0203 0789990

✉ Rebecca.waters@healthwatchwalthamforest.co.uk

➔ World Mental Health Day, 10th October

World Mental Health Day is the annual global celebration of mental health education, awareness and advocacy. The theme for 2015 is Dignity in Mental Health.

This year Waltham Forest is having a World Mental Health Day celebration and thinkarts! has been asked to create new art work which will be on display at the event in Walthamstow's brand new Gnome House.

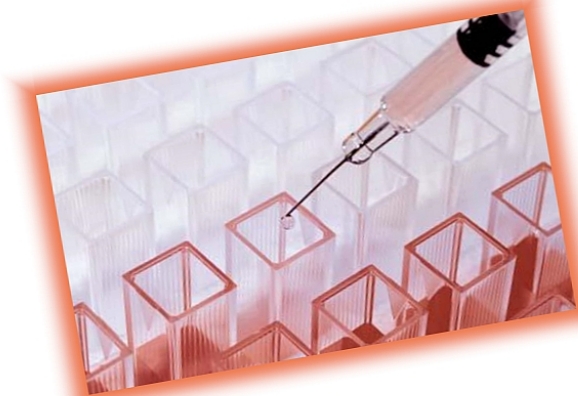
You will be invited along on the day, to see your art displayed as well as try out the activities on offer, find out about other projects and meet people you might know for a spot of tea and cake. A variety of groups will be taking part in the event and adding different elements including, baking cakes, delivering mindfulness and more! ➔ [More](#)

➔ Getting Tested for Hepatitis

Why is it important to get tested for hepatitis B and C? According to the World Health Organisation (WHO), 240 million people are chronically infected with hepatitis B (HBV) and 150 million people are chronically infected with hepatitis C (HCV).

HBV and HCV are often found in people originally from sub-Saharan Africa and East Asia (such as India, Pakistan and Bangladesh), and also those from South America and Eastern Europe. Both viruses have a huge impact on health and life span and HBV and HCV are recognised causes of long-term liver damage and liver cancer.

In early infection there are often no symptoms and a lot of infected people do not know they have Hepatitis B or C - the only way to know for sure is to get a blood test. Both viruses can be passed onto others if individuals are not diagnosed before transmission. Both viruses now have excellent treatment options.



The only way to detect early infection is a blood test

Testing is simple - your GP can take a small amount of blood and have it analysed in the lab for HBV and HCV.

The HepFree Trial is a project investigating GP based testing for hepatitis B and C in a number of surgeries in London and Bradford. Participation is only available by invitation, but if you are worried about Hepatitis B/C infection, you should speak to your GP who can easily test you. ➔ [More](#)

“A single point of access would be useful.”

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

➔ Low Uptake of Shingles Vaccinations in Over 70's

GPs from NHS Waltham Forest Clinical Commissioning Group (CCG) are encouraging people who are 70, 78 and 79 years of age to take up the offer of a free shingles vaccine.

New data released by Public Health England shows that only around 40% of Londoners eligible for a free shingles vaccine have taken up the offer.



Tens of thousands of people get shingles nationally each year

The vaccine is currently offered free on the NHS to people aged 70 years of age. This year people aged 78 or 79 years are also eligible for the free shingles vaccine as part of the catch-up campaign. It is estimated that around one in five people who have had chickenpox (usually in childhood) go on to develop shingles.

Despite the vaccine being proven to significantly reduce the risk of getting shingles the low uptake in London is putting older people at risk of developing this painful infection caused by the shingles virus.

The symptoms of shingles include a painful rash, usually affecting one side of the body, most often on the upper body, but shingles can also develop on the head and neck, or the eye.

Dr Anwar Khan, Chair of Waltham Forest CCG, said:

“I encourage people who are 70, 78 and 79 years old and who have not had the shingles vaccine in the last five years to arrange an appointment with their GP practice to have a vaccination. By increasing uptake of the vaccine, we hope to prevent this agonising condition amongst older people.”

“Shingles can be extremely painful and potentially debilitating. Older people are particularly at risk because shingles is triggered by the weakening of the immune system which occurs as you get older. People over 70 are also more likely to suffer from shingles longer and have more complications.” ➔ [More](#)

➡ Homerton Called On to Improve Maternity

England's Chief Inspector of Hospitals has found that Homerton University Hospital has not given sufficient priority to the safety of maternity services, following an inspection by the Care Quality Commission (CQC).

In a recent report, CQC inspectors have rated the hospital's maternity service as Requires Improvement overall, and Inadequate for safety.

A team of CQC inspectors and specialists conducted an unannounced inspection in March 2015, followed closely by a further follow-up visit to complete the inspection. This took place following the deaths of five mothers over a period of 18 months.



A 'lack of consistent learning' from incidents at Homerton

Following the inspection, the CQC issued three warning notices requiring Homerton University Hospital NHS Foundation Trust to take urgent action to improve the care and welfare of people using maternity services, the quality of service assessment and monitoring, and the standard of cleanliness and infection control.

Inspectors found that the hospital, which delivered over 5,500 babies in 2014, had a high level of serious incidents taking place and that there was a lack of consistent learning from them. ➡ [More](#)

➡ Care Leavers Health Project

Were you ever a looked after child? Either foster care or residential care? Help to find solutions to health issues faced by care leavers and have your say on your local health services.



Solving health issues faced by care leavers

The project is looking for input from care leavers of ALL AGES to be involved. Your voice counts and you can be involved in many ways.

For more information:

☎ 0161 637 5040

✉ jake.braden@careleavers.com

➡ Introducing the CCG's New Website!

Waltham Forest Clinical Commissioning Group (CCG) has introduced a new 'public facing' website, designed to encourage people to get more involved in shaping health services. It is more visual and is focussed on key areas of work that local residents will be interested in, like extended GP access and self-care.

Do contact the CCG with your views on the new format! ➡ [More](#)

Latest CQC Inspection Reports

The Care Quality Commission (CQC) inspects health and social care services and reports on their findings, good or bad. Recent inspections:

➡ MIG House Residential Care Home, 42 Clarendon Road, London, E11 1DA (*Rated Good*) ➡ [More](#)

➡ UK's Biggest Heart Centre Opens

The Barts Heart Centre, the largest in the UK, fully opened in May 2015, combining the services and staff from the London Chest Hospital in Bethnal Green, and University College London Hospitals' The Heart Hospital in Marylebone - along with those already running at St Bartholomew's Hospital. The new Centre will treat around 80,000 patients a year.

The service is the UK's largest heart centre, and also the biggest centre of excellence for adults with congenital heart disease. Staff will perform more heart surgery and cardiac procedures than any other centre in Europe.

The new clinical model of care could save over 1,000 lives a year by giving patients world-class care at every stage - from prevention and diagnosis, through to treatment and beyond.

Evidence shows that dedicated specialist centres, treating a high volume of patients, staffed by expert teams and equipped with the latest technology and research capability save lives and reduce complications.



The start of an 'exciting and innovative era'

Professor Charles Knight, Cardiovascular Clinical Academic Group Executive Director at Barts Health NHS Trust said "We are delighted to say that the Barts Heart Centre is open for business, and is busy delivering innovative and compassionate care to our patients. It is a well-established fact that patients receive better treatment in centres of excellence.

The new Heart Centre will embody that principle by providing world-class cardiovascular care to patients in London and its surrounding areas.

While our patients will now be treated in brand new state-of-the-art facilities, the redeployment of staff from the London Chest and the Heart Hospital means our patients now have access to specialist teams all operating under the one centre."

➡ NHS Services to Signpost to Healthwatch

NHS services must tell people how to contact their local Healthwatch.

People can't help improve health services if they don't know who to talk to. That's why patients will now be guided to local Healthwatch by health services to do just that.



Share your experiences with Healthwatch!

As of April 2015 all healthcare services except GP services, opticians, dentists and chemists, have to provide clear information to patients, their carers and representatives about how to contact their local Healthwatch. This rule came about as part of the NHS Standard Contract for 2015/16 mandated by NHS England.

This means that more people will know where to go to share their experiences and how they can help healthcare services learn and improve. With greater understanding of the issues affecting people, the more we can do to make sure people's voices are heard and that patients are at the heart of all decisions.

Services are already required to respond to reports and recommendations made by local Healthwatch, allow them to visit services in a formal capacity (Enter and View) to find out what people think of them, and act on complaints local Healthwatch make about providers failing to disclose patient safety issues, and all of these requirements remain in the new contract. ➡ [More](#)

"Hospital letter arrived late, again."

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

➡ Soccercise - Get fit With Football!

Leyton Orient introduces Soccercise, a circuit based aerobic session for girls and women aged 16+ to music using a football. Just £3 per session.

- ➡ Wednesdays, 16th Sept - 21st Oct, 6pm - 7pm
- ➡ SCORE Centre, 100 Oliver Road, E10 5JY



Get fit with football!

Walking football is for men and women over 50 with no prior experience of football needed to take part. They also have a very special guest joining them for the first session - former Leyton Orient player Peter Kitchen who will also be doing a short Q&A after the session too.

- ➡ Thursdays, 17th Sept - 29th Oct, 11am - 12pm
- ➡ SCORE Centre, 100 Oliver Road, E10 5JY

To find out more:

☎ 020 8556 5973

✉ phillip.smith@leytonorienttrust.org

“I am in control of my diabetes.”

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

➡ Get Clued Up at the WFDRC Quiz Night!

The Waltham Forest Disability Resource Centre (WFDRC) welcomes you to their quiz night:

- ➡ Friday, 11th September, 7.30pm - 10.30pm
- ➡ Resource Hub South, Crownfield Road, E15 2BG

Only £4 per person (plus booking fee) and a prize for the winning team! Prebook a table for 8 and only pay for 7! Tea and Coffee will be available but feel free to bring your own refreshments and snacks etc. All profits go towards keeping WFDRC open. ➡ [More](#)

➡ A 'Healthier and Happier Community'!

With works on the £30 million Mini-Holland Programme underway, getting outdoors and active will become easier for Waltham Forest residents.

The Mini-Holland Programme aims to create improved infrastructure to enable residents to feel safer when commuting by foot or bicycle across the whole of Waltham Forest.

It is estimated that in the UK, almost half of adults are not achieving the minimum levels of 150 minutes of weekly physical activity.



Walking or cycling is an 'easy way to exercise'

Studies have shown that if all Londoners achieved the weekly minimum standard of physical activity, there would be a 20 per cent reduction yearly in inactivity-related deaths.

Taking an active form of transportation such as walking or cycling is an easy way to incorporate daily exercise into your routine and improve your health and wellbeing. Regular cycling can reduce the risk of chronic illnesses such as heart disease, type 2 diabetes and stroke.

Cllr Clyde Loakes, Deputy Leader of Waltham Forest Council and Cabinet Member for Environment said "Everyone in the borough will benefit from improved air quality resulting from a reduction in motor traffic. Waltham Forest has a generation of young people where a quarter of primary school aged children are unacceptably classified as obese. We know one in five car journeys in the borough every morning and afternoon are short trips to and from schools."

“Unplanned discharge causes distress.”

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

➔ Your Health and the NHS 'Wise Guide'

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

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

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



Leading long, healthy and independent lives

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

Latest Newsletters

- ➔ Care in Mind - Newsletter, August 2015 ➔ [More](#)
- ➔ CQC - Update for Local Healthwatch, July 2015 ➔ [More](#)
- ➔ Institute of Mental Health - Briefing Update, July 2015 ➔ [More](#)
- ➔ Waltham Forest Disability Resource Centre - Newsletter, August 2015 ➔ [More](#)
- ➔ Waltham Forest Vision - Bi-Monthly Newsletter, July 2015 ➔ [More](#)
- ➔ YoungMinds - Newsletter, July 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from East London and West Essex Guardian ➔ [More](#)
- ➔ Charity commission to investigate Kids Company ➔ [More](#)
- ➔ E-cigarettes '95% less harmful than smoking' says report ➔ [More](#)
- ➔ 'Social work is supposed to promote equality - the student bursary system does not' ➔ [More](#)
- ➔ Guidelines set to tackle over-prescribing of antibiotics ➔ [More](#)
- ➔ Care sector issues second warning to government on costs of 'living wage' policy ➔ [More](#)
- ➔ NICE produces new draft guidelines on caring for the dying ➔ [More](#)
- ➔ 'Professionals often lack understanding of the therapeutic benefits of life stories' ➔ [More](#)
- ➔ #greatsocialwork - practitioners share the moments that make them love this job ➔ [More](#)
- ➔ Why social workers must engage with advocates who challenge their decisions ➔ [More](#)
- ➔ Sugary drinks linked to 8,000 new UK diabetes cases a year ➔ [More](#)
- ➔ Protecting disabled children: What the latest research tells us ➔ [More](#)
- ➔ A 15-minute daily walk 'will help you live longer' says study ➔ [More](#)
- ➔ Moving care home residents in the middle of the night can never be justified ➔ [More](#)
- ➔ Checking emails out of work 'can reduce wellbeing' ➔ [More](#)
- ➔ Inspection data reports decline in quality of children's services and homes ➔ [More](#)
- ➔ Care applications reach all-time high for second month in a row ➔ [More](#)
- ➔ Health Foundation learning to inform next generation maternity services ➔ [More](#)
- ➔ IAPT and targets: what has been achieved, and where next? ➔ [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/

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