

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 for alternative formats

Contact Us

➡ Meetings Attended

In August we did outreach at the Life Café, a community café project run by volunteers who are recovering from drug and alcohol related problems. We also attended the Waltham Forest Housing Residents Event, and a fundraising fair held by WF Asian Seniors' Club (WFASC). A couple of people were worried about sharing stories with us, because they might be "treated badly" by the surgery or not receive good care if the surgery found out what they had said. If you are worried about complaining directly to services please contact Healthwatch Waltham Forest first. You do have a right to complain about an NHS or social care service.



We engage with residents all year round

Other meetings and events we attended are:

- Whipps Cross Patient Panel
- Whipps Cross engagement meeting
- Primary Care Commissioning Committee Meeting
- Healthwatch England Committee Meeting
- GP Patient Participation Group Meeting
- Children's Health and Wellbeing Sub-Committee

➡ Healthwatch Waltham Forest Annual Conference

Our Annual event is coming up, and this year's theme is Public Involvement. Entitled 'Power of the People' the keynote speaker is Julie Bailey of Cure the NHS:

➡ Wednesday 5th October, 2.30pm - 7.30pm

➡ Waltham Forest College, Forest Road, E17 4JB

Breakout discussion groups include Having your say in primary care; Being a patient leader; Safeguarding; How to engage the public; What is Enter & View?; Representing a diverse population; How communities can join forces with Healthwatch.

BSL and STTR support provided, and the venue is fully accessible. Please visit the website to book a place, or call, email or text us in the office. ➡ [More](#)

➡ Access for All

On 24th May, Healthwatch Waltham Forest attended a conference with other local Healthwatch across North, East and Central London to share the findings from a project aimed at raising awareness of the barriers faced by people who have communication difficulties. We discussed the Accessible information Standard which all NHS England & adult social care services must follow from 31st July 2016. ➡ [More](#)

The Standard tells health professionals what they must do to improve communication and accessibility for people with a disability or sensory loss. The NHS have made a video about the top tips for communicating with deaf patients. ➡ [More](#)

Healthwatch Waltham Forest is also involved in projects including a recent focus group with deaf people on how pharmacies can better meet their needs. We continue working on ensuring services are accessible to all patients, and most importantly that patient engagement is fully accessible; so that everyone's voices can make a change. You can watch an overview of the conference online. ➡ [More](#)

➡ Small Grants

In November 2015 we awarded Small Grants to 5 local community organisations, to enable them to carry out projects which would help them get to know their service users better, understand their health & social care priority areas, and ensure the voices of their community can be heard.

East London Out Project (ELOP), the Disability Resource Centre, Significant Seams, and Waltham Forest Carer's Association submitted their reports in March.

The findings help Healthwatch Waltham Forest understand local needs and key issues, talk to relevant providers and commissioners, and also support the community organisations themselves to be more engaged in improving local health & social care for their community group.

The summary of the projects is now published on our website. ➡ [More](#)

“A single point of access would be helpful.”

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

➔ CQC Inspection of Whipps Cross Hospital

In July 2016 a Care Quality Commission (CQC) inspection was carried out at Whipps Cross University Hospital. The CQC inspects health and adult social care services in England to make sure they provide safe, effective, compassionate, high-quality care.

If a service is in need of improvement, the CQC ensures that improvements are made. This year the aim was to assess how the service has responded and whether it has improved following an inspection in November 2014 which rated it as Overall Inadequate.

In 2014 services including outpatients, services for children and young people, urgent and emergency services, medical care, surgery, and end of life care had been rated as inadequate, and maternity and gynaecology services as requiring improvement. The CQC were keen to engage the public & patients' voice throughout the process, and worked together with Healthwatch Waltham Forest to ensure this.

Prior to the inspection, Healthwatch supported the CQC in their engagement, by sharing local intelligence on patient experience of Whipps Cross. Healthwatch gathered through Enter & View reports, research reports and patient stories received.

Healthwatch also publicised for local residents to get in contact with the CQC if they wanted to provide specific information which would help the CQC decide when, where and what to inspect.

On 27th June 2016 the CQC inspection team held a meeting with patient representatives, to gather input in preparation for the upcoming inspection of the hospital. The meeting was attended by over 20 people including Healthwatch Waltham Forest and Healthwatch Redbridge, members from the Whipps Cross Patients Panel, Save our NHS members and local residents. CQC representatives came and explained their role, their approach to inspection and how they work together with Healthwatch in order to ensure that patients and the public are engaged at all stages of the inspection.

Attendants provided various feedback around administrative errors, such as need for better information and record sharing mechanisms within Whipps Cross and with external services, and on staff attitudes, including considerations on how staff morale can be improved through better continuity and investment in local recruitment.

In addition, feedback on Patient engagement included the need for more outcome oriented engagement, and need for ongoing communication on the clear impacts of public engagement.



Your stories are important and can make a difference

On 27th and 28th July the Experts by Experience team, CQC representatives and 12 local volunteers including Healthwatch staff joined the CQC Inspection team at Whipps Cross hospital.

The volunteers made sure the patient voice was included by talking to people in outpatients waiting areas and on various wards.

The CQC have completed the inspection and are currently writing the report. The Royal London Hospital was inspected the same week. The findings will be presented by the CQC in a formal report.

Once the reports are published, Healthwatch will be holding a follow-up session to engage patient representatives and discuss the findings.

Ensuring *Your Voice* is Heard....

With local health & social care services undergoing various change and restructuring, Healthwatch Waltham Forest works to ensure that at all stages the service user's and public's voice can be heard and involved in the process.

For more information on how to be involved please see our website and feel free to contact us. You can also sign up for our upcoming annual event "Power of the People", which is on 5th October and is themed around Public engagement.

“When my child reaches 16 the service stops.”

Join us today and have your say!

➔ Transformation of Sexual Health Services

As part of transformation of sexual health services across London, Public Health would like to hear your views about the proposed changes in Waltham Forest. The key area of change would be around moving the specialist sexual health Genito-Urinary Medicine (GUM) service from Whipps Cross Hospital to two bigger locations in Stratford & Whitechapel.

Consultations start on 5th September and will end on 3rd October 2016, and you will have an opportunity to have your say during this period. For more:

☎ 020 8496 4617

✉ Yaccub.enum@walthamforest.gov.uk

➔ Carer Information and Support Programme

Do you care for someone with dementia? Could you use some free, professional, information & support?



Get free, professional information and support!

Then come to the Alzheimer's Society Carer Information and Support Programme (CRISP):

➔ Wednesday 7th September, 4pm – 6pm

➔ Resource Hub, 1 Russell Road, E10 7ES

This is a three session programme for family members and friends who support a person who has had dementia for some time. To find out more:

☎ 020 8556 8171

✉ s.kitchener@alzheimers.org.uk

“Service with a smile at my dentist!”

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

➔ London's 'Great Weight Debate'

Public Health in Waltham Forest would welcome your input in the Great Weight Debate which will be happening between September and November. The Great Weight Debate is a multi-forum conversation to involve Londoners to have their say in how childhood obesity is tackled in London. The various forums for conversation include online surveys, discussion groups and creative events. Feedback from the debate will feed into obesity strategy.



How can we tackle childhood obesity?

They are currently in the planning stages. Residents, groups and organisations are encouraged to take part in this initiative either by hosting an event or taking part in an event organised, or by completing the survey that will be circulated. If you would like to host a Great Weight Debate, please get in touch:

☎ 020 8496 4626

✉ Monica.hill@walthamforest.gov.uk

“Dr Jennifer Bailey is simply first class!”

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

➔ NICE Community Engagement Committee

The National Institute for Health & Care Excellence (NICE) invites you to observe committee meetings on 'Community Engagement: Improving Health and Wellbeing.' As a public observer, you will be able to listen to the business of the meeting (excluding confidential content). You will not be able to participate in committee discussions, ask questions, take part in voting or put your views to members. Registration closes on 7th September. ➔ [More](#)

➔ Shaping Health Services Together and AGM

NHS Waltham Forest Clinical Commissioning Group (CCG) is inviting residents to come along to its Shaping Health Services Together community conference and Annual General Meeting (AGM):

- ➔ 22nd September, 5.15pm (buffet) 6.15pm (start)
- ➔ Walthamstow Assembly Hall

It is the CCG's job to identify how health services in the Borough can best meet the needs of local people, both now and in the future. It then uses the money it is given by central government to commission these services and make sure they are safe, effective and help to reduce health inequalities.

Each GP practice in Waltham Forest is a member practice of the CCG and a number of local GPs sit on the CCG's Governing Body as Clinical Directors, making decisions on local health services.

At the event you will be able to hear about and give your opinion on possible developments at your local GP practice and see how you can access GP services via your smartphone, tablet or computer.

Meet the team looking at the future redevelopment of the Whipps Cross Hospital site, tell the CCG why your first port of call might be A&E and find out about the alternatives and proposals to improve the NHS 111 urgent care number.

Discover how health and care services are working together to improve care for the frail elderly and residents with complex health care needs.

Check that you are using your inhaler properly if you have asthma or COPD, find out about potentially life-saving cancer screening services, discover the work taking place to give mums-to-be greater choice on maternity care and see the improvements that investment in mental health services is making locally. Last but by no means least, explore the part you can play in helping to improve your NHS.

Booking required, by 16th September:

☎ 020 3688 2604

✉ communications@walthamforestccg.nhs.uk

If you have a question that you wish to ask the CCG, please let them know when you call and/or email. It cannot be guaranteed that your question will be answered on the night but responses to questions will be on the CCG's website following the event.

➔ Upcoming Barts Health Events

The upcoming Barts Health Open Day has an emphasis on 'Health and Wellbeing'. The event provides an opportunity for patients, staff and the public to learn more about all the great work going on in their hospitals, services and organisations they work closely with. There will also be lots of fun activities for adults and children alike:

- ➔ Saturday 17th September, 11.30am - 3.30pm
- ➔ Whipps Cross University Hospital



Hear about the progress being made in the hospitals

The Annual Public Meeting is an opportunity to hear about progress in their hospitals and ask questions:

- ➔ Wednesday 21st September, 6pm - 8pm
- ➔ The Old Town Hall, Stratford

All welcome and no booking is required. For more:

✉ Ros.Waring@bartshealth.nhs.uk

It's all in the computer...

Our custom-built database helps us to identify key trends.



This information is used to help improve services.

➔ Youth Health Champions Pilot Programme

The Youth Health Champions (YHC) programme is now underway in Waltham Forest, with the first cohort of 32 secondary pupils completing training in July and an additional 32 to train in September.



Delivering 'health and wellbeing messages'

The YHC programme is a peer education initiative, with student representatives from eight schools trained to deliver key health and wellbeing messages to their peers. This programme recognises the power of peer influences in shaping health behaviour, and was planned in response to a school health survey that found 90% of Waltham Forest Secondary pupils thought it was a good idea to train students in their year group about staying healthy.

“Mental Health need not be a hidden condition.”

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

➔ New Managing Director at Whipps Cross

Alwen Williams, Barts Health Chief Executive writes “I am delighted to confirm that Mike Smeeton will be joining us in September as the permanent managing director of Whipps Cross Hospital.

Mike brings a wealth of experience to the role from the NHS and most recently the charity sector. Mike joined the NHS in 1990 working in information, management and technology. In 2001 he joined the Kettering General Hospital Board, managing a broad portfolio that included strategy, commercial and capital developments, commissioning and contracting, performance management, information management and technology, public relations and marketing.”

➔ Closure of Oliver Road Walk-In Service

The walk-in GP service at Oliver Road is closed from 31st August 2016. Other services at the Oliver Road site, including the GP practices for registered patients, are not affected by this change.

NHS Waltham Forest Clinical Commissioning Group (CCG), the organisation responsible for planning most health services in the borough, took the decision to close the service after running a public consultation last year. Alternative options:

Many common illnesses such as coughs and colds can be easily treated by visiting your local pharmacist, who can offer advice on how to look after yourself with rest and over the counter treatments.



NHS 111 is one of a range of urgent care options

Book a GP appointment. Not registered? Visit the NHS Choices website for guidance and information on how to register. ➔ [More](#)

Book weekend GP and nurse appointments at one of Chingford, Walthamstow or Leyton and Leytonstone hubs by calling 020 8519 3999 between 10am and 4pm Monday to Friday, or 9am to 5pm on weekends.

If urgent, call the NHS 111 number - a trained adviser will offer advice over the phone and will be able to direct you to the best service for you to receive care. This service is available 24 hours a day, seven days a week. The service is also available via the British Sign Language (BSL) interpreter.

For immediate, life-threatening emergencies, call emergency services on 999.

“Carers are often not recognised.”

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

➡ Patient and Public Representative Role

Early in 2015 NHS England and London's 32 Clinical Commissioning Groups (CCGs) launched a plan to make London the world's 'healthiest global city'.

The Healthy London Partnership (HLP) has been established to improve health services and deliver changes to health in the capital. Currently, the work is focused on 13 'transformation' programmes and one of these is the London Workforce Programme.

The HLP is looking to appoint Patient and Public Representatives, to bring the voice of the service user/public to help shape the programme's priorities and board discussions. Representatives will play an active and equal role on the Workforce Senate and Workforce Programme Board. Alongside other Board members they will make decisions about the direction of the programme, review its progress and decide on changes to workforce.



Are you a London resident and passionate about services?

You must be a resident of one of the 33 Boroughs in London. You do not need to have experience of workforce planning but must have extensive experience of using London's health services and be passionate about helping them improve. The closing date for applications is 16th September. For more information or to apply:

✉ ENGLAND.LondonWorkforce@nhs.net

➡ Bipolar Volunteer Support Group Co-facilitators

Do you have personal experience of bipolar (e.g. have a diagnosis of bipolar or you're a family member or friend); empathy and understanding of the needs of others; good active listening, interpersonal and communication skills?

Why not support and empower people affected by bipolar, by co-facilitating a regular peer-support group?

Bipolar UK has volunteering opportunities for Co-facilitators across the country. In particular, they're currently looking for Co-facilitators in Wigan, London, Chesterfield, Nottingham, Portsmouth, South Cheshire and Sunderland.

Co-facilitators volunteer within a small team to ensure people attending Support Groups can share experiences and support each other. Develop your confidence and be part of a team!

Facilitation is about enabling a group of people to have an inclusive discussion. ➡ [More](#)

“The food was fantastic and the ward clean.”

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

➡ CQC to Inspect North Middlesex Hospital Trust

The Care Quality Commission (CQC) inspects health and adult social care services in England to make sure they provide safe, effective, compassionate, high-quality care. As part of routine work, they are visiting North Middlesex University Hospital NHS Trust, starting on 20th September. They would like to hear your stories, good and bad, on the service to help inform the inspection visits. ➡ [More](#)

Latest CQC Inspection Reports

- ➡ Lyncroft, 11 Bushwood, London, E11 3AY (*Rated Good*) ➡ [More](#)
- ➡ AQT Home Care, Uplands Business Park, London, E17 5QJ (*Rated Requires Improvement*) ➡ [More](#)
- ➡ Footsteps Care Outreach Limited, 1 Ambleside Close, London, E10 5RU (*Rated Good*) ➡ [More](#)
- ➡ Care Central Limited, 736 Lea Bridge Road, London, E10 6AW (*Rated Good*) ➡ [More](#)
- ➡ St Catherine Rest Home, Cann Hall Road, London, E11 3HY (*Rated Requires Improvement*) ➡ [More](#)
- ➡ Francis Road Medical Centre, Francis Road, London, E10 6PP (*Rated Requires Improvement*) ➡ [More](#)

➡ Fit 4 Purpose - Skill Sharing Workshop

The Home Office Digital team focuses on provision of accessible and inclusive services and technology for customers. They have asked Age UK London to help in the development of services for older people. So much is now online and the process of access is not always clear.

This workshop is to identify the needs of older people and build online services that work for them:

- ➡ Tuesday 6th September, 10.30am - 2.00pm
- ➡ Age UK, 1-6 Tavistock Square, London, WC1H 9NA

Please book early to avoid disappointment:

☎ 020 7820 6781

✉ zghods@ageuklondon.org.uk

“I am in control of my diabetes.”

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

➡ Dementia 'Green Tai Chi Corner'

Supported by Community Transport Waltham Forest, Alzheimer's Society and partners, for people affected by dementia.

Is it time to find your
yin and yang?



A welcoming, friendly, and accessible class (8 Wednesday sessions). Gentle movements to help improve balance and coordination, calm your mind and relieve your stress in harmony with nature:

- ➡ 7th September to 26th October, 11.15am-12.30pm
- ➡ Pimp Hall Nature Reserve, E4 7HR

Minibus space will be available on first come first served. Info will be provided on booking. ➡ [More](#)

➡ No Bellies

Get fit, lose your belly and get behind the scenes at your local club, all for free!

Are you a man aged 35-65 years old? Is your trouser waist size at least 38 inches? Do you want to lose weight, have a healthier lifestyle and ultimately be fitter?

Are *you* on the ball?



The 12 week Football Fans in Training programme from Leyton Orient Trust can help you do this for free. You'll get a behind the scenes look at your club, be trained by selected club coaches, have a nosy at the trophy cabinet and have the chance to talk tactics in the dressing room. Who knows, maybe you'll even bump into a player or two. So what are you waiting for?

- ➡ Mondays starting 12th September, 6.30 - 8.30pm
- ➡ Matchroom Stadium, Oliver Road, E10 5JY

To book or to find out more:

☎ 020 8556 5973

✉ phillip.smith@leytonorienttrust.org.uk

➡ Infinite Oasis Care Luncheon Club

Run by The Wave, come and enjoy grilled and smoked meats, fish, fresh salads, homemade cakes and drinks!

- ➡ Fridays 12pm - 3pm and 5.30pm - 9pm
- ➡ 807 High Road Leyton, E10 7AA

Thanks to Tesco Leyton for their support! To find out more:

☎ 020 8558 2552

“The midwife stayed with me throughout.”

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

➔ Why Public Healthcare Needs to Get Digital

Over the past decade, many industries have been shaped and 'sharpened' by technological advances and growing consumer expectations. Tasks that used to be time consuming and required a customer's physical presence to complete - such as grocery shopping, booking a holiday, or filing a tax return - can now be done from the comfort of one's own home with a few clicks.



One industry in the UK that has not moved as swiftly as others through the digitisation revolution and would particularly benefit from it is the healthcare industry; and in particular the public sector. With increasing public demand, pressure from governments and a growing community of startups and companies providing a rich digital marketplace, this is set to change.

'75% of us' look online for health information

In the UK, 75% of people go online for health information. Today's patients are much more open to seeking health advice online and 50% of us use technology to self-diagnose. ➔ [More](#)

Latest Newsletters

- ➔ NICE - Public Involvement Update, July 2016 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve, July 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ The Latest News from the Waltham Forest Guardian ➔ [More](#)
- ➔ Patient Data Consultation Summer 2016 ➔ [More](#)
- ➔ NHS England statement on Sustainability and Transformation Plans ➔ [More](#)
- ➔ Accessible Information Standard comes into force ➔ [More](#)
- ➔ Community pharmacy seasonal influenza vaccination ➔ [More](#)
- ➔ Patient Experience Survey for people living with a neurological condition in England ➔ [More](#)
- ➔ NHS England programme to help 30,000 new or expectant mums with serious mental illness ➔ [More](#)
- ➔ Judge criticises failure to support woman to see her dog in care home ➔ [More](#)
- ➔ New data demonstrates benefits to patients from a range of elective surgeries ➔ [More](#)
- ➔ Problems with personalisation run deeper than 'gaming' targets ➔ [More](#)
- ➔ How NHS England is transforming care for people with a learning disability and/or autism ➔ [More](#)
- ➔ Council fee proposals 'risk care home closures' ➔ [More](#)
- ➔ NHS England strengthens clinical leadership in urgent care and specialised services ➔ [More](#)
- ➔ Why the absence of advocacy could double workloads ➔ [More](#)
- ➔ Deadline extended for fast track funding so NHS patients get treatment innovations faster ➔ [More](#)
- ➔ 'Review of council's Care Act compliance has serious flaws' ➔ [More](#)
- ➔ Coroner warns social workers: check service users have smoke alarms ➔ [More](#)
- ➔ NHS England offers Trusts over £100 million pot to set up centres of global digital excellence ➔ [More](#)
- ➔ Care cuts: 'If it meets needs and costs less then we have no choice' ➔ [More](#)
- ➔ Progress towards building the right support for people with a learning disability or autism ➔ [More](#)
- ➔ CQC inspections uncover concerns at Marie Stopes International clinics ➔ [More](#)

www.healthwatchwalthamforest.co

healthwatch
Waltham Forest

Join us for our Open Patient Experience Panel on 21st of September!

A chance to directly hear what people think of their health and social care services.

We are inviting you to our quarterly Open Patient Experience Panel (PEP).

The PEP involves **reviewing the comments** received from the **public**, in order to scrutinise health and social care issues, apply coding, and discover leading health and social care related trends.

Quarterly we open up these sessions to local residents, voluntary sector and health and social care professionals.

This is an opportunity for you to get an **insight into what we do** with the health and social care stories and complaints we collect into our database, and how they are coded to feed into our work of identifying trends and informing care providers and commissioners of key issues.
Lunch will be provided at the end of the meeting.

Date: 21 Sep 2016 - 10:00 to 12:00

Location: Waltham Forest Resource Hub
1 Russell Road
London E10 7ES



Please register your interest at

✉ info@healthwatchwalthamforest.co.uk

☎ 020 3078 9990

🐦 Healthwatch_WF



**Speak to the
Inspectors about
North Middlesex
University Hospital
NHS Trust**

CQC Listening Event

The CQC will be inspecting North Middlesex University Hospital NHS Trust from the 20th September, to support the inspection we invite you to meet the inspectors and discuss your experiences of using services at the trust.

This is an open public event where you will have an opportunity to talk to inspectors in groups or one to one.

Location: Tottenham Hotspur Football Club (White Hart Lane)

Date: 14/09/16

Time: 6pm-8pm

Your information helps us decide when, where and what to inspect.

Tell us about your experience of care



Online:

www.cqc.org.uk/tellus



Phone:

03000 616161



Email:

enquiries@cqc.org.uk

You don't have to give your name

The **Care Quality Commission (CQC)** inspects health and adult social care services in England to make sure they provide safe, effective, compassionate, high-quality care. If a service needs to improve, we will take action to make sure this happens.

