



Pop-up shop report

April 2014

**Special points of interest:**

- Hundreds of people spoken with about health and social care
- 300 balloons blown up by the wonderful Miss Ballooniverse
- 10 vegetables made in to a stock at the end of the week

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## #HealthwatchPopUp

From Tuesday 25th March to Wednesday 2nd April we had use of a Pop-up shop in Hoe street, Walthamstow.

We really enjoyed being shopkeepers for a week or so and the pop-up was a great opportunity to raise awareness about our work.

It was good to meet so many local people and talk to them about health and social care in the borough; we met familiar faces and new ones, young and old.

We were very fortunate to have so many experts able to come to the shop and give talks about subjects of interest and concern

Despite being tested by pavement works outside the shop, by the end of the week

## Thanks for all your help

Thanks are due to everyone that made the shop such a big success.

Thanks to all the volunteers for all their help, preparing the shop, assisting at events and generally supporting us.

Thanks to the Young

a lot more people were popping in and if we'd stayed open longer we would probably have met all 250,000 local residents.

If you didn't make it to the shop you missed some fun and informative events, which you can read about here. You can also find more detail about particular events on the website.



Advisors who helped out during the week.

Thanks to the speakers and all the partners involved in the various activities.

Thanks also go to the Council for giving us the shop. And not forgetting Richard, Gerry and the team

working outside the shop for all their assistance during the week.

## The PPG talk, Tuesday 25th March



Patient Participation Groups (PPG) at GP surgeries are an important means of ensuring the service takes in to account the needs of its patients. We had a good turnout for this event on our first day and much good practice was shared.

Mavis Wenham came from Newham to talk

about successes at her PPG and Joy Jewett, member of a Chingford PPG, spoke about how her PPG operates.

They discussed effective communication to the wider patient population— e.g. a newsletter, meeting minutes in the waiting room and even a fun day at the surgery.

Ways to get younger people involved were also considered.

Information on how to get involved with your own PPG or establish a PPG were circulated and are now available on our website.



*“listening to the views of the people we serve and taking account of those views in all of the significant decisions we take”*

## CCG talk Thursday 27th March

Alan Wells, OBE came to talk about the work of the Waltham Forest Clinical Commissioning Group (CCG).

As the Vice-Chair and Lay Member for Community Participation he has responsibility to ensure that local people are involved, consulted and informed about the

commissioning of local services. Alan discussed how this is done, for example using reference and rapid feedback groups as well as their Community Participation Strategy.

Stressing the importance of local engagement Alan encouraged everyone to explore how they can get

involved, depending upon the time available and their level of interest. The CCG is, after all, spending your money.

Further detail can be found on our website, which includes links to the recently revamped CCG website.

## Sexual Health session Wednesday 26th March

On Wednesday afternoon we had a drop in session about sexual health for young people.

The Barts Sexual Health team were there offering HIV testing advice. They have a free testing clinic at Whipps Cross on a Monday and Thursday and a general sexual health clinic on

Mon, Weds, Thurs and Fri.

Positive East were offering support, advice and HIV testing. They have rapid HIV testing services across East London and also have a main office at Stepney.

Free condoms and general contraceptive advice were available from the Council's

Public Health team and NELFT staff based at the Oliver Road Polyclinic. The Polyclinic has regular drop in sessions throughout the week, offering free advice, support, and testing.

More details about these organisations can be found on our website.



## Interactive talk, Friday 28th March

Jessie Cunnett, of PPI Solutions, came to the shop to give a talk on the new and changing structures within health and social care since the introduction of the Health and Social Care Act .

The talk was an interactive one which looked at the various organisations, their lines of influence and the flows of money

around the whole system.

Participants gained an understanding of local organisations, such as the Health and Wellbeing Board and CCG and how they fit within the wider context.

At the end of the talk there was a short test.

Check the website for more training opportunities from us in 14/15.



## The Chicken Shop debate, Friday 28th March

Teams were invited to argue for or against various statements supplied by Tolu Salami, a post graduate Public Health student and Healthwatch volunteer.

The winning team, "Wings", successfully fought three rounds to win the tournament.

Katelin and Elisha, students at Walthamstow

Academy, formed team Wings and had to oppose the statement **"There are not enough chicken shops in the borough"**. They cited the high levels of obesity locally, the high calorie count of fried chicken, the long term impact of a poor diet and the high density of chicken shops locally. They beat Team Broiler, who tried to convince that market forces are

more important than health.

The judging panel, Tolu Salami and Jaime Walsh, awarded the round to Team Wings, who each won £20 of Westfield vouchers. They commended the winning team for their informed argument, persuasive style and excellent debating skills.



Elisha and Katelin, debate winners

## Quiz Night Thursday 27th March

For the quiz we prepared several rounds of general knowledge and a picture round of notable doctors and nurses.

Unfortunately turnout on the night was low and several teams failed to show. However the teams that did show had a

fun, but very competitive, quiz of taxing questions on a wide variety of subjects.

Workers from the Asian Seniors Group based in Shernhall Road won the quiz. They knew a lot about a lot of things and weren't about to let

anyone read the answers over their shoulder. Excellent technique for covering the answer paper Khudeja!

Congratulations to you all.



Quiz team winners from the Asian Seniors Group

# Engagement Day Monday 31st March

## Engagement Fair

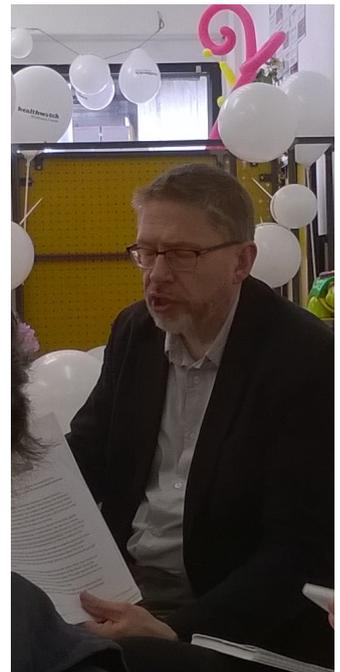
The Engagement Fair was a chance to learn about ways to get involved locally.

Barts Health was there talking to people about the benefits of signing up to clinical trials.

The Whipps Cross Patient Panel was there encouraging people to join them in their work, improving conditions for patients at the hospital.

WF Save Our NHS was also there, explaining their concerns about how the NHS is changing and how the group is working to scrutinise the changes.

*Robin Burgess  
talking about  
Care.data*



## Care.data

Robin Burgess from NHS England came to give a talk about the *Care.data* scheme, currently on hold until October 2014.

The scheme is designed to provide a complete picture of what is happening across health and social care by incorporating GP records with hospital data and this should, ultimately, improve the standards of care across the board.

Robin talked honestly about

the intentions of the scheme and the mechanics of it. He answered questions from the audience who were concerned about the practicalities of the scheme - *can I be identified?* - as well as the long term intentions - *will the data be sold and/or used for other purposes?*

He covered what is included in the record and how to opt out. He explained the difference between care.data and the

Summary Care Record (SCR). It emerged that several people at the talk had opted out of the SCR confusing it with the Care.data scheme.

We would be interested to know if you have any concerns about the scheme. Please contact us for further information, or to share your thoughts on the scheme.

[www.nhs.uk/caredata](http://www.nhs.uk/caredata)

## Whipps Cross Patient Panel

Colin Anderson, Chair of the Whipps Cross Patient Panel, came to talk about the work the group does at the local hospital.

Colin talked about how they work with Barts Health NHS Trust and what they are trying to achieve for patients. He spoke about some of their successes

and current activities, including the mentoring scheme on older people's wards.

He introduced Dorothy Bulled who, in 2014, was awarded a British Empire Medal for her work with the Whipps Cross Patient Panel.

The Panel is always looking

for new members and if you are interested to learn more about their work you can see a copy of Colin's presentation on our website or contact him directly .

Colin's contact details are:

[Anderson\\_colin@yahoo.co.uk](mailto:Anderson_colin@yahoo.co.uk)



## Saturday fun day—Miss Ballooniverse, henna, face painting, photo booth and *Know your onions?*

On Saturday we focused on children, with a fun day of entertainment.

Miss Ballooniverse was in the shop making all manner of balloon creations, each individual to the child. She drew a large crowd of all ages when she went to the market and they followed her back to the shop. She worked non-stop to make balloon hats and toys for all the children who waited patiently for their turn.

Some of the children then had matching face painting done, including a very fetching

rabbit. Thanks to Nailla Master our face painter

One little boy also had henna and ended up with a batman face, spider man balloon and a spider man henna tattoo. Thanks also to Rezwana Malik our henna painter.

Fabien Ho, a local artist, ran a photo booth all day, signing up potential Healthwatch models for future leaflets and campaigns.

As part of the Cultivate Festival we had a quiz for children, *Know your onions?* No one guessed all the vegetables but all were guessed by

at least one person. The highest score was 9, achieved by several people and, in one case, a family working together.

We spoke to a lot of parents and carers during the day about their experiences of health and social care locally and introduced Healthwatch to a new generation of service users.



## Waltham Forest Save Our NHS talk

The WF Save Our NHS group held a public meeting on the evening of the 31st at the Pop-up.

There were several speakers covering various aspects of the group's activities and interests.

Charlotte Monro spoke about the campaign in

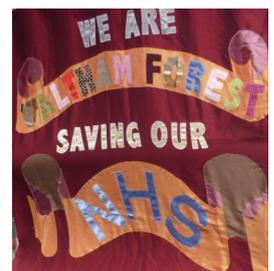
Lewisham and the positive impact that public campaigning can have on proposed changes to the NHS.

Brian Steedman and Paul spoke about attending local Boards and calling the CCG and Barts Health to account for decisions made and their impact upon local

services.

Mary Burnett spoke about PFI in the NHS and the possible implications for Whipps Cross.

Jenny Garber spoke about how the group works with local groups including us.



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We enjoyed meeting so many new faces and catching up with old friends at the pop-up and we don't want to lose the momentum created there.

If you gave us your contact details at the shop we hope that you will consider becoming a full member of Healthwatch Waltham Forest and we'll be in touch about this shortly. If you are already a member why not consider becoming an Enter and View rep or volunteer?

There are so many ways to get involved with our work, ensuring your voice is heard locally and that the views of all local people are considered when changes to health and social care services are planned.

Contact us to find out how you can be a part of it. We look forward to hearing from you!



Scan the code to go directly to the Pop-up news page on our website for further details of the talks and events and we also have more pictures.



<http://www.healthwatchwalthamforest.co.uk/pop-shop>

## All fuelled on good coffee



We were very fortunate to have Giddy Up Coffee in the shop during our tenure. As well as providing drinks and light snacks to visitors the baristas frequently joined in the activities and events. They are, no doubt, all much better informed about health and social care in Waltham Forest now. We wish them every success in the borough.