

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: The Village, Walthamstow

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➡ Changes at Healthwatch Waltham Forest

From the 1st of May 2022 a new organisation, Local Voice, began delivering the Healthwatch service. Local Voice's aspirations for Healthwatch Waltham Forest are for it to be led by community insights with strong links into the community and represented by people with lived experience.

The existing staff have moved with us and we will continue to work closely with local residents through the Healthwatch Waltham Forest Board.



Our reports detail the experience of local people

We will be keeping you up to date with our regular quarterly community insights reports (detailed below). Next month we will be asking you for your ideas on what we should be doing to put local people at the heart of decisions being made to health and care services in the Borough.

Give us a few more weeks to settle in and then you should see new outreach activities & opportunities. We look forward to working with everyone.

➡ Our Reports

We produce quarterly community insights reports on a range of services including GPs, Whipps Cross and Health and Wellbeing Services as a whole. In our latest general report, covering January - March 2022 we found that satisfaction overall has declined slightly by 2%, compared with the previous quarter, with people feeling less involved, supported and involved. Read more in the full report. ➡ [More](#)

“Booking online saves so much time!”

Join us today and have your say!

➡ What We're Doing this Month

Our upcoming activity includes a focus on care homes and maternity services.

Care Homes

We are conducting a survey with forty Care Homes across the borough to understand what worked well in terms of GP support during Covid. This will be followed by outreach at the homes to talk to residents. If you would like to give your views on Care Home services, please get in touch.

Maternity

Planning is underway for a survey and a mixture of online and in-person workshops and focus groups to co-produce improvements to maternity: support; quality and staff attitude for equalities groups in Waltham Forest. We would like to work with any groups who work with mums and dads from marginalised groups so please do get in contact with us if you're interested in being involved.

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk



We aim to improve health and care services

➡ We're Looking for an Operations Manager

We're looking for an experienced operations manager who is passionate about working with the people and communities of Waltham Forest to make sure their voices are heard.

You will lead and coordinate a small team of staff and volunteers and manage the daily activities including developing & overseeing the work programme, liaising with key partners and stakeholders and representing Healthwatch Waltham Forest at meetings.

If you would like to work with us visit our website and download our job pack. Closing date for applications is 12 noon on Friday 1st July 2022. ➡ [More](#)

➔ NHS Healthy Start Scheme

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. Your benefit will be added to the card every 4 weeks.

You can use your card to buy:

- Plain liquid cow's milk
- Fresh, frozen, and tinned fruit and vegetables
- Fresh, dried, and tinned pulses
- Infant formula milk based on cow's milk



Get off to a 'healthy start'

You can also use your card to collect vitamins - these support you during pregnancy and breastfeeding, and vitamin drops for babies and young children - these are suitable from birth to 4 years old.

How can I apply? If you're receiving a qualifying benefit, are pregnant or have parental responsibility for at least one child under the age of 4, you can apply online now for the NHS Healthy Start card.

How much will I get for my children? £4.25 each week of your pregnancy (from the 10th week of your pregnancy). £8.50 each week for children from birth to 1 year old. £4.25 each week for children between 1 and 4 years old. Your money will stop after your child's 4th birthday, or if you no longer receive benefits. Find out more online. ➔ [More](#)

“Popping to the chemist did the trick!”

Join us today and have your say!

➔ Whipps Cross Voices - Do You Have a Story?

Barts Health NHS Trust writes “We're looking for participants and volunteers to get involved in Whipps Cross Voices to help us capture stories about the hospital and preserve them as a historical resource for the future.



Share your stories about Whipps Cross!

Whatever your connection with the hospital, from local residents and patients, to current and former staff and volunteers, and nurses and others who trained at the hospital and/or lived on the hospital site, we want to hear from you.

We'll be adding new oral histories to the collections and making stories of the hospital accessible in new interactive ways in the archives space and on the hospital site.

“GPs and pharmacists should work together.”

Join us today and have your say!

There will be a range of opportunities to participate in the project, depending on your interests and the time you have available.

You may be interested in recording your memories and experiences of the hospital; in developing new skills working within the archives with the existing collections held by Barts Health NHS Trust; or in helping us to curate stories of the hospital for activities and displays. ➔ [More](#)

Do you have a story to tell? Please get in touch!

✉ info@whippscrossvoices.com

➔ Medical Support for New Arrivals to the UK

For new arrivals to the UK it can be confusing where to go if you need medical assistance.

In this article, Healthwatch England outlines your rights as a refugee, where you can access emergency help and how to register for a GP.

In need of urgent medical care?

If you urgently need medical help or advice but it's not a life threatening situation call NHS 111 if you are living in England. If someone is seriously ill or injured and their life is at risk call 999.



Pharmacists can offer some clinical advice

What are my rights as a refugee when it comes to healthcare in the UK? Refugees' and asylum seekers are entitled to NHS care. In all four nations of the UK, refugees and asylum seekers with an active application or appeal are fully entitled to free NHS care.

Pharmacies

Pharmacists can offer clinical advice and medicines for a range of minor illnesses, such as coughs, colds, sore throats, tummy trouble and aches and pains.

The pharmacist will let you know if you need to visit a doctor or direct you to other healthcare professionals to make sure you get the help you need. You can also buy medicines for minor illnesses or first-aid supplies in a pharmacy or supermarket.

“I want a named social worker.”

Join us today and have your say!

GP Practices

A GP can offer medical advice, provide a diagnosis and prescribe medicines. They might be your first point of contact for many physical and mental health concerns.

The GP practice is also responsible for coordinating and managing your long-term healthcare and they can refer you if you need more specialised hospital services.

Everyone has the right to register for a GP. You don't need proof of address, immigration status, ID or an NHS number.

Community Health Services

Some health services are accessed in the community, and not in hospitals.

These include mental health, child health & antenatal services and sexual health and family planning clinics.



Everyone 'has the right' to register for a GP

Walk-In or Urgent Treatment Centres

If you need urgent medical care for minor injuries such as cuts, sprains and small fractures, or urgent medical advice, you can directly go to a walk-in or urgent care centre without an appointment. These centres are usually open during daytime hours.

Emergency Mental Health

If you have seriously harmed yourself or are about to do so, call 999 for an ambulance or go straight to A&E (at the hospital).

If you are thinking about suicide, talk to someone at the Samaritans by calling 116 123. ➔ [More](#)

➔ East London Counselling Service

The East London Counselling Service writes “We are a free, community counselling service, based in Leyton, that provides time-limited counselling (up to 12 sessions) to anyone aged 18+ living and/or working in the London boroughs of Waltham Forest, Hackney, Newham and Redbridge.

Counselling is provided by counsellors who are either in training or who have recently qualified.

We are not funded or connected to local authorities or the NHS, and we do not provide cognitive behavioural therapy.



Need to talk? Free counselling is available

We operate on a first come, first serve basis with a waiting list. At present the waiting list is only around 2-3 weeks (but can and does increase)”.

Find out more on the website. ➔ [More](#)

“My GP gave me options about my treatment.”

Join us today and have your say!

➔ Relocation of Local GP Practice

Lime Tree and Sinnott Healthcare, formerly based at Sinnott Road, has recently moved to a ‘newly built, fit-for-purpose premise’ based within the Sutherland Road development.

The NHS says it “has written to all patients affected by the relocation to keep them informed of the changes and to ensure the transition is as seamless as possible.”

➔ Webinar on Diabetes, 15th June

Diabetes London writes “Join us for a free webinar in #DiabetesWeek to find out the best ways that you can support someone who is living with diabetes and may need your help.

The session, ‘I Know Someone with Diabetes – How Can I Help?’ is on Wednesday 15th June, 5pm – 6pm.



Learn how to best support others

Karen Davies, a senior clinical adviser at Diabetes UK, will highlight the things which people who don’t necessarily have diabetes themselves - but who look after or know or work with someone who does - can do to offer support at difficult times or over an extended period.

We will also hear from people who have lived experience of diabetes who will discuss what has helped them over the years. The webinar will include a Q&A”. Register now online. ➔ [More](#)

➔ New Resource on Hospital Falls

Did you know that over 2,000 people over the age of 60 fell and fractured their hip while staying in hospital in England and Wales in 2020?

The National Audit Office has produced a resource that informs patients and carers what level of care they should receive when admitted to hospital and if they sustain a fall. It also advises people on how to get involved with patient groups. ➔ [More](#)

“It’s time to talk about mental health.”

Join us today and have your say!

➡ The 'Power of Listening' in Times of Crisis

Healthwatch England writes "After the publication of our annual report, our Chair talks about the vital role your feedback plays in shaping better health and care services.



There is new guidance on discharge

The pandemic has been brutal, but it has proven the power of listening to service users' experiences. Our annual report makes it clear that listening to people's experiences, often in real-time, alerts decision-makers to problems quickly, helps them find out what's working and ultimately leads to better care.

Since the outbreak of Coronavirus, the feedback you share with Healthwatch has become even more essential, helping NHS and social care services respond to ever-changing circumstances.

"I have no help to fill in the forms."

Join us today and have your say!

Last year, a record two million people used Healthwatch to either have their say on care or to get the right advice and information. Thanks to you, we have highlighted the pressing issues and suggested the improvements you want to see.

The stories that people shared with us about being discharged from the hospital with little or no support at the start of the pandemic led to new Government guidance to ensure this does not happen again.

When the public was worried about how the NHS would use their GP data, we helped prevent issues by advising the NHS to be more transparent and give people more time to opt-out." ➡ [More](#)

➡ Your Care, Your Way

Clear, understandable information is important to help you make decisions about your health and care and get the most out of services.

The Accessible Information Standard gives disabled people and people with a sensory loss the legal right to get health and social care information they can understand and communications support if they need it. But, is the standard being delivered by services and does it go far enough?

The Healthwatch England campaign 'Your Care, Your Way' aims to find out how well health and care services are delivering the accessible information standard, and make sure that, if the standard covers you, you know your rights.



Information given by services should be accessible

Why is clear information important? We all expect to be involved in decisions about our health, treatment and support.

But medical and healthcare information can be complex, and if you don't get clear and understandable information, you might not make decisions that are right for you.

Some people find getting clear and understandable information even harder because they have communication needs that require support.

For example, you might need an interpreter or information in format like Braille. ➡ [More](#)

"The dentist explained all the costs."

Join us today and have your say!

➡ Get Active with Age UK!

Age UK writes "Introducing some new activities this June.

Walking Netball: Following our successful bid to Sports England we are excited to be starting new walking netball sessions in Leytonstone!

These sessions are perfect for anyone who used to play but struggles to keep up with their old-selves. Never played netball? Join us and try something new, to increase your level of physical activity. The sessions aim to teach netball at a slower pace in a friendly and judgement-free environment. It's perfect for people of all abilities.



Want to keep active? The ball is in your court!

The sessions will take place at Pastures Youth Centre, 15 Davies Lane, E11 3DR - on Fridays at 2.00pm - 3.00pm, starting from 17th June and costs £4 per session.

Fitness Classes: Improving strength is essential to living independently for longer and developing better fitness levels. These weights-based classes will be low intensity and the instructor will be able to adapt exercises for a range of fitness levels. No previous experience or fitness level required.

The classes will take place at Yonder, 6 Hooker's Road, E17 6DP. Exact time and date to be confirmed. Sessions will cost £4." To find out more:

☎ 020 8558 5512

✉ events@ageukwalthamforest.org.uk

"My surgery has been cancelled, again."

Join us today and have your say!

➡ Social Prescribing Wellbeing Cafés

Wellbeing Cafés are a project by the Waltham Forest Social Prescribing Service and delivered by three community partners: MTC Learning, The Hornbeam Centre and Peabody Community Foundation.



A 'safe and supportive space' to socialise

The project, which launched on World Mental Health day, is based on the 'Five Ways to Wellbeing' and offers residents who are lonely or isolated a safe and supportive space to socialise face-to-face, take part in wellbeing activities, find out about community groups on their door-step, learn and share new skills or volunteer.

"The ward nurses were very professional."

Join us today and have your say!

Wellbeing Cafés run once a week from the Paradox Centre in Chingford and from the Hornbeam Café in Walthamstow and twice a week from Salvation Army in Leytonstone with around 40 residents attending the sessions every week in total.

Membership of the Wellbeing Café is free and although it is limited to three months, members have during this period a chance to take part in arts and crafts, yoga and mindfulness, story-telling, stress management and confidence building sessions. Also, speak to a career advisor, try volunteering and most importantly meet new people and grow friendships. To find out more about availability and timings, get in touch:

✉ Social.Prescribing@walthamforest.gov.uk

➡ Get Creative with Age UK!

Age UK writes "We invite you to join us and the Adult Learning Service for a new free 5 week sewing course at South Chingford Methodist Church on Thursdays from 10.30am - 12.30pm, June - 9th, 16th, 23rd, 30th and July 7th.

This sewing course is a relaxing and fun way to practice sewing skills. The class is suitable for beginners and for anybody with more sewing experience who would like to refresh their skills.



A 'relaxing and fun way' to practice sewing

What you will cover - use a variety of fabrics; sew a range of embroidery stitches; layer fabrics to create an applique design; create a felt flower, patch or pocket.

Essential equipment - please bring a pen and paper. Entry requirements - this course is suitable for beginners and those with more experience.

To find out more, get in touch:

☎ 020 8558 5512

✉ events@ageukwalthamforest.org.uk

➡ Quitting Smoking

If you live or work in Waltham Forest, you can get FREE, confidential advice, information and support to help you stop smoking. This service is provided by Queen Mary, University of London and includes:

- A 12-week plan with support from a trained practitioner.
- Weekly Nicotine Replacement Therapy.
- Telephone and/or digital support. Face-to-face help may also be available.
- Assistance is also available in English, Bengali, Urdu, Gujarati and Lithuanian.

Find out more on the website. ➡ [More](#)

➡ Outdoor Gym Sessions at Selected Local Parks

Waltham Forest Council write "We are pleased to inform you that the FREE Outdoor Gym Sessions will continue due to popular demand at Ridgeway Park & Leyton Jubilee Park.

These sessions are aimed at those who would like to learn how to use the outdoor gym equipment under the supervision of a qualified fitness trainer. The sessions will be an hour, including warm ups and cool downs, with some time to socialise after. All equipment will be provided and no previous experience is necessary, everyone 18+ is welcome!

Ridgeway Park, sessions are Wednesdays - 15th, 22nd, 29th June, 6th, 13th & 20th July. 11am - 12pm.

Leyton Jubilee Park, sessions are Fridays - 17th, 24th June, 1st, 8th, 15th & 22nd July. 11am - 12pm.



Like to keep fit? See what your local park can offer!

All attendees will need to complete a waiver form prior to starting their first session. This will need to be completed once and will last for the duration of the sessions. If you are interested in joining, please complete the form on the website. Please note spaces are limited for each session. ➡ [More](#)

➡ CAP Debt Help Service

If you are feeling weighed down by debt, then charity CAP can help. You may think your situation is impossible, but there is hope. Their friendly team will give you a listening ear and provide a practical solution to your debts. ➡ [More](#)

“Unplanned discharge causes distress.”

Join us today and have your say!

➡ Eight Tips for Healthy Eating - A Guide!

This online guide, from the NHS outlines eight practical tips which cover the basics of healthy eating, and can help you make healthier choices.

The key to a healthy diet is to eat the right amount of calories for how active you are, so that you balance the energy you consume with the energy you use.

If you eat or drink too much, you'll put on weight. On the other hand, if you eat and drink too little, you'll lose weight.



Eat a 'wide range of food' for a balanced diet!

Eat a wide range of foods to ensure that you're getting a balanced diet and that your body is receiving all the nutrients it needs. ➡ [More](#)

Latest Newsletters

- ➡ Waltham Forest Council - Hub Newsletters (Sign Up!) ➡ [More](#)
- ➡ Age UK - Health and Wellbeing Newsletters (Sign Up!) ➡ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➡ The latest news from Barts Health NHS Trust ➡ [More](#)
- ➡ The latest news from North East London NHS Foundation Trust ➡ [More](#)
- ➡ The latest news from Waltham Forest Council ➡ [More](#)
- ➡ Government boosts nursing home payments as vacancies continue to mount ➡ [More](#)
- ➡ New review sets out action to improve patient access to primary care ➡ [More](#)
- ➡ Consultation opens on expanding the Ultra Low Emission Zone ➡ [More](#)
- ➡ NHS boosts care for mums and babies as hundreds of international midwives recruited ➡ [More](#)
- ➡ Proposed Mental Health Act overhaul included in Queen's Speech ➡ [More](#)
- ➡ One million checks delivered by NHS 'one stop shops' ➡ [More](#)
- ➡ Cap on care costs: government change reducing benefit for less wealthy becomes law ➡ [More](#)
- ➡ Open letter from NHS and community leaders to people with a weakened immune system ➡ [More](#)
- ➡ Social workers 'pivotal' to success of direct payments but need training, report finds ➡ [More](#)
- ➡ Checks for prostate cancer hit all-time high on back of NHS and charity awareness campaign ➡ [More](#)
- ➡ Debt support scheme for people in mental health crisis reaching just 3% of forecast number ➡ [More](#)
- ➡ Hundreds of patients to get life-extending lung cancer drug on the NHS ➡ [More](#)
- ➡ NHS fast tracks mental health support for millions of pupils ➡ [More](#)
- ➡ Peers overturn government cap on care costs change for second time ➡ [More](#)
- ➡ NHS rolls out life-saving arthritis drug to treat COVID ➡ [More](#)
- ➡ Babies to get new test for eye cancer in the womb to save their sight ➡ [More](#)
- ➡ Government Covid funding for adult social care ends ➡ [More](#)
- ➡ Maggie Keenan among millions given NHS spring COVID booster ➡ [More](#)
- ➡ It Doesn't Add Up - Urgent New Age UK Report on The Cost Of Living ➡ [More](#)
- ➡ New physical activity resource packs for people living with long term health conditions ➡ [More](#)
- ➡ Parkinson's patients benefit from revolutionary watch on the NHS to manage care at home ➡ [More](#)
- ➡ Mobile cataract units and same-day hip replacements helping thousands get NHS treatment ➡ [More](#)
- ➡ Further drop in number of people facing longest waits for NHS care ➡ [More](#)
- ➡ Adult social care vacancy rate hits 10% ➡ [More](#)

HOW ARE YOU?

In our adult years, the lifestyle choices we make can dramatically increase our chances of becoming ill later in life.

Making small changes now can improve your health right away and double your chances of staying healthy as you get older. It's never too late to start.

Talk to your doctor or nurse about your health today.

BECAUSE THERE'S ONLY
ONE YOU