

## Pass it on...

Please forward this ebulletin to your friends, family and colleagues.

Healthwatch Newham is the health and social care champion for local residents.

[Find out how](#) to get involved!



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Contact Us

## ➔ Patients to Benefit from Charity Grant Rise

Barts Charity's vow to "significantly increase" its annual grant budget between 2017 and 2020 means it will become one of the top healthcare funding charities in the capital.

The money raised will support Barts Health NHS Trust's five hospitals, including Newham University Hospital, by providing community projects, medical research funding and equipment.

Recent projects benefiting patients at Newham University Hospital include a new terrace for orthopaedic patients to enjoy a break from the hospital interior and dementia-friendly artwork on two wards in order to help patients feel more comfortable.



Newham Hospital terrace for orthopaedic patients

Also in the pipeline is a women's health research project focused on reducing gestational diabetes, a prevalent problem in east London boroughs such as Newham. [➔ More](#)

## What's your story?

We all have experiences of health and social care services.



We want to hear your story, good or bad!

[Click here](#) to have your say!

## ➔ Working Together on Barts Health

Healthwatch Newham has been working closely with colleagues at Waltham Forest and Tower Hamlets to pool intelligence on services provided by Barts Health NHS Trust.

Going forward, the three Healthwatch offices will be able to produce a single 'combined' report that shows the experience of Newham University Hospital, Whipps Cross University Hospital, Royal London Hospital and Mile End Hospital.



New reports will 'combine 1,000s of items of feedback'

Associate Information Manager, Darren Morgan says "The individual Healthwatch offices have been doing a good job of scrutinising their own local hospitals. We now have the tools to work more strategically in addition, to identify variations between hospitals.

**“The welfare of carers is very important!”**

[Get involved](#) and have your say!

This new style of combined reporting opens up a whole range of opportunities, including on Sustainability and Transformation Plans (STPs) and other regional providers in addition to Barts, such as East London NHS Foundation Trust (ELFT).

The reports will combine many thousands of items of feedback intelligence, and enable us to benchmark the patient experience over time.”

*Your Views?*

If you have used a service provided by Barts Health NHS Trust, good or bad, we want to hear about it. Contact Healthwatch in confidence!

## ➔ Have Your Say on Maternity Care

Do you want to have more say about where, and how you have your baby?

Maternity Mates and Social Action for Health are hosting an event to provide better information on where, and how, you have your babies.

Your views will be used by the NHS to improve choices in maternity care, for women in north east London. Come to one of the two remaining events:



'Improving choices' in maternity care

➔ Friday 20<sup>th</sup> January, 2pm - 6pm

Comely Bank, 46 Ravenswood Road, E17 9LY

➔ Wednesday 25<sup>th</sup> January, 10am-2pm

University Square Stratford, E15 1NF

You will receive a £10 voucher for attending, and will be refunded all travel costs.

Lunch (halal) and refreshments will be provided for all that attend. Babies welcome.

Please let us know if you will be bringing any children. ➔ [More](#)

For more information:

☎ 0796 0327107

✉ [Sophia.mohamed@whfs.org.uk](mailto:Sophia.mohamed@whfs.org.uk)

## ➔ West Ham Players 'Bring Festive Fun'!

West Ham United's first team players took a break from their busy festive schedule to spread Christmas cheer to children at Newham Hospital.



The players on Rainbow Ward

Winston Reid, Adrian, Simone Zaza, Michail Antonio, Ashley Fletcher and Pedro Obiang visited the children's Rainbow Ward to meet youngsters and hand over some claret and blue gifts. It continues the Club's yearly tradition of visiting the hospital just before Christmas begins and the visit, once again, brought smiles to faces of the young children.

"It's tough when it's kids and you can see them struggling. It's nice that we can put a smile on their face by coming into the room and giving them a gift. It's very important for them," said defender Reid. "The kids are going through a tough period and we all hope that their stay is as smooth as possible. It's something we (the Club) have always been good at and this is a tradition. Being a father myself, I know how important it is for children." ➔ [More](#)

### It's all in the computer...

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



This information is used to help improve services.

Keep informed...  
Keep informed...  
Keep informed!

➔ [Click here](#) to view our newsletters.

### ➤ Free Cancer Awareness Training

Introducing free cancer awareness training for front line non-medical people (e.g. barbers, hairdressers, café owners/staff, makeup artists, beauticians, pub landlords/staff etc):

- ➔ Tuesday 28<sup>th</sup> February, 1.00pm - 4.30pm
- ➔ Venue TBC

This free session is aimed at helping people feel confident talking to people in their community about ways to reduce the risk of cancer, spotting cancer early and screening. ➔ [More](#)

To find out more, please contact Priya Yoganathan:

☎ 0204 33 72786

### ➤ Diabetes Support Club

Get friendly advice from health professionals and tips on healthy lifestyles to help you manage diabetes or reduce your risk of developing the condition:



Take a measured approach to live healthily

- ➔ 20<sup>th</sup> Jan, 17<sup>th</sup> Feb, 24<sup>th</sup> Mar, 21<sup>st</sup> Apr, 19<sup>th</sup> May
- ➔ 5.30pm - 7pm, Manor Park Library

To book your place or for more information:

☎ 020 3373 0858

✉ zakir.adam@newham.gov.uk

“Our dentist explained all the costs.”

[Get involved](#) and have your say!

### ➤ New Year, New You

The Live Well Information and Support Service at St Joseph's Hospice presents New Year, New You:

- ➔ Tuesday 24<sup>th</sup> January, 11am - 4pm
- ➔ Education Centre, St Joseph's Hospice



Learn about complimentary therapies

Please join them for free taster sessions, workshops and a range of information stalls that are available on the day! Includes complementary therapies, lavender bath making, self-massage techniques, health checks plus much more! To book or for more:

☎ 020 8525 3154

✉ g.koksal@stjh.org.uk

“Unplanned discharge causes distress.”

[Get involved](#) and have your say!

### ➤ Barts 'Big Conversation' on Pharmacy

The Barts Health Listening Into Action Team invite you to their 'Big Conversation' on 'pharmacy, ensuring patients receive optimised medicines in a safe and timely manner from admission through to discharge':

- ➔ Wednesday 25<sup>th</sup> January, 2 - 4pm
- ➔ Lecture Theatre, Newham University Hospital

Let medicines work for us! Tea and cakes will be provided. To find out more:

☎ 020 7055 5684

✉ Kathy.Dadzie@bartshealth.nhs.uk

## ➔ Training for Lay Representatives

NHS England (London) have commissioned WSA Community Consultants and Just Ideas to deliver free training for Patient and Public Representatives to take place from November to February. The training is for patient and public members of NHS England (London) boards, committees, networks or reference groups; London Clinical Commissioning Groups (CCGs); Patient Participation Groups or those about to take up a role or are interested.



Lay people offer a valuable contribution

The training is aimed at those who have had not had much previous training for the role. Please note, the training is not suitable for lay members on CCG boards or governing bodies, or for Healthwatch board members. ➔ [More](#)

“The food was fantastic and the ward clean.”

[Get involved](#) and have your say!

## ➔ NHS England Webinar on the STP

NHS England would like to invite voluntary, community and social enterprise sector partners to join them for a webinar for a national update on Sustainability and Transformation Plans (STPs):

➔ Monday 30<sup>th</sup> January, 12pm - 1pm

The webinar will include an update on the STP process so far; opportunities being developed at national level for involvement of VCS partners in STPs; examples of how the VCS has been involved in plans to date and questions and discussion. To join:

✉ [Jonathan.leahy@nhs.net](mailto:Jonathan.leahy@nhs.net)

## ➔ A 'Hidden Army of Unsung Heroes'

To the hundreds of people across east London with sickle cell disease who require regular blood transfusions, a team of pathologists working at Barts Health laboratories is their hidden life source. So the two groups have met for the first time to share their stories, with pathologists thanked for their life-saving work.

One of the patients present was Dr Yvette Hendricks, a 55 year old Hackney GP who lives in Walthamstow. Yvette receives monthly blood transfusions to relieve her symptoms, also suffering from arthritis in her right ankle as a result of frequent leg ulcers caused by the disease.



The research can 'improve quality of life'

Yvette told the group: "It's not often I get to thank everyone behind the scenes, and I've been a patient at The Royal London since I was five so that's a lot of people. It's because of your use of science leading to medical advancements that I'm still here. I have monthly transfusions; it takes a few hours and for the first two weeks I have very high energy. But by the third week I start to feel ill again. It is grim - pain is a significant problem in sickle cell anaemia.

My mother was 73 when she passed away at The Royal London Hospital a few years ago. We were told that she was probably the eldest of all the patients with sickle cell; that is down to the care we have both received. Thank you."

Pathologists look at the causes and effects of diseases, in particular laboratory examination of samples of blood and body tissues. ➔ [More](#)

“I am in control of my diabetes.”

[Get involved](#) and have your say!

## ➔ Clinical Pharmacy Scheme Set to Benefit Patients Across England

NHS England has launched a scheme to get 1,500 more clinical pharmacists working in GP surgeries - a move set to benefit patients across the country.

Clinical pharmacists are highly trained experts in disease and medication that can work as part of the general practice team to provide specialist advice for patients, particularly the elderly and those with multiple conditions.



Clinical pharmacists are 'highly trained experts'

By taking responsibility for patients with chronic diseases, clinical pharmacists can free up GPs for other appointments and so reducing the numbers of people presenting at A&E departments. They will work closely with community and hospital pharmacists to provide joined-up NHS pharmacy services for patients and so ease pressures on other parts of the health service.

NHS England is publishing guidance to help with the next round of applications, following a successful pilot which has already seen over 490 more clinical pharmacists working in GP surgeries.

The initial £15m pilot has proved so popular with patients and GP practices that NHS England doubled the funding to £31m in November 2015. This led to more than 490 clinical pharmacists working in approximately 650 practices across 90 pilot sites.

Applications for this next phase, worth over £100m, open next month as NHS England and its partners target a further 1,500 clinical pharmacists working in general practice by 2020/21, a commitment set out in the General Practice Forward View.



Freeing up GPs for other appointments

One patient to benefit from the pilots is 63-year-old Philip from Stratford in East London. He said: "I now see the clinical pharmacist in my GP surgery throughout the year and now only need to see the GP now once a year for my health MOT. The way clinical pharmacists in general practice can help patients and support them is so important and helps prevent more serious illness."

This scheme follows the announcement of a range of other measures introduced to recruit and retain GPs and expand the workforce. These have included a new Induction and Refresher Scheme, GP Trainee Recruitment Campaign and a salary supplement for hard to recruit GP training places.

Simon Stevens, NHS England Chief Executive, said: "For patients with long term conditions like diabetes or high blood pressure, regularly reviewing your medicines with a pharmacist can cut side-effects and improve the effectiveness of treatment. The NHS is going to expand services on offer" [➤ More](#)

### In Newham's Chair

We represent the residents of Newham at meetings all across London.



Are we representing your views?

Join Healthwatch today!

“We need more time at GP appointments.”

[Get involved](#) and have your say!

➔ Jade's Story

Jade Sempare, Healthwatch Newham's 'Disabilities Ambassador' talks about her experience of living locally with Multiple Sclerosis (MS).

Jade says "I was recommended to use a Doro Mobile Phone because I am registered blind & this phone's text is big enough for me to see.



Some mobile phones have accessible features

I have had so many problems with the network operators understanding my speech, I am told that I do speak clearly but my speech is different from the average person's, so I need to find a network operator that will accept the difference within my speech and try to understand me.

**“I like to be recognised on arrival.”**

**Get involved and have your say!**

Mr Tumball is a Children's program which I am pleased to hear and see children taking on Sign Language; this is very encouraging that children are willing to accept this but a 'bit depressing that adults just dismiss differences in people.'

As we live in a country that is forever moving, I find that the days don't hold enough time & everyone is trying to bend over backwards to complete tasks.

I also feel that individually we shouldn't be harsh on ourselves and take time out from time to time.

The time is ticking away and there's no time to play. No time to stare or be ok. Only time to look at ourselves and keep the humour going but don't forget our health.

My health is very important to me, I am aware that gluten can help my MS progress so I went to a Free From Festival, which spoke about gluten intolerance and they also showed us what we can buy. I found this very interesting as I was able to sample foods and take away recipes. As disabled people, we need to look for opportunities and things to do and this really interested me."

➔ Integrated Care for Older People

The Care Quality Commission (CQC) has reviewed how well different health and care services work together to support the needs of older people.

In its report, 'Building Bridges, Breaking Barriers', it warns that despite a widespread commitment for integration across the sectors, substantial progress is needed to better support people who use a number of services, reduce hospital admissions and avoid confusion about where to go for help.

The report concludes that with a growing elderly population, now is the time to act. The CQC carried out site visits in eight areas. They gathered evidence from a range of sources & spoke with older people and their carers to understand how their experiences related to services working together.

The report highlights many instances of good practice where those providing and commissioning health and social care share information and co-ordinate services for older people.

It sets out the barriers to delivering joined up care. It concludes with five key recommendations for health and social care leaders. ➔ [More](#)

**Need Information?**

We can point you to the health and social care services on your doorstep.



**020 7473 9519**

9.00am - 4.30pm, Monday - Friday

## ➔ New Video About Motor Neurone Disease

A new video resource about Motor Neurone Disease (MND) has been launched by the Motor Neurone Disease Association.

Understanding MND features the experiences of four people with MND and is designed to introduce MND to health and social care professionals working in a variety of roles.

The film can be watched in one run, or as separate chapters.

It includes sections about MND, care and support for people with MND as well as the physical effects.



Learn about care, support and physical effects

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

## Latest Newsletters

- ➔ [Community Independence Service - Newsletter, December 2016](#) ➔ [More](#)
- ➔ [Healthwatch England - Healthwatch Network News, December 2016](#) ➔ [More](#)
- ➔ [NICE - News, November 2016](#) ➔ [More](#)
- ➔ Please send us a link to your latest newsletter!

## News Summary

- ➔ [Latest Health and Social Care News from Newham Recorder](#) ➔ [More](#)
- ➔ [Government sets out social care funding plans](#) ➔ [More](#)
- ➔ [NHS England announces £101 million of new funding for new care model vanguards](#) ➔ [More](#)
- ➔ [Blog from Chief Nursing Officer about local proposals to improve health and care](#) ➔ [More](#)
- ➔ [Social work restructure meant 'corners were being cut', finds serious case review](#) ➔ [More](#)
- ➔ [NHS England announces new mental health services to help 30,000 people](#) ➔ [More](#)
- ➔ [Government revises Care Act guidance after Supreme Court loss](#) ➔ [More](#)
- ➔ [NHS Chief pledges help for 50,000 more people to tackle rising diabetes levels](#) ➔ [More](#)
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- ➔ [NHS England publishes updated guidance to country's paediatric intensive care units](#) ➔ [More](#)
- ➔ [Social work 'hubs' helping improve services at children's trust - Ofsted](#) ➔ [More](#)
- ➔ [NHS England review of 2016](#) ➔ [More](#)
- ➔ [Social worker who grew up in care recognised in New Year honours](#) ➔ [More](#)
- ➔ [Shortlist announced for second Friends and Family Test Awards](#) ➔ [More](#)
- ➔ [Backing for new services to transform care for people with a learning disability and/or autism](#) ➔ [More](#)
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- ➔ [NHS England to fund Bionic Eye Surgery](#) ➔ [More](#)
- ➔ [National health organisations publish a shared commitment to quality](#) ➔ [More](#)



.....what's *your* story?