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

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



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Contact Us

➔ New Volunteers for Enter & View

We are delighted to announce 6 new volunteers have been selected by interview to train to become 'Authorised Representatives' for our Enter & View programme.

This volunteering role carries more responsibility, skills and time commitment than some volunteering roles but can be highly rewarding in return. Training is provided by Healthwatch & will be starting in January. All local Healthwatch including Healthwatch Newham have the statutory power to conduct 'Enter & View' visits to publicly funded health or social care services.



Healthwatch can 'Enter & View' publicly funded services

Visits provide an opportunity to collect opinions and experiences from people who are using services (also from carers and relatives), talk to staff, observe the nature and quality of services and develop insights to inform any recommendations we make. Authorised Representatives write a report on their findings which will be made public on our website. The reports are also shared with relevant partners.

Delivering Impact

Healthwatch works to drive up standards across Health and Social Care



What improvements would you like to see?

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

➔ Royal London & Whipps Cross CQC Reports

Following recent inspections by the Care Quality Commission (CQC), Whipps Cross remains classified as "inadequate" overall while the Royal London has progressed to "requires improvement."



Barts Health is the largest NHS trust in England

Alwen Williams, Chief Executive of Barts Health writes "Both reports show that we have made huge strides on that journey. The quality of the care provided by our hospitals to patients is getting better all the time. The reports spell out in detail where we have made significant improvements at both Whipps Cross and The Royal London.

For example, at Whipps Cross, one-third of the 39 areas inspected by the CQC are now rated as "good," and more than half have improved their individual rating since the original inspections 18 months ago that put us into special measures. This is a fantastic transformation. I'd like to highlight in particular the improvement in maternity and gynaecology, and children and young people's services, for achieving "good" overall.

At The Royal London, 40% of the inspected areas are now rated "good" and ratings improved in 10 of the 39 categories assessed. Special mention should be made of critical care, rated "outstanding" for caring.

However, some findings are critical of poor performance and poor practice in some areas, and inevitably this is reflected in the headline ratings for both hospitals.

“ NHS 111 gave spot on advice! ”

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

➔ Stay Well This Winter

Winter can be a difficult time for many people, as the evenings get darker and the temperature drops - but there are lots of things you can do to look after your health.

If you start to feel unwell - even if it is just a cough or cold - don't wait until it gets worse, you can get help from your pharmacist. They're here to help you stay well so the sooner you get advice the better.



It's important to keep warm in winter

If you need help over the holiday period when your GP surgery or pharmacy is closed, call NHS 111 or visit www.nhs.uk who can direct you to a local service that is open. Tips to help you stay well:

Pick up prescription medications before the Christmas holidays start.

Many GPs and pharmacies close over the holidays. Don't put off getting your free flu vaccination. If you're eligible get it now.

It is important to keep warm in winter - both inside and outdoors as it can help to prevent colds, flu and more serious health problems such as heart attacks, strokes, pneumonia and depression.

Make sure you speak to your pharmacist about medicines you should have in stock to help get you and your family through the winter season. They can give you treatment options for coughs and colds as well as minor injuries, along with advice on giving up smoking or getting the flu jab. [➔ More](#)

➔ Newham Staff Sweep Up at Staff Awards

The East London NHS Foundation Trust (ELFT) staff awards took place on Friday 25th November at The Troxy in London to celebrate the work of its staff.

Over 800 members of staff came together at The Troxy in Tower Hamlets to see teams and individuals from across the Trust honoured for the special contribution they make to patient care and to the working lives of their colleagues.

Staff working in services in Newham secured five out of the fourteen awards scooping up more awards than any other area of the Trust.



A third of the awards went to staff in Newham

Over 200 award nominations were received from colleagues, peers, service users and carers citing the exceptional work of staff and the outstanding skill, care and support they provide.

The event was attended by Newham MP Stephen Timms and local commissioners who presented awards to staff.

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.

➤ Newham Council Spreads Christmas Cheer!

Newham Council has spread some seasonal cheer to around 3,000 older residents by giving them a special Christmas hamper.

Now in its third year, the hamper initiative is led by the council's eight Community Neighbourhood Teams who bring residents together throughout the year with different activities and events.

Over the last few weeks, people aged 70 and over, who live alone and are on low incomes have received hampers packed with a range of treats and essentials including tea, coffee, jams, biscuits, soup, tinned vegetables and shortbread.

They have been offered the chance to have the hamper delivered or to collect it at one of the festive events being staged by their local Community Neighbourhood Team where they can meet other recipients and make new friends.

On Monday 5th December the Mayor of Newham, Sir Robin Wales, and the cabinet member for building communities, public affairs, regeneration and planning, Councillor Ken Clark, joined around 150 hamper recipients at a celebration event at Old Town Hall, Stratford.



The hampers featured many seasonal favourites

Thanks to Tesco, the Newham residents in attendance enjoyed some festive treats and were treated to performances by choirs of schoolchildren from Ranelagh and Carpenters primary schools. They also enjoyed local singer Sam Knight who performed a range of Christmas favourites.

This year the hampers have been funded by Aspers Good Causes Fund, Berkeley Foundation, Serco, Tesco, and LendLease. As well as the essentials and treats, the hampers also include a Christmas card from the Mayor, information on the Community Neighbourhood teams and a pass from activeNewham for residents to use in the borough's leisure centres. ➤ [More](#)

➤ Jade's Story

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

Jade says that "As users of Personal Assistants (PAs), carers, support workers etc, we deserve the right to choose these individuals ourselves. You have to pick really wisely and not just because they are friend material. We need people who can assist us, keep on top of our emails, organise our diaries, attend to our letters and keep our home the way we want it.



Direct Payments have worked well for Jade

When carers were arranged previously, things in my home started to go missing. I initially blamed this on myself because I have a bad memory, but after some time, it became apparent to me that it wasn't my memory but instead it was a carer stealing from me. I felt upset, my privacy had not only been violated but now I can no longer trust carers coming into my home. Following this, I applied for Direct Payments so that I could advertise for my own carers/PAs because then I would be able to choose who I would like to assist me in my daily life. Since being granted this almost 4 years ago, I have never looked back.

I am not saying that every PA I have chosen has been perfect, I have definitely made a few wrong choices however having the freedom to choose who I want in my home supporting me far outweighs the negatives of having people sent who I do not know.

Keep an open mind, if you don't use it already, maybe direct payments could be for you, just speak to your social worker to find out more information."

"Staff need awareness of different cultures."

Get involved and have your say!

➔ Introducing the Primary Care Strategy

Newham Clinical Commissioning Group (CCG) writes “Here at NHS Newham CCG we are continually working to improve local health services and the health outcomes for the communities we serve. In 2013 we launched our five year primary care strategy setting out how we expected to support the delivery of high quality primary care for residents of Newham. Since the launch of this document a lot has changed across the NHS landscape, which is why we are now revisiting the strategy to make sure that our plans support the development of sustainable primary care services, which can meet demands now and into the future.

A number of significant NHS strategy documents have been released since the original strategy was developed including the Five Year Forward View, the GP Forward View, Better Health for London and Transforming Primary Care a Strategic Commissioning Framework.



Improving patient satisfaction and service access

In response to the new strategic direction for the wider NHS the CCG has been developing our local Transforming Services Together (TST) programme and a Sustainability and Transformation Plan (STP) in partnership with other local healthcare commissioners and providers.

While much of our original primary care strategy remains relevant we are now refreshing the strategy to ensure it can meet the new challenges presented to the NHS, including:

Reflecting local plans and revised national and area wide strategy; Commissioning by outcomes across an area to reduce variations in quality of care; Managing increasing patient demand from a growing population; Improving patient satisfaction and delivering 8am – 8pm bookable access; Closer links to integrated community services; The new working relationship with the GP Federation & the changing workforce mix.” [➤ More](#)

➔ Missed Opportunities to Learn from Patient Deaths

A national review by the Care Quality Commission (CQC) has found that the NHS is missing opportunities to learn from patient deaths and that too many families are not being included or listened to when an investigation happens.

In a new report, the quality regulator has raised significant concerns about the quality of investigation processes led by NHS trusts into patient deaths and the failure to prioritise learning from these deaths so that action can be taken to improve care for future patients and their families.



There is no ‘consistent national framework’ in place

The CQC’s review looked at how NHS trusts across the country identify, report, investigate and learn from the deaths of people using their services. The review found that there is no consistent national framework in place to support the NHS to investigate deaths that may be the result of problems in care. This can mean that opportunities to help future patients are lost, and families are not properly involved in investigations - or are left without clear answers.

The regulator is now calling on its national partners to work together to develop a national framework, so that NHS trusts have clarity on the actions required when someone in their care dies. This will ensure that learning is promoted and used to improve care, so that families are consistently listened to as equal partners alongside NHS staff.

Professor Sir Mike Richards, Chief Inspector of Hospitals at the Care Quality Commission, said: “We found that too often, opportunities are being missed to learn from deaths so that action can be taken to stop the same mistakes happening again.” [➤ More](#)

“A lack of privacy in reception.”

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

➔ Improving Local Prescribing Practices

Over recent years there has been an increase in the number of prescriptions being prescribed without genuine medical need. This means that the NHS is using funds to pay for prescriptions that are not necessary or shouldn't be funded using NHS money. As we now move towards a more sustainable and cost effective NHS, Newham Clinical Commissioning Group (CCG) is working with local GPs and patient representatives to improve prescribing practices to ensure that your local NHS can provide the best value for money and the most effective, fair and sustainable use of finite resources.

What change will you see? There are three main areas where you may notice a difference: Generic named medicines prescribed on your prescriptions rather than the branded name of your medicine, which contain same active ingredients; Stopping the prescribing of health supplements unless medically required; Reducing the prescribing of antibiotics where not clinically indicated; Using generic (non-branded) medicines.

Most people are now aware that using branded products is far more expensive than using generic non-branded items, for example Nurofen is considerably more expensive than non-branded Ibuprofen, even though the active ingredient is exactly the same and does the same thing. This is also the case with prescribed medicines - generic medicines are as effective as the branded versions, but can cost up to 80% less.

This is why NHS Newham CCG is working with local GPs and patient groups to change prescribing so they can reduce the amount of money spent on buying the 'brand' rather than the active medicine and use the money saved to fund a wider range of treatments for a greater number of people with other conditions e.g. asthma, diabetes.

Using health supplements is often a personal choice by an individual and is often not associated with a diagnosed medical condition. Most people who eat a balanced diet will get all the vitamins they need and taking too many health supplements or taking them for too long could be harmful. Additionally it is not recommended for health professionals to prescribe health supplements unless it is for a diagnosed medical condition.

That's why NHS Newham CCG is working with local GPs and patient groups to make sure that only people with a diagnosed medical condition are prescribed health supplements on prescription where it is needed.

Antibiotic resistance is growing, threatening the effective prevention and treatment of an ever-increasing range of infections caused by bacteria, parasites, viruses and fungi. Antimicrobial resistance happens when micro-organisms (such as bacteria, fungi, viruses, and parasites) adapt when they are exposed to antimicrobial drugs (such as antibiotics, antifungals, antivirals, & anthelmintics) so that the antibiotics no longer work and we end up with what are known as 'superbugs'.



Listen to your GP and feel free to ask questions

This means that the antibiotics that are available are becoming ineffective and infections persist in the body, increasing the risk of spread to others. Now it's time for us all to take a stand and help to protect this precious resource!

How can you help to ensure you continue to use your NHS efficiently? When you visit your GP it is important to understand that prescribing decisions are taken in the best interest of providing quality medical care. Therefore please don't ask for specific drugs or prescriptions.

Listen to your GP and if you have concerns feel free to ask questions, but remember that as healthcare professionals they have a responsibility to follow prescribing guidance.

Where necessary your GP will talk to you to discuss any changes to your medication and will explain why certain items, such as health supplements or antibiotics, will not be prescribed if not medically needed.

“Electronic prescriptions save so much time!”

Get involved and have your say!

➤ Healthwatch England on NHS Dental Services

Read the Healthwatch England review on what local Healthwatch have heard about people's views on NHS dental services. It includes a patient story from Waltham Forest, and other findings from 31 reports by local Healthwatch organisations. They found examples of dentists providing excellent services to certain groups of people who are often overlooked by other health services.



Every voice matters!

A new NHS dental contract is being developed that will focus on helping people look after their teeth to avoid problems in the future. It may start to be introduced from 2018-19, and for patients the contracts will mean that each person has their own care plan, which will aim to improve their overall dental health, not just treat problems.

Healthwatch England produced this review to help dental professionals better understand people's experiences, to inform the development of future services, and help make sure that people's feedback is listened to and acted on. ➤ [More](#)

In Newham's Chair

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



Are we representing your views?

➤ [Join Healthwatch Today!](#)

➤ Your Say on the Sale of Hospital Sugary Drinks

NHS England's Chief Executive Simon Stevens is calling on patients and the public to have their say in a 10-week consultation on plans to cut the sales of sugary drinks sold in hospitals. England would become the first country in the world to take action across its health service in this way. Our formal consultation gives details of a proposed new fee to be paid by vendors and seeks views on an outright ban, as well as alternative measures to reduce sales of sugary-drinks.

Simon Stevens also committed in the Five Year Forward View, to improve the health of its workforce. A recent survey found obesity to be the most significant self-reported health problem amongst NHS staff, with nearly 700,000 NHS staff estimated to be overweight or obese. Rising rates of obesity amongst NHS staff is not only bad for personal health, but also affects sickness absence and the NHS's ability to give patients credible and effective advice about their health

NHS premises receive heavy footfall from the communities of which they are a part over 1 million patients every 36 hours, 22 million A&E attendances and 85 million outpatient appointments each year. The food sold in these locations can send a powerful message to the public about healthy consumption. The consultation ends 18th January 2017. ➤ [More](#)

“3 week wait to see my doctor of choice.”

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

➤ Lynch Syndrome

Findings from Bowel Cancer UK show a 'worrying picture' of delayed diagnosis, poor monitoring and unacceptable waiting times for people with Lynch syndrome, a genetic condition that can increase the risk of cancer by 80% in some cases and devastate whole families.

A lack of leadership, locally and nationally, means no one is taking responsibility to fix these problems.

Help Bowel Cancer UK by signing their petition which calls on Ministers to urgently step in and take responsibility for improving the identification and management of Lynch syndrome. ➤ [More](#)

The full report is available. ➤ [More](#)

➔ Getting it Right, Education & Training for Sepsis

Sepsis is a potentially life-threatening condition that affects an estimated 150,000 people per year in the UK (UK Sepsis Trust, 2016) and is a significant cause of preventable morbidity and mortality.

It is crucial that all health and care staff are able to spot the early signs of sepsis and provide appropriate, timely, high quality care.

In response to a mandate from the Department of Health and on behalf of NHS England's cross-system sepsis programme board, Health Education England has scoped the current provision of sepsis education and training for healthcare staff in England.



Sepsis affects 150,000 people per year

A new report 'Getting it right' by Health Education England gives full recommendations. ➔ [More](#)

Latest Newsletters

➔ Healthwatch England - Healthwatch Network News, December 2016 ➔ [More](#)

➔ NICE - News, November 2016 ➔ [More](#)

➔ Please send us a link to your latest newsletter!

News Summary

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- ➔ Social Worker of the Year Awards 2016: The Winners ➔ [More](#)
- ➔ Learning disability work experience week at NHS England ➔ [More](#)
- ➔ NHS England announces nearly 300 GP premises upgrades across England ➔ [More](#)
- ➔ Building a culture of support for carers - Dr Neil Churchill ➔ [More](#)
- ➔ Social worker who used Facebook to communicate with service user suspended ➔ [More](#)
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- ➔ Social work's development is 'best built from the grassroots' ➔ [More](#)



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