

## 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.

[Join now](#) and get involved!



## In this Issue!

Engaging with the Local Roma Community Your Say on Sexual Health Services	2
NHS Trust Which Runs Newham University Hospital Put into 'Special Measures'	3
Compassionate Neighbours in East London Newham Patient Forum, 22 <sup>nd</sup> April 'No Voice Unheard, No Right Ignored'	4
Celebrate World Autism Awareness Day on 2 <sup>nd</sup> April Adult Social Care Careers Fair, 9 <sup>th</sup> April	5
Dying Matters Awareness Week, 18 -24th May 2015	6
Jade's Story - Life in Newham with a Disability London Cancer Urges Patients and Carers to Get Involved!	7
World's Largest Community Genetics Study Launches in East London <b>No Voice Unheard, No Right Ignored Consultation</b>	8

020 7473 9512  
[www.healthwatchnewham.co.uk](http://www.healthwatchnewham.co.uk)  
[info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)  
St Mark's Community Centre, 218 Tollgate Road, Beckton, London, E6 5YA

## Engaging with the Roma Community

Did you know that around 25,000 Newham residents are categorized as from the Roma Community?



Newham has around 25,000 Roma residents

Healthwatch Newham attended the Roma Support Group at Stratford Library on 10<sup>th</sup> March 2015, to listen to their stories and to form closer worker relationships with local organisations such as the Roma Support Group, who have worked with thousands of Roma families since 1998.

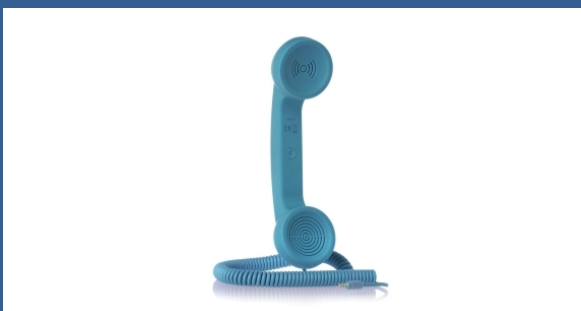
They actively support the local Roma community, providing advice and advocacy, and also running projects including on arts and culture, health and sports inclusion. [➡ More](#)

### Are *you* from the Roma community?

If so, Healthwatch Newham would like to hear your stories on health and social care services!

## 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

## Your Say on Sexual Health Services

Healthwatch Newham successfully held a 'Have your Say' Sexual Health Services Information and Workshop event with local black male residents.

The event was held at Forest Gate Hotel, 25<sup>th</sup> February, 6pm - 8pm, and was focused on black males due to research that suggests black males, especially young black males are a key and under-represented group receiving sexual health care.



Jake Bailey and Teresa Fisher

Twelve participants attended the event to take part in two workshops discussions - rating local services/establishing gaps in service provision, and how people could be better engaged with in order to increase uptake of local sexual health services.

Jake Bayley - Sexual Health Consultant at Barts Health NHS Trust, and Teresa Fisher - Health Promotion Officer at Widows and Orphans International, also provided presentations, at the event, outlining Newham sexual health services and local sexual health outreach activities, respectively.

We would like to extend our thanks to everyone who attended the event - as a participant, volunteer, or speaker - for their time and contribution.

If you have any views on local sexual health services, please do contact the Healthwatch office:

☎ 020 7473 9512

✉ [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)

“ I was given a choice of clinics for surgery. ”

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

## ➤ Barts Health NHS Trust in Special Measures

Barts Health NHS Trust has been placed in special measures by the NHS Trust Development Authority, following a Care Quality Commission report into Whipps Cross Hospital, which found it to be "inadequate".

The trust, which runs six hospitals including Newham and Whipps Cross, reported a £93 million deficit last month.

Dr Ron Singer, chairman of campaign group Newham Save Our NHS, said: "There is now increased concern regarding the significant funding pressures Newham will now face."



Barts Health is the largest NHS Trust in England

"As Newham campaigners our job is to support Newham Hospital in terms of its ability to serve the people of Newham and beyond. We are very aware of the demoralising affect on staff and will do all we can to help."

The report, carried out in November last year, highlighted that significant improvements were required to urgent and emergency services, medical care, surgery, services for children and young people, end of life care and outpatients at Whipps Cross Hospital.

It also found staff morale to be low and concerns over a culture of bullying and harassment.

Barts Health Trust executive Peter Morris, who announced he was stepping down last month, said the trust was "sorry for the falings" identified in the report.

He said: "Barts Health is committed to ensuring the safety and welfare of every one of its patients. This report describes services that fall a long way short of what we aspire to. We are very sorry for the failings identified by the CQC in some of our services at Whipps Cross and we know the trust has a big challenge ahead."

"The special measures regime is designed to aid service improvement by providing help and support where it is most needed. It has worked well with NHS organisations in other parts of the country and I am confident it will work here."



Newham Hospital A&E consistently meets targets

Since 19<sup>th</sup> February, three senior staff members have stepped down including Peter Morris, chief nurse Kay Riley and trust chairman Sir Stephen O'Brien.

The Care Quality Commission has yet to report on the quality of services offered at Newham University Hospital.

Dr Zuhair Zarifa, chair of NHS Newham Clinical Commissioning Group, said: "Newham University Hospital's performance has been consistently above the target of 95% of patients not waiting longer than four hours in A&E. The latest Friends and Family Test from December 2014 shows that 91.2% of patients at Newham would recommend the hospital.

We welcome the approach to strengthened site management on the Whipps Cross site and we will be working with the Trust to ensure that a similar approach is adopted for the Newham University Hospital site.

We are working in partnership with Barts Health, patients, local councils, Healthwatch and other key stakeholders to develop a strategy for east London that will transform the way we care for patients; preventing ill health and supporting people to live healthier lives." ➤ [More](#)

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

➤ [Click here](#) to join our mailing list.

## ➤ 'Compassionate Neighbours' in East London

Compassionate Neighbours is free community led support for anyone caring for a person with a serious, long-term or terminal illness.

Could a Compassionate Neighbour help you?

If you could do with some extra support, Compassionate Neighbours may be able to help you. They are a network of trained volunteers who are willing to offer their time, companionship and support to people living in their community.

Compassionate Neighbours in East London was set up by St Joseph's Hospice with support from Social Action for Health.



Would you like a Compassionate Neighbour?

Compassionate Neighbours can support you by offering companionship, emotional support and a listening ear; providing practical support, such as making a cup of tea; helping you to stay connected to your friends and the community, and directing you to important support services to help you get through this difficult time.

All support is provided free of charge. If you live in East London and are caring for a person with a serious, long-term or terminal illness, you could access this support.

Find out more please contact Marcia Green:

☎ 020 8525 6058

✉ CN@stjh.org.uk

“The dentist explained all costs.”

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

## ➤ Newham Patient Forum, 22<sup>nd</sup> April

You are invited to come along to the next Newham Patient Forum meeting:

➔ Wednesday 22<sup>nd</sup> April, 10.30am - 1pm

➔ St Marks Community Centre, 218 Tollgate Road

Newham Patient Forum exists to ensure that the voice and experience of patients and carers is at the centre of service development and delivery.

The Patient Forum will give Newham residents, patients and carers the chance to share experiences and influence decisions about local healthcare; to find out about changes and innovations in local health services, and tell Newham's Clinical Commissioning Group (CCG) how they are doing in running your health services.

If you would like to attend and have any support needs, require information on the day in a particular format, or specific dietary requirements, please contact Mustafa Arrale:

☎ 020 7473 9518

✉ mustafa.arrale@fhwb.co.uk

“Meals are cheap, but well cooked.”

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

## ➤ 'No Voice Unheard, No Right Ignored'

The Government has published a consultation for people with learning disabilities, autism and mental health conditions.

It says 'A lot of work has been done over the last two and a half years to improve the lives of people with mental health needs, learning disability and autism and to realise the vision of everyone being treated with dignity and respect by health and care services and enjoying the same rights as anyone else. However we have to go further. We want to consider how we can make sure the rights, incentives, responsibilities and duties in the system ensure change is delivered everywhere and no-one can fall through the gaps any longer.'

The consultation will run for 12 weeks from 6<sup>th</sup> March to 29<sup>th</sup> May 2015. [➔ More](#)

### ➔ Celebrate World Autism Awareness Day!

Residents and professionals are invited to attend an event hosted by Newham Council and the Clinical Commissioning Group (CCG), celebrating World Autism Awareness Day:

- ➔ Thursday 2<sup>nd</sup> April, 10.30am - 2.30pm
- ➔ Plaistow Library

The event is an opportunity to learn more about autism and the services available to support residents with autism, and their carers, in the borough.



Supporting residents with autism, and their carers

A range of organisations and specialists will be presenting on key topics in the field of autism. Other activities will include music, poems and the chance to hear inspirational stories from Newham residents living with autism.

Free light refreshments will be available. Places are limited. To book or for more information:

- ☎ 020 3373 9788
- ✉ [commissioning.assistant@newham.gov.uk](mailto:commissioning.assistant@newham.gov.uk)

### ➔ LGBT Narrative for London Survey

A survey by Anglia Ruskin University in collaboration with the LGBT Consortium, is being carried out to examine the common and specific ongoing needs and challenges faced by Lesbian, Gay, Bisexual and Transgender (LGBT) communities across the 32 boroughs of the Greater London Area.

In particular, the project will focus on experiences of poverty among these diverse communities. The project involves surveying representatives from voluntary and statutory organisations that work with LGBT communities. ➔ [More](#)

### ➔ Adult Social Care Careers Fair, 9<sup>th</sup> April

Do you like working with people? Are you looking for a rewarding career & a chance to get qualifications?



A career in adult social care can be very rewarding!

Come along to meet local care providers & colleges offering a wide range of employment and training opportunities in areas such as Volunteering, Apprenticeships, Health & Social Care, Social Care placements, Care work and Occupational therapy:

- ➔ Thursday 9<sup>th</sup> April, 10am - 4pm
- ➔ The Old Town Hall, Stratford, E15 4BQ

For more information:

- ☎ 020 3373 1275
- ✉ [Mohammed.Arfan@newham.gov.uk](mailto:Mohammed.Arfan@newham.gov.uk)

### ➔ Creating Connections East

A regular networking event that brings together staff and postgraduate students from University College London (UCL) and the University of East London (UEL), with representatives from community organisations, charities, residents' groups, social enterprises and statutory organisations:

- ➔ Wednesday 29<sup>th</sup> April, 6-8pm
- ➔ Stratford Library, E15 1EL

The evening is a mixture of themed discussions in small groups with more informal hob-nobbing; the aim is to find areas of common interest and encourage collaborative working. ➔ [More](#)

“Poor liaison between services.”

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

## ➔ Dying Matters Awareness Week, 18 -24th May 2015

Every year, Dying Matters and its coalition members host a fantastic range of events and activities around the country with the aim of getting people talking about dying, death and bereavement and making plans for their end of life.

This year sees the sixth annual Dying Matters Awareness Week, which runs from 18 -24<sup>th</sup> May 2015, and the coalition needs your help to get as many people as possible thinking, talking and acting.

A Dying Matters Awareness Week event can be large, small or anywhere inbetween, and there are a host of resources to help you to make it a success. This year's theme will focus on the simple message:



Be part of a national discussion!

"Talk, Plan, Live". Three eye-catching postcards represent the three parts of the message, and provide advice and information on the reverse. There are posters and pop-up banners, as well as 'Awareness Packs' with a range of Dying Matters leaflets, DVDs and merchandise. Order your packs or individual resources from the Dying Matters online shop now. ➔ [More](#)

To help you plan, there is a section on the Dying Matters website, where you'll find a step-by-step guide on how to get the most out of your activities, as well as a list of previous events, to give you inspiration. Visit the Awareness Week hub for details on how you can get involved, and keep in touch with Dying Matters via Twitter and Facebook to highlight what's going on in your area. Don't forget to use the #YODO (You Only Die Once) theme, which was so successful during awareness week 2014. ➔ [More](#)

**“The health visitor is very good!”**

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



Let's talk about death, and celebrate life

## ➔ Let's Talk about Death on 20<sup>th</sup> May!

Death in the 21st Century has become a taboo subject, where we as a nation have become removed from the natural cycle of life.

Compassionate Funerals are hosting 10 Death Cafes in Newham, and along with Healthwatch Newham welcome you to the following event:

- ➔ Wednesday 20<sup>th</sup> May, 5.30pm - 8.30pm
- ➔ St Marks Community Centre, 218 Tollgate Road

The intention is to open up conversations on death, dying & bereavement. Tea, cakes & your wonderful company are essential ingredients.

To book or for more information:

☎ 07951 968 114

✉ [info@compassionatefuneral.com](mailto:info@compassionatefuneral.com)

## In Newham's Chair

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



Are we representing your views?

➔ [Join Healthwatch Today!](#)

## ➡ Jade's Story

Darren Morgan talks to Jade Sempare - Healthwatch Newham's 'Disabilities Ambassador'.

### You Can Do It!

All too often, disabled people find themselves in voluntary work, not through choice but through circumstances. Jade urges those in this position to consider 'I have skills in this... and I want to become that' and to pursue those aspirations. You don't have to do it alone and may be able to get assistance on things such as training and equipment.

When Jade was first diagnosed with Multiple Sclerosis she thought 'I'll be on benefits for the rest of my life', but through determination, vision, and the assistance that is available, Jade has a number of very important and worthwhile roles. 'We can achieve our goals if we put our minds to it!'



Jade says 'we can achieve our goals'!

### Seeing Through the Gloss...

Jade says that we have the ability to 'see things how we want, not how we're conditioned to by the pink ribbons and bubbles of the commercials on television and in magazines'. She urges us to appreciate reality, and to feel comfortable to see and deal with things as they really are.

### Getting Care Right!

Jade says it's so important to get the right care. She isn't that keen on the label 'carer' though, suggesting 'personal assistant' as a better fit. She says the word 'carer' can sometimes be belittling for disabled people, who after all, don't want to be cared for really, just assisted!

**“Quick to be seen at the physiotherapy clinic!”**

Join us today and have your say!

## ➡ Patients and Carers Urged to Get Involved!

Have you been affected by cancer as a patient and/or carer? Would you like to be part of a group that helps to improve healthcare services?



London Cancer wants to take inspiration from *you!*

London Cancer, part of University College London Partners is the integrated cancer system serving north east and central London and west Essex. This means that it supports partner organisations in primary (GPs and clinical commissioning groups), community and hospital services to provide expert, compassionate care for every patient, every time. It is dedicated to improving health and experiences of people with cancer.

London Cancer are always on the hunt for new patients and carers to sit on their various groups. People who have experience of life-changing diseases, injury or disability find ways to adjust to what life throws at them. They look for creative solutions to challenges and identify opportunities for improvement. They are experts by experience. Patient Representatives are valued members of the Board or Group and have the full support of the Director and Chair.

Are you interested in getting involved? On average, commitment is four times per year, a few hours per meeting. Most meetings take place at London Cancer Offices, Tottenham Court Road, with out-of-pocket travel expenses reimbursed.

If you or someone you know might be interested in one of these opportunities or other opportunities that sit outside of the boards, such as sharing your story or experience, helping to write bulletins from a patient and carer perspective or speaking at public events, please get in touch:

✉ [kellie.thomas@londoncancer.org](mailto:kellie.thomas@londoncancer.org)

More information about London Cancer is available online. [➡ More](#)

## ➔ World's Largest Community Genetics Study

East London Genes & Health, the world's largest community based genetics study, has launched, aiming to improve health among people of Pakistani and Bangladeshi heritage in East London by analysing the genes and health of 100,000 local people.

Led by Queen Mary University of London (QMUL) and supported by £4m in funding from the Wellcome Trust and MRC, researchers will study the genetic code and medical records of local South Asian people - with the aim of improving understanding of the links between genes and environmental factors in causing disease.



Tower Hamlets and Newham have 'lowest life expectancy'

These findings will then contribute to improving healthcare and the long-term prevention and treatment of a number of diseases particularly affecting local communities and the wider population, such as heart disease and diabetes.

East London boroughs, Pakistani and Bangladeshi communities in particular, have some of the highest rates of poor health in the UK. For example:

Pakistani men have the highest rate of heart disease in the UK and the risk of dying early from heart disease is twice as high among South Asian groups compared with the general population; People from South Asian communities are five times more likely to have type 2 diabetes than the general population; Tower Hamlets and Newham have the lowest life expectancy of all London boroughs. ➔ [More](#)

**“ I feel safe and secure  
at the care home. ”**

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

## ➔ No Voice Unheard, No Right Ignored

The Government recently published the consultation paper 'No voice unheard, no right ignored - a consultation for people with learning disabilities, autism and mental health conditions.'



How do we remove the barriers?

London Borough of Newham is planning a response to this consultation and is establishing how to support citizens to have their views and comments heard.

As part of the consultation exercise The Forum for Health & Wellbeing will be running workshops at St Marks Community Centre to allow service users to respond to the consultation paper:

- ➔ Monday 13<sup>th</sup> April, 10am - 2pm  
Learning Disabilities Service Users and Carers
- ➔ Wednesday 15<sup>th</sup>, April 11-1pm  
Autism and Asperger's Service Users and Carers

More information is available online. ➔ [More](#)

## ➔ Messages from Early Start Newham!

Is your baby aged 4-6 months? Early Start Newham invites you to an Introducing Solid Foods group at your local Children's Centre.

Is your under 5 getting their 5-a-day? Attend a Food and Nutrition for Toddlers group at your local Children's Centre!

To book or for more information:

☎ 020 3373 6606



## ➔ Care Act FAQ's!

From 1<sup>st</sup> April 2015, care and support in England is changing. The new Care Act will introduce a number of reforms that primarily impact existing and new care users, their carers and families. The new Care Act will help make care and support more consistent across the country. The new national changes are designed to put people in control of the help they receive.

Anyone currently receiving care, or supporting an adult family member or friend as an unpaid carer, could be affected by the national changes being introduced by the Care Act.

The new Care Act has been passed to make care and support, and the way we pay for it, clearer, easier to access and more consistent across the country.



How prepared for the Care Act are you?

London Borough of Newham has put together a very handy frequently asked questions document, aimed at getting you prepared for the Act. ➔ [More](#)

## Latest Newsletters

- ➔ Barts Health - Life, Spring 2015 ➔ [More](#)
- ➔ National Care Forum - Bulletin, 16<sup>th</sup> March 2015 ➔ [More](#)
- ➔ NICE - Public Involvement Update, March 2015 ➔ [More](#)
- ➔ Social Care Institute for Excellence - Bulletin, 27<sup>th</sup> March 2015 ➔ [More](#)
- ➔ YoungMinds - Newsletter, March 2015 ➔ [More](#)

➔ Please send us a link to your latest newsletter!

## News Summary

- ➔ Latest Health and Social Care News from Newham Recorder ➔ [More](#)
- ➔ Entries open for 2015 Social Worker of the Year Awards ➔ [More](#)
- ➔ Deputy Prime Minister launches mental health in sport initiative ➔ [More](#)
- ➔ '15 minute visits are leaving care workers with an intolerable choice' ➔ [More](#)
- ➔ Parents to get complete picture of child's development ➔ [More](#)
- ➔ Government finds extra funds to help manage Deprivation of Liberty Safeguards pressures ➔ [More](#)
- ➔ Prime Minister launches next phase of Britain's fight against dementia ➔ [More](#)
- ➔ How social workers can better identify and support older victims of domestic abuse ➔ [More](#)
- ➔ Fit middle-aged men have lower cancer risk ➔ [More](#)
- ➔ GPs and social workers: old friends or old foes? ➔ [More](#)
- ➔ Frequent antibiotic use linked to higher type 2 diabetes risk ➔ [More](#)
- ➔ Beyond male role models in social care: What works when working with young men? ➔ [More](#)
- ➔ Study finds link between air pollution and stroke risk ➔ [More](#)
- ➔ CQC role "critical" to ensuring success of the Care Certificate, says Cavendish ➔ [More](#)
- ➔ Blood test could provide an early arthritis warning ➔ [More](#)
- ➔ Councils ready for Care Act but raise concerns about costs on eve of implementation ➔ [More](#)
- ➔ First ever substance misuse framework for social workers launches ➔ [More](#)



**healthwatch**  
Newham

# We're here to help!

Are you looking for health or social care services and need advice on what is available?

Or, do you want to comment on the services you receive?

We are Healthwatch Newham, your local health and social care champion. Our **Information Service** can give you the information you need so that you can access the services you are entitled to.

We are also here to listen to your comments on the services you receive and can point you in the right direction if you wish to make a complaint or compliment.

**Help is just a call, click or tap away!**

 [www.healthwatchnewham.co.uk/onlinedirectory](http://www.healthwatchnewham.co.uk/onlinedirectory)

 020 7473 9519

 [info@healthwatchnewham.co.uk](mailto:info@healthwatchnewham.co.uk)