

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

➔ Barking Road Medical Centre 'Inadequate'

National health and social care regulator the Care Quality Commission (CQC) has placed Barking Road Medical Centre in East Ham into special measures following a comprehensive inspection which has rated it as Inadequate.

The practice will now be able to access support from NHS England and the Royal College of General Practice to help it improve.

Under the CQC's programme of inspections, all GP practices are being given a rating according to whether they are safe, effective, caring, responsive and well led.

Michele Golden, Head of Inspection for General Practice said:

"Barking Road Medical Centre has provided general medical services to 2,900 registered patients and all people using services are entitled to expect high quality and consistent care from their GP practice.

During our inspection we found enough areas of concern that our only recourse was to use our regulatory powers and suspend all actions at the surgery.

At present the surgery is closed, however, all regulatory action we take is subject to appeal"

The CQC has identified a number of areas where the practice must make improvements. The full report from the inspection of December 2015 has been published on the CQC website. [➔ More](#)

Need Information?

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



020 7473 9519

11am - 4pm, Monday - Friday

➔ Closure of Dr S Qureshi's Practice

The CQC inspected Dr S Qureshi's Practice in December 2015. As a result of the findings and recommendations of this inspection, a decision was taken by Newham Primary Care Commissioning Committee in conjunction with NHS England to close the practice from 24th December 2015 until further notice. This decision was taken in the interest of patient safety.

Following a period of review and discussion with the practice and all parties involved, the decision has now been taken by Newham Primary Care Committee to close the practice at 17 Stopford Road permanently. This will involve dispersal of the practice list.

There is now formal consultation with patients affected by the decision, including two engagement events during April, where patients can come and ask any questions. This six week consultation will run from 21st March until 29th April 2016.



All residents are entitled to 'high quality care'

In order to ensure continuity of care, all affected patients have been temporarily cared for at the neighbouring surgery, East End Medical Centre, 61 Plashet Road, Plaistow, London, E13 0QA and this will continue throughout the consultation period until the list dispersal has been completed.

While there is a commitment to support local GP practices in their efforts to provide quality primary care at a time of huge pressure and demand on local health services, the priority is to ensure that all residents have access to high quality care.

"I can have tea in my room when I like."

Get involved and have your say!

➤ Provider Change at the Urgent Care Centre

East London NHS Foundation Trust (ELFT) gave notice to Newham Clinical Commissioning Group (CCG) in February 2015 for the provision of all services at the urgent care centre at Newham University Hospital.

Since then, Newham CCG has been working with other providers in the area to find an organisation that could step-in and continue to provide an urgent care service.

In December 2015, it was announced that Barts Health NHS Trust will become the lead provider responsible for providing all services at the urgent care centre effective on 1st March 2016.

Barts Health run the Newham University Hospital site, including the A&E unit, making them 'perfectly placed' to become the step-in provider of this service until a long-term arrangement can be reached via a competitive tender process. The development of the new service model has already commenced and the competitive tender process will commence later in 2016.

Newham CCG, Barts Health and ELFT are now working together to ensure a smooth transfer and to make sure that all patients continue to receive high quality, safe and effective care.

All staff currently working within the centre will be transferring to Barts Health. Staff have been kept fully aware of the changes and are meeting regularly with managers from the respective organisations.

There will be no change to the way patients and professionals access the urgent care centre, or to the capacity or level of service provided.

For more information:

✉ julievanbussel@newhamccg.nhs.uk

If you have views of the Urgent Care Centre, good or bad, contact the Healthwatch office in confidence!

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

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

➤ Your Say on Community Health Services

In order that the NHS meets the needs of the local population now and in the future, Newham Clinical Commissioning Group (CCG) is planning to transform the way that community health services (CHS) in Newham are delivered. These services include things such as community nursing, physiotherapy, podiatry, health visitors and specialist services for people with diabetes etc.



Community health services 'will be transformed'

The CCG is holding a public CHS transformation event and would like you to come to share your views on what the future of community services in Newham should look like:

➔ Thursday 14th April, 5.30pm - 8.00pm

➔ Stratford Old Town Hall, 29 Broadway, E15 4BQ

Everyone's views are equally important and you don't need any special expertise or knowledge to take part. ➤ [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.

➔ Good Life Club at the Trinity Centre

The Trinity Centre in Manor Park presents activities for Adults with Learning Disabilities, including Life Skills (Mondays), Music Lessons (Tuesdays), Cookery Classes (Wednesdays), Lunch and Bingo (Thursdays).



Learn to play an instrument!

For more information:

☎ 020 8472 8947 or ✉ Jackie@thetrinitycentre.org

➔ Active Minds Care Event and Sessions

The Active Minds Café looks at mental health as a whole from anxiety, depression to dementia. The aims are to provide accessible advice, guidance and information regarding mental health issues and services to people with mental health problems, their carers, health professionals and anyone else with an interest in mental illness.

To celebrate mental health awareness week, come along to the launch event:

➔ Thursday 19th May, 12pm-4pm

➔ Stratford Library, The Grove, E15 1EL

Thereafter, it is planned that the Active Minds Café will be delivered on the third Thursday of every month around different themes. To find out more:

☎ 0203 373 1804

✉ Shamilla.kumari@newham.gov.uk

“We can't praise our key worker enough.”

Get involved and have your say!

➔ Diabetes Support Club

Manor Park Community Neighbourhood introduces their Diabetes Support Club. Get friendly advice from health professionals about managing diabetes, plus healthy lifestyle tips to help reduce your risk of developing the condition. Next sessions:

➔ 15th April, 20th May, 17th June, 5.30pm - 7pm

➔ Manor Park Library, Romford Road, E12 5AD

Sessions will then be on the third Friday of each month. To book or for more information:

☎ 020 3373 0858

✉ Zakir.adam@newham.gov.uk

“I like to be recognised when I come in.”

Get involved and have your say!

➔ Move. Dance. Feel.

An invitation for Women Recovering from Cancer. Join in this spring for a series of open dance sessions that are fun, social and centred around creative expression. Stimulate your senses in a friendly environment, where together we'll explore the dynamics of dance.



Come and 'explore the dynamics of dance'

The project is for adult women who are in recovery post treatment, to celebrate life after cancer. No prior dance experience is necessary, and you're welcome to bring along a friend.

The sessions are free of charge, but please register your interest in order to attend.

✉ emilyjanejenkins@gmail.com

➔ Partners for Health - New Grant Programme

London Catalyst and the Hospital Saturday Fund have come together to launch a new round of 'Partners for Health' in 2016. Grants of up to £10,000 will be considered for social action projects tackling the effects of poverty and health inequalities in London.

'Partners for Health' is open to charities and community groups that can demonstrate a thoughtful response to local needs and partnership with an expert health agency. There is a particular interest in the areas of mental health and addiction.

The closing date for receipt of completed applications is 5pm on Thursday 26th May. [➔ More](#)

➔ Don't Bottle It Up

Alcohol can affect health in a number of ways, including; causing accidents and injuries, liver disease, cancer, stroke, memory loss, sexual difficulties and depression. It is also high in calories so can contribute to weight gain.

If you are concerned about the levels of alcohol you are consuming you can visit the Don't Bottle It Up website to take an alcohol test. It's free, quick and confidential. There is also a free Drink Coach App to keep track of alcohol intake, available for download on IOS and Android phones and tablets.



Have you tried the online 'Drink Coach'?

Benefits of the app include Unit, cost and calorie counter; Mindfulness videos; Goal tracker and Reminders. [➔ More](#)

If you would like further support for yourself or for a family member/friend regarding alcohol consumption, then you can contact Newham Rise, the free drug and alcohol service:

☎ 0800 652 3879

✉ newham.referrals@cri.org.uk

➔ Jade's Story

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

Jade says "I feel it is always important to take control of my disability. I take what time I can, to read current research surrounding my MS and its symptoms. This enables me to control and manage the, sometimes ruthless, symptoms of my progressive MS. I do this in order to, as best as I can, keep control of my illness so that my illness does not control me!



Jade uses both conventional and herbal medicines

For years now, I have researched a lot around alternative medicine and have since been using a combination of western medication and herbal medication. Through research, I discovered that there are many health benefits within the field of alternative medicine and for me, this works. My memory has improved, even if only slightly and I have kept most of my mobility and only sometimes need to use my wheelchair. In general, most of the time, I feel great! What about you? Is it time you did some research into effective management of your disability? What options and services are out there for you?"

Jade also wonders "How has the government been able to push through its plans to tighten the eligibility criteria for the new incoming Personal Independence Payment (PIP) benefit without consulting the very disability organisations that they had many consultations with beforehand?" She says "The future looks to be bleak for people with disabilities."

“A shortage of female doctors.”

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

➔ Publication of Transforming Services Together Strategy and Investment Case

The Transforming Services Together programme is a partnership between Newham, Tower Hamlets and Waltham Forest Clinical Commissioning Groups (CCGs) in partnership with Barts Health NHS Trust.

Newham CCG writes "The programme proposes a range of changes that we believe, when taken together, would result in system-wide transformation and deliver high-quality, safe and sustainable services for residents of east London.

We have worked with more than 1,000 people from the three boroughs: clinicians; stakeholder organisations; patient representatives; patients and members of the public to develop a Strategy and Investment Case.

We are looking to invest over £100 million over the next five years to fix some long-standing problems with the NHS in this area, cope with the expected increase in population (270,000 more people over the next 15 years, the equivalent of another London borough), and make the health system more efficient and effective.



Local population is set to increase by 270,000 people

We want to know if you think we are focusing on the right challenges and whether our proposals will result in a better, more sustainable health service."



Services need to be 'more sustainable' going forward

The strategy builds on, and supports, the CCG five year plans and Barts Health NHS Trust improvement plans. ➔ [More](#)

"We need a single point of access."

Get involved and have your say!

In Newham's Chair

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



Are we representing your views?

➔ **Join Healthwatch Today!**

How can you help?

"Between 29th February and 22nd May 2016 we will be holding drop in events in public venues and hospitals; meeting with NHS organisations, local authorities, community groups and patients; and going into the detail of the proposals in focus groups.

If you would like to attend a meeting or focus group; if you would like us to come along to a meeting of your organisation to discuss the proposals; if you want to sign up to get involved in the future; if you would like paper copies of the documents; or if you would like to be put on our newsletter mailing list, please get in touch":

☎ 020 3688 1540

✉ transformingservicestogether@nelcsu.nhs.uk

➔ Resources for ESOL Learners

ESOL courses are for adults living in the UK who need English to help in everyday life.

Newham ESOL Exchange is a network of people and organisations working together to improve ESOL in Newham.

The Exchange is managed by Aston-Mansfield's Community Involvement Unit and funded by Newham Adult Learning Service.

They meet every two months, with occasional events. They organise training for ESOL tutors and create resources and factsheets.



A 'good grasp of English' is important for all

This year for the first time information about classes is available online. ➔ [More](#)

Latest Newsletters

- ➔ CQC Update for Local Healthwatch, January/February 2016 ➔ [More](#)
- ➔ NHS Confederation - Health Policy Digest, March 2016 ➔ [More](#)
- ➔ NICE - Patient and Public Involvement Update, April 2016 ➔ [More](#)
- ➔ Social Care Institute for Excellence - Bulletin, March 2016 ➔ [More](#)
- ➔ Stratford and West Ham Community Neighbourhood - Newsletter, March 2016 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ Latest Health and Social Care News from Newham Recorder ➔ [More](#)
- ➔ 200,000 people given the skills to contact the doctor online reducing NHS costs ➔ [More](#)
- ➔ Government funds expansion of mental health social work fast-track scheme ➔ [More](#)
- ➔ Success in NHS push to reduce avoidable antibiotic prescribing ➔ [More](#)
- ➔ Entries open for 2016 Social Worker of the Year Awards ➔ [More](#)
- ➔ Consultation on Specialised Services clinical commissioning policies and service specifications ➔ [More](#)
- ➔ Frontline students have 'significantly higher' practice skills than others, evaluation finds ➔ [More](#)
- ➔ Thousands to benefit as first wave of NHS Diabetes Prevention Programme is announced ➔ [More](#)
- ➔ Councils still moving too slowly on home care travel time payments, says Unison ➔ [More](#)
- ➔ NHS England announces new action to cut stillbirths ➔ [More](#)
- ➔ NHS should employ more social workers, says chief social worker for adults ➔ [More](#)
- ➔ Winners of Maternity Experience Challenge Fund announced ➔ [More](#)
- ➔ Your Care Act questions on advocacy and reviews answered ➔ [More](#)
- ➔ Awards showcase array of NHS improvements arising from patient feedback ➔ [More](#)
- ➔ Children's social work reform: what the social work sector thinks ➔ [More](#)
- ➔ Health and care bodies reveal the map that will transform healthcare in England ➔ [More](#)
- ➔ Care Act information gaps preventing timely assessments of need, finds research ➔ [More](#)
- ➔ Hospital radio helps broadcast the message on patient feedback ➔ [More](#)
- ➔ How social workers can track and boost the happiness of looked-after children ➔ [More](#)
- ➔ Spotlight on patient feedback driving NHS improvements ➔ [More](#)
- ➔ Adult services increasingly turning to newly qualified social workers ➔ [More](#)



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

 020 7473 9519

 info@healthwatchnewham.co.uk