

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!



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St Mark's Community Centre, 218 Tollgate Road, Beckton, London, E6 5YA

➡ Newham Vision Strategy Stakeholder Event

Healthwatch Newham is pleased to play a leading role in shaping the local vision strategy, working with blind and partially sighted service users, providers and those who commission services.



20th November, The Grassroots Centre

On Wednesday 20th November we helped to set up and facilitate a stakeholder event, where service users sat around the table with those who plan and run services, including Newham Clinical Commissioning Group (CCG) and Newham Council.

The event helped to identify strengths & weaknesses and established priorities.

It is hoped that a group will be established to bring together Newham's various blind and partially sighted user groups and those who provide services.

The group could also act as a central information resource, which is much needed. If you would like to be involved, please do get in touch!

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

➡ Healthwatch Newham Manager Appointed

Joining the Healthwatch Newham Team is Charlie (Charlotte) Ladyman, appointed as Manager.

Healthwatch Newham Chair, Mark Santos writes:

"We are absolutely delighted to welcome Charlie as our Healthwatch Manager."

"Charlie brings both experience and skills in patient & public engagement as well as influencing and policy making. We are all very excited about her joining our Healthwatch team and supporting and guiding us in improving and developing health and social care services in Newham."



Charlie, pictured with Sol Pearch, chairing a consultation

➡ Seasons Greetings from Healthwatch!

Healthwatch Newham would like to wish all of our members and stakeholders a Merry Christmas and Happy New Year!



Christmas Office Closing...

The Healthwatch Newham office will be closed from 24th December 2013 - 1st January 2014 inclusive.

The office re-opens on 2nd January 2014.

Jade's Story

Jade is a local resident with Multiple Sclerosis and has recently been appointed the Healthwatch Newham "Disabilities Ambassador".

We believe that by simply telling her story, Jade will highlight the challenges faced by many local people with disabilities and as a Healthwatch, we will be asking what can be done to address the issues faced.



Jade, local resident and Healthwatch Ambassador!

➡ Jade's Story...

Jade talks to Darren Morgan, Information Manager.

Recently Jade visited a public centre and needed to use the disabled toilet. Incontinence is a common symptom of her condition and toilet access for many disabled people generally is an issue. Jade had to wait a long time to use the toilet and to the surprise of her, and her carer, an able person eventually came out. Even worse, it was a member of staff!

Jade could have let this go, but there is a serious point here. Jade complained to the manager and received an apology from the staff member, and also an assurance that the signage will be enlarged. But is this missing the point? Perhaps staff training on disability awareness would be better???

This is a recurring problem for Jade. Her local Job Centre referred her to a "more accessible" one, which is further away. At this "more accessible" centre, Jade needed the toilet, so asked the Acting Floor Manager where it is. It turns out they don't have one!!! After some persistence and discomfort, it turns out that there is in fact a disabled toilet in the building but it's for staff only, however, staff may use discretion to allow access. As Jade was with her professionally trained carer and desperate, it is not really clear why access was denied.

Jade feels that every public (and private) business should have disability awareness training. End of!!!

➡ 'One Challenge After Another'...

Adapting to the property was a big challenge for Jade. It took a while convincing the council that she needed a wheelchair. Why should she have to convince them? She has to deal with her disability, let alone the system.

It was much the same with care. When she first moved to the property she was offered a small amount of care, but her condition warrants and requires a 24 hour personal assistant. To get this, it took years, and a lot of hard work.

I asked Jade's carer if there was a lot of 'passing around' by staff and agencies when Jade gets in touch, and could this be making things more difficult? The carer noticed that when Jade phones there is a lot of passing around, but when the carer phones this is less likely to happen. Jade does have a speech impediment and talks slowly, but she does speak clearly.



Is there "too much passing around" within the system?

Staff are always apologetic, but Jade wants to seek change, she's not interested in apologies. Again, staff training could play a part.

Jade feels that as a disabled person, you have to deal with many things involving your condition, and to have to fight for everything you should be entitled to is very hard!

Please share your views on access to services for local residents with disabilities!

Contact the Healthwatch Office in confidence!

**"Impossible to register
for working people!"**

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

➔ Local GP's Amongst the Best in the Country!

GPs in east London have scored top marks in the management of cardiovascular disease and are leading London and the UK in this work.



Local GP's outperforming counterparts in the USA!

The standard of care expected of GPs is outlined in the Quality and Outcomes Framework (QOF). The QOF report for 2012/13 published at the end of October 2013 by the National Institute for Health and Care Excellence (NICE) highlighted a range of areas that GPs in Tower Hamlets, Newham and the City and Hackney are excelling.

The report shows that GPs in these areas are leading the UK in a range of areas as well as out-performing the large private health companies that provide health services in the USA. A huge achievement.

Dr Zuhair Zarifa

Newham CCG Chair



Dr Zuhair Zarifa, Chair of Newham CCG said: "These results are good news for local people in Newham. They can be reassured by the high level of success in the services relating to cardiovascular disease. Newham GPs alongside those in Tower Hamlets are leading the way on blood pressure management for those with long-term conditions. This is excellent news for people in east London" ➔ [More](#)

"Quality of fillings on the NHS?"

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

➔ Employment Strategy

The London Borough of Newham is developing an employment strategy for people with health and social care needs. This is being led by the employment task group made up of people using services, their families and carers.

The strategy will explain how the London Borough of Newham aims to increase the number of people with health and social care needs to get paid jobs and including self employment.

The council wants to hear what you think about employment support in Newham currently and what it should be in future. They want you to tell them about the specific barriers and difficulties faced by people with support needs to access employment.

Consultation workshops are being held, the next as follows:

➔ Thursday 12th December, 5.30pm - 7.30pm

➔ St. Marks Community Centre, Tollgate Road

Refreshments will be provided.

To register please contact Selma Ghouse:

☎ 020 3373 8563

✉ selma.ghouse@newham.gov.uk

For more on the strategy, contact Gerry O'Kello:

☎ 020 3373 1273

✉ Gerry.OKello@newham.gov.uk

What's your bag?

Volunteering is fun and rewarding. We have something for everyone!



➔ Volunteering Opportunities

➡ Newham 'Bring and Fix' Event

Bring & Fix is a new resourceful fair that brings together local people of different ages to share their skills and knowledge - to help each other and have fun while doing so.

It is an event where individuals (fixers) 'fix' small things for other people, seek and provide advice and come up with solutions. Please do come along:

➡ Sunday 15th December, 1 - 4pm

➡ Stratford Picture House

Bring & Fix events encourage anyone to get involved and bring what they know and can do for others, to repair and recycle instead of throwing away. The event is an ideal occasion for building good community spirit. To find out more:

☎ 020 3130 0789

✉ kelly@nusho.org

➡ Fatima Foundation Sewing Project

Do you like sewing and crafts? Join the sewing project and make simple, pretty, creative gifts for yourself, friends and family.

The Foundation is running a friendly and exciting sewing project, making creative sewn gifts to donate to disabled children, and elderly people.

You can make your own project or help create beautiful items for others.

Come along and join them:

➡ Fridays, 10.30am - 2pm. Saturdays, 2 - 6pm

➡ St. Marks Community Centre, Tollgate Road

Times may vary, so please get in touch to confirm:

☎ 07931581723

✉ admin@fatimafoundation.org.uk

➡ Fatima Foundation Christmas Hamper Appeal

The Fatima Foundation proudly launches their annual Christmas hamper appeal providing much needed help to disadvantaged families in London's deprived areas.

In these hard economic times, just a small donation can go a long way. Please give what you can to help raise funds to help those less well off have food in their homes at a time of the year which is about giving and taking care of those around us.

You can donate food items that are unopened, with at least 2 months to expiry remaining. Cash donations will be used to buy fresh food such as meat and fresh fruit nearer Christmas as these things perish quickly.

If you can help, please bring your donations to: Fatima Foundation, CIU, Durning Hall, Earlham Grove, London E7 9AB

If you know someone who you think may need a hamper this year, please get in touch:

✉ admin@fatimafoundation.org.uk

“Good doctors, but poor appointment system.”

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

➡ The Drop In Bereavement Centre

The centre, established in 2011, is a local not for profit community organisation.

Based in Plaistow, the centre provides ongoing help and support for bereaved individuals and families. It aims to assist them in coming to terms with bereavement and seeks to help in making a real and sustained difference in the community.

The service is operated as part of the Newham Health Partnership.

To find out more:

☎ 020 7511 6444

🌐 www.dropinbereavementcentre.btck.co.uk

✉ dropinbereavement@btinternet.com

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

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

➡ University Alliances Recognised

The Department of Health has designated the Academic Health Science Centres (AHSCs) for the next five years, which will work to research new treatments and improve health education and patient care, Health Minister Lord Howe has announced.

From April 2014, the six NHS and university partnerships will draw on their world-class research and health education to improve patient care and healthcare delivery. They will bring scientific discoveries from the lab to the ward, operating theatre and general practice, so patients benefit from innovative new treatments. ➡ [More](#)

It's your voice...

Joining Local Healthwatch gives you the opportunity to share your views.



➡ Have your say today!

➡ Walk-in Centre Closures 'May Worsen A&E Crisis'

Closing walk-in centres may make it harder for people to see GPs - and risks sending more people to A&E, warns healthcare regulator Monitor.

It reviewed the walk-in centre service after the closure of 50 of the 230 in England in the last three years.

Monitor found the centres are popular with the public, but critics fear they can mean duplication of services.

The government said walk-in centres were "one part" of out-of-hours care. Family GPs, community services and pharmacists all have a part to play, says Health Minister Lord Howe. ➡ [More](#)

➡ Bringing Back 'Old-Fashioned Family Doctors'

Giving millions of elderly people a dedicated GP personally accountable for their care around the clock will bring back the era of the old-fashioned family doctor, Health Secretary Jeremy Hunt has announced.

Under changes to their contract with the NHS, GPs will ensure the four million patients aged 75 or over will get all the treatment they need for physical and mental conditions.



Elderly patients 'will get a dedicated GP'

Other key changes introduce more transparency over practices' earnings and performance, greater patient choice and fairer pay.

The new contract for 2014/15 was agreed between the British Medical Association's General Practice Committee and NHS England, directed by the Department of Health.

Personalised Care

GPs will oversee personalised care plans integrating all services, so the frail and elderly are better cared for in the community, reducing hospital admissions.

Out of five million emergency admissions last year, one third were people over 75, and more than one million could have been avoided.

It is hoped this service will eventually be offered to millions more vulnerable people with long-term conditions that need more support. ➡ [More](#)

“The communal garden looks fantastic!”

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

➡ Developing Urgent and Emergency Care - Sir Bruce Keogh on the Challenges

Sir Bruce Keogh, NHS England's medical director, explains the next steps in his plans to revamp A&E services across the country:

"A&E is creaking at the seams. It is not broken but it is struggling. In my view our A&E service has become a victim of its own success. It functions because people are seriously ill, frightened or in pain. It is the exemplary frontline of the NHS.



It is 'time for transparency, honesty and improvement'

There is a feeling this winter will be a bit difficult - even harder than last year. We plan for winter every year but what we have done differently this year is to start planning for it in May. We have given out the winter monies a lot earlier to give hospitals and communities time to plan. We have also put in place A&E working groups to bring together all those interested groups - hospitals, clinicians, providers. And we have also had a bigger and more successful response to the flu vaccination. So what we are seeing are new thoughts and innovations coming together.

In Newham's Chair

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



Are we representing your views?

➡ Join Healthwatch Today!

Sir Bruce Keogh

NHS England Medical Director



None of these, however, provide a long term solution to the pressures on A&E, so it is clear my review of urgent and emergency services is needed. The last time we had a systematic review of emergency care was in the 1970s - 40 years ago. Since then medical sciences have changed and advanced. We also have a change in population with people living longer and that brings with it more pressures on A&E. The public want and need change to the services we provide on the front line.

It is time for transparency, honesty & improvement. We want the public to have a say on what they want for the medium and long term." ➡ [More](#)

What are *your* views on A&E?

Healthwatch Newham is interested in what you think about A&E - how it works now, and how we can meet the challenges for the future. Please get in touch with your views and experiences.

"Carers are often not recognised."

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

➡ 'Celebrating Our Lives & Achieving Equality'

As part of Disability History 2013, The Disability Rep Forum, Incorporating other community groups, invites you to attend "Celebrating Our Lives and Achieving Equality":

➡ Tuesday 10th December, 11am - 3pm

➡ St. Marks Community Centre, Tollgate Road

To book or for more information:

✉ Sarifa.patel@hotmail.co.uk

Resources

➡ Adult Social Care Interactive Map Launched!

The Department of Health has worked with the Health and Social Care Information Centre to produce an interactive map that rates local authority funded care and support by factors such as quality of life, overall satisfaction and feeling safe.

Care and Support Minister Norman Lamb said:

“We want people to be able to know how well their local authority is performing. This will highlight those councils doing really well, but it will also enable people to hold their council to account if it fails to deliver good results from adult social care services, such as helping people to live independently or giving them genuine choice and control over their care and support.”



A website to “drive improvement” through ratings

“This online tool will provide people with the information they need to do this in a clear, accessible format.” ➡ [More](#)

Latest Newsletters

- ➡ NHS England Bulletin for Clinical Commissioning Groups, 18 October 2013 ➡ [More](#)
- ➡ NHS England Chief Nursing Officer Bulletin, October 2013 ➡ [More](#)
- ➡ NICE Patient and Public Involvement Update, November 2013 ➡ [More](#)
- ➡ SpeakOut E-Newsletter, Autumn 2013 ➡ [More](#)
- ➡ Volunteering England Bulletin, November 2013 ➡ [More](#)

➡ Please send us a link to your latest newsletter!

News Summary

- ➡ Acevo urges government to fund thousands of winter volunteers in the NHS (Third Sector) ➡ [More](#)
- ➡ Better support, treatment and research for millions of patients with rare diseases (GOV.UK) ➡ [More](#)
- ➡ GPs take on extra role for frailest patients (BBC) ➡ [More](#)
- ➡ Government accepts recommendations of Mid Staffordshire inquiry (GOV.UK) ➡ [More](#)
- ➡ Hospital admissions soar to 15.1 million (The Guardian) ➡ [More](#)
- ➡ NHS medical chief promises action to ease pressure on A&E departments (The Guardian) ➡ [More](#)
- ➡ Personalised GP care will bring back old-fashioned family doctors (GOV.UK) ➡ [More](#)
- ➡ Protecting children from second-hand smoke in cars (Nursing Times) ➡ [More](#)
- ➡ Putting dementia on the map and driving up standards of care (GOV.UK) ➡ [More](#)
- ➡ Reflecting on the Francis response (GOV.UK) ➡ [More](#)
- ➡ Top NHS and university alliances recognised by Department of Health (GOV.UK) ➡ [More](#)
- ➡ Walk-in centre closures 'may worsen A&E crisis' (BBC) ➡ [More](#)

There's a brand new information resource in town...

www.healthwatchnewham.co.uk/onlineDirectory/

healthwatch
Newham



Community Directory >

Part of our information and signposting service

Get more at the Information Hotline:

020 7473 9519

9.00am - 4.30pm, Monday - Friday

Provide a service? Click here to join the

The information and signposting service, provided by Healthwatch Newham, is here to help you to the health, social care and community services on your doorstep.

Please choose from the following categories:

- Children & Young People
- Community
- Emergency Services
- Family
- Health Services
- Information and Advice
- Medical & Disability Support Groups
- Men
- Mental Health
- Older People
- Social Care
- Wellbeing & Healthy Living
- Women

This *ebulletin*

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We oversee and administer the bulletin based on our editorial policy but should not be held accountable for all of the information you may find.