

## 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!

Healthwatch England Annual Report Join Our 'Patient Experience Panel'!	2
Newham GPs and Councillors Come Together to Help Fight Flu	3
Olympic Borough 'Least Active in England' Newham Patient Forum, 15th December Take the '12 Challenge' in the Park!	4
Chaplain to the Queen, Cllr Rev Ann Easter Urges us to Have a Say in our Healthcare Local Pharmacy Recognised at 2014 Awards	5
Jade's Story - Life in Newham with a Disability	6
HSJ Awards: NHS Newham CCG Wins for 'Innovation in Tackling Mental Health'	7
Patient Online Programme Active Minds Café Roadshow!	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

## ➔ Healthwatch England Annual Report

Healthwatch England is the 'umbrella organisation' of local Healthwatch organisations across England, providing central support, advice and guidance.



Charlie Ladyman (right) with Sir Robert Francis QC

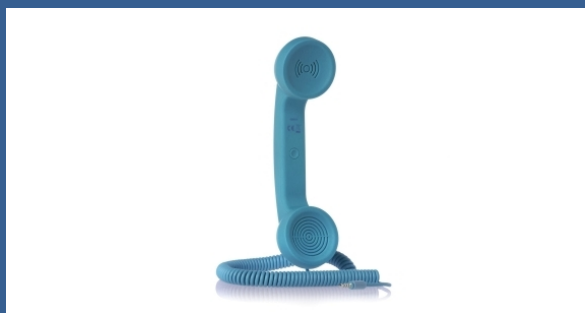
Established under the Health and Social Care Act 2012 as the 'consumer champion' for health and social care, it highlights the collective issues that matter most to people, advising the Secretary of State for Health, NHS England, the Care Quality Commission, Monitor and local authorities across England, among others, on where change is needed.

Recently Healthwatch England released its annual report at the Houses of Parliament. At the event Healthwatch Newham Manager Charlie Ladyman met Sir Robert Francis, Chair of the 2010 Public Inquiry on failings at Mid Staffs Hospital.

The Annual Report is available on now and in a range of accessible formats. [➔ 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

## ➔ Join Our 'Patient Experience Panel'!

Our Healthwatch database contains accounts of people's experiences of local health and social care services.

As a Healthwatch, we examine these accounts in order to establish the issues and top trends, and this information is passed to those who plan and run services. This will help to ensure that local services are meeting local needs.

We are currently looking for volunteers to assist us in reviewing the service user experience accounts.

This happens at our 'Patient Experience Panel' workshops, which run every Monday, 10.30am - 12.30pm at St Mark's Community Centre.

If you enjoy volunteering, meeting new people while at the same time helping to make a real difference to local health and social care services, this is a role for you!

To find out more, contact Darren Morgan:

☎ 020 7473 9519

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

“Getting physiotherapy has been a big help.”

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

## ➔ Seasons Greetings from Healthwatch!

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

We would like to convey a very special 'thanks' to all of our volunteers, whose support has been vital to us over the year.



## ➔ Local GP's and Councillors Help Fight Flu!

Newham Councillors and the local NHS are encouraging Newham residents to be flu free and healthy this winter by getting the flu jab.

Councillor Clive Furness (Mayoral Adviser for Adults and Health) and Councillor Joy Laguda (Mayoral Adviser for Adults Safeguarding) both got this year's flu jab from Newham Clinical Commissioning Group (CCG) Chair, Dr Zuhair Zarifa. They are now raising awareness of the importance of protecting those most at risk against the virus.



Councillor Clive Furness (seated) and Dr Zuhair Zarifa

Last year, more Newham residents vulnerable to flu received a free jab than in any other part of London. This included pregnant women and people with long-term conditions such as diabetes. Plus, 75% of residents over 65 received a flu jab last year, beating the national target.

The vaccine is updated every year to combat the latest flu strains, so even if people had the jab last year, they need to have it again this year.

## In Newham's Chair

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



Are we representing your views?

For most healthy people, flu is an unpleasant experience, but for some people it can be really serious. Both Councillors are in the groups that the NHS has identified as most at risk if they develop flu. These groups include:

- ➔ People aged 65 or over.
- ➔ Pregnant women.
- ➔ People with a long term condition such as a heart problem, diabetes, kidney disease, liver disease, a chest complaint or breathing difficulties including bronchitis or emphysema.
- ➔ People with a weakened immune system - for example patients taking steroids or undergoing treatment for cancer.
- ➔ All children aged between two & four years old.
- ➔ Carers for an elderly or disabled person whose welfare may be at risk if the carer falls ill.

All GP surgeries in Newham and many pharmacies offer the flu jab free of charge to people who are at risk to make sure that they are protected against catching flu and developing serious complications.

Dr Zuhair Zarifa, local GP and Chair of NHS Newham Clinical Commissioning Group gave the jab to each of the Councillors. Dr Zarifa said:

"If you are part of any of the groups identified as being at risk of developing flu, then you should get a flu jab. It's completely safe, it's free, and it can't give you flu. For children, the vaccine can also be delivered via a nasal spray, eliminating the need for injections.

"Remember, flu has the potential to be really serious - causing complications such as bronchitis, pneumonia and in some cases even death. That's why it's so important that people at risk make an appointment with their GP to get their flu jab."

Councillor Clive Furness, Mayoral Adviser for Adults and Health, said: "We are keen to see those that are susceptible to developing flu take up their free jabs. It's important that residents know that this free service is available to help prevent people from becoming seriously ill and also keep the residents healthy".

**"When my child reaches  
16 the service stops"**

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



## ➔ Olympic Borough 'Least Active in England'

The London borough of Newham, which hosted the 2012 Olympics, is the least physically active place in England, a report reveals.

The organisation, UKActive, found about 4 in every 10 adults in Newham fail to do even 30 minutes of moderate-intensity exercise a week. This is despite a government pledge to use the Games to create a lasting legacy of fitness.



Newham has fantastic new spaces to be utilised

Overall, 29% of people in England are classed as physically inactive (doing less than 30 minutes of moderate exercise, such as cycling or fast walking, a week). Newham had the lowest levels of activity in the country, with 39% of residents inactive.

Including Newham, 13 out of the 15 least active local authorities are deprived areas. Regions with the best track records of activity tended to be more affluent - Richmond upon Thames came out top with 84% of its residents doing the minimum amount of exercise or more. ➔ [More](#)

## It's your voice...

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



➔ [Have your say today!](#)

## ➔ Newham Patient Forum, 15<sup>th</sup> December

Newham Patient Forum exists to ensure that the voice and experience of patients and carers is at the centre of service development and delivery. You are invited to attend the next meeting:

➔ Monday 15<sup>th</sup> December, 10.45am - 1pm

➔ St Bartholomew's Centre, 292 Barking Road

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.

To book or to find out more:

☎ 020 7473 9518

✉ [mustafa.arrale@fhwb.co.uk](mailto:mustafa.arrale@fhwb.co.uk)

“I can get an emergency appointment same day!”

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

## ➔ Take the '12 Challenge' in the Park!

Take12 in the Park is a free healthy living challenge that aims to inspire you, your friends and your family to get physically active whilst exploring the Queen Elizabeth Olympic Park.



People of all ages are invited to 'Take 12'!

The challenge is simple - complete a minimum of 12 hours or 12 kilometres of physical activity. It's the perfect way for people of all ages and abilities to get active, have fun and explore the Queen Elizabeth Park! ➔ [More](#)

## ➔ Having 'A Say in Our Healthcare'

Ann Easter, Chaplain to the Queen and Chair of the Healthwatch Newham Advisory Board urges us all to 'have a say in our healthcare'.

"Since my brief career as a nurse - which was an unmitigated disaster; I talked too much, asked too many questions and made disparaging remarks about the culture of the hospital, but that's several stories for another time - I have always been interested in health.

I was angry to discover that Newham people actually have a shorter life expectancy than folk in Essex; according to the 2011 census, twice as many people in one of our Newham wards describe themselves as 'in very bad health' than in more affluent areas.



Ann Easter, passionate about local people and local services

And while I am prepared to accept that some of it is down to the East End belief that shopping and raising a glass to the lips are exercise, I regret to say that some of the blame must rest with the authorities concerned.

At the Healthwatch Newham Advisory Group, of which I am Chair, we collect the information perhaps most uncollected - that of the patients' experience - and we are building up a fascinating picture. So many of our health and social care services are excellent, with staff who really put themselves out to help but there are problem areas which need improvement and we're doing our bit on that (if you'd like to have your say, please contact the Healthwatch Newham office).

Of course, as a priest, my concept of health has to include spiritual wellbeing as well as physical and mental health and for that, we need to have someone to love (pets included!), something to do and something to look forward to, and I wish you all of those. Good health!" [➔ More](#)

## ➔ Local Pharmacy Recognised at 2014 Awards

The 2014 Pharmacy Business Awards, recognising community pharmacies for their contribution to public health over the last year were held recently.

Attended by Health Secretary Jeremy Hunt, the event 'showcased the best community pharmacy has to offer a strained NHS'.



Local pharmacies can 'help take strain off the NHS'

Rohpharm Pharmacy in Newham took the headline Pharmacy Business of the Year award. Jignesh Patel, Manager says:

"We at Rohpharm Pharmacy won the most prestigious pharmacy award this year. This has been achieved through some pioneering patient centred work within the pharmacy and with local GPs. I thank all local GP practices and their staff for contributions made to help me achieve this high standard of patient care which won me the award.

I recognise it is a team effort between practice staff, my staff, the local council (particularly local community hubs), local and national commissioners. This helps drive standards, integration & innovation. Without this partnership I would not be where I am today. This award is not just a national recognition for Rohpharm Pharmacy, I believe it is a national recognition of healthcare in Newham." [➔ More](#)

### Healthwatch wants *your* views!

If you have any views on your local pharmacy - good or bad, what works, what could be done better, contact the Healthwatch Newham office today!

**"A single point of access would be helpful."**

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

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

### A Bureaucratic System....

Jade feels that social care services have not been very supportive, as the bureaucratic & complicated system causes her and others an 'enormous amount of stress and anxiety'. Jade wonders if the people in charge are aware of the level of stress the system can sometimes cause those it is there to protect.

Recently, a care provider has failed to make payments on time, leaving Jade without necessities, and creating worries that funds for carers are not there. 'It is so not needed' says Jade, there is enough to tackle from her disability itself, so the bureaucracy, obstacles and barriers are an unwelcome additional challenge.



A lot of people rely on 'telecare' services to stay safe

### Is it 'More About the Money than the Person'?

Jade used to enjoy the protection of a 'telecare' community alarm at her home - she could press a button in an emergency and be safe in the knowledge that somebody would assist.

The alarm was recently removed, despite pleas to the engineer to leave it, as Jade couldn't afford the weekly charge. We know that the service does cost money to operate, but is it reasonable to take it away from people who do need it, but struggle to afford it?

**“Superb staff at Stratford Health Centre!”**

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

### The 'Journey of Independence'

Over the years, Jade has strived to find the positivity in disability and has encouraged others to take more control of their lives, to get out and enjoy themselves, and also get involved in rewarding activities.

This month she would like to draw our attention to 'Shapes Club', a local nightspot in Hackney Wick that is fully accessible. One of Jade's disabled friends was involved in setting it up. Find out more about the club on their Facebook page. [👉 More](#)



Jade uses Epsom salts to ease muscles, aches and pains

### Nature's Remedies

As a nation we appear to be reliant on clinical medicines, despite potentially damaging side effects. Jade often uses Epsom salts and it makes her feel 'so alive', helping to ease muscles, aches and pains.

Jade wonders about choice - are the natural alternatives available on the NHS? If not, why is this the case?

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

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



This information is used to help improve services.



## ➔ HSJ Awards: NHS Newham CCG Wins for 'Innovation in Tackling Mental Health'

NHS Newham Clinical Commissioning Group (CCG) has won at Britain's leading and most prestigious health sector awards for the excellent work it has done to get young people talking about mental health.

NHS Newham CCG was named Innovation in Mental Health winner at the Health Service Journal (HSJ) Awards ceremony recently (19 November 2014) at Grosvenor House Hotel, London.

The HSJ Awards champion best practice and innovation to overcome the challenges that face the health sector. After the work being reviewed by an esteemed judging panel, made up of senior and influential figures from the health sector, NHS Newham CCG won in recognition of its outstanding work to connect with young people during Mental Health Awareness Week.



Engaging with young people on their terms

The CCG used creative ways to engage with people on mental health issues including a collaboration with youth radio station, Re-present 107.3 FM, the only radio station in the UK that is presented entirely by young people under 25. As part of Mental Health Awareness Week (12-18 May 2014), the CCG worked with Re-present to run a high profile media campaign which ran features on eating disorders, drugs, depression, teenage anxiety and bullying.

Over the week, the collaboration involved broadcasts focusing on mental health issues affecting young people, including news articles, interviews with mental health experts and young people talking about their personal experiences.

**“ My GP could offer more support on referrals. ”**

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

All the programmes were researched, written and delivered by young people, covering topics from their own perspectives and experiences such as: eating disorders; bullying; teenage depression; drugs and alcohol; young people and the music industry.

To make the programmes more attractive to the audience, celebrity interviews were sprinkled through the week. This included well-known artists such as Rudimental, Bashy and stream of consciousness rapper Akala.

The HSJ Judges said that NHS Newham CCG won because of the “very innovative and imaginative way of engaging young people” and that the campaign contained “great links to other services and networks”. They said the campaign had “huge potential” and could be expanded.

Dr Lise Hertel, a local GP and clinical lead for mental health for NHS Newham CCG, said:

“We are delighted to have won the Innovation in Mental Health Award and feel very privileged that the HSJ has recognised the work that young people and the CCG have been doing in this field.

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

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

“A high proportion of mental health issues are diagnosable in childhood but unfortunately, often get missed. Exploring new ways of engaging with people, especially young people, on the issue of mental health, is one of NHS Newham CCG's priorities. We decided to focus on the power of peer to peer education and to communicate in ways that are relevant to young people.

“One in four people will be affected by mental health issues during their life and it is vitally important to us as commissioners, to not only provide excellent support and services for those who need it, but to ensure everyone is talking about it, so we can start to remove the stigma attached to this hugely significant issue.”

The HSJ received a record number of entries for this year's awards (1,305).

## ➔ Patient Online Programme

You have possibly read in the news that, by March 2015, GP's are expected to be in a position to offer those patients who want it the facility to do a number of things online: book appointments, order repeat prescriptions and access summary information held in their patient record.

This is an important development. The idea is that it will make certain arrangements easier and more convenient for patients, and give them greater ownership of, and control over, their care.



Enabling patients to 'better manage their health'

Lots of work has been going on in London to help GPs get ready to offer patients access to these services online. NHS England has established the Patient Online Programme to raise awareness among patients and the public of the new arrangements, and to support GP practices to ensure that they will be ready by next March.

London Connect, an organisation that aims to improve the ways in which patients, the public and health and social care professionals use and share information, has been supporting the Patient Online Programme, and has been working closely with patients to understand the benefits as they see them - as well as the challenges they foresee.

To find out if your GP offers online services such as online appointment booking, repeat prescriptions, and access to your patient record, you can contact your GP practice. Alternatively, you can visit the NHS Choices website (you'll be able to find your GP practice's contact details there too).

For more information, you can either visit the NHS England Patient Online website, or contact Tim Burdsey, Project Manager at London Connect:

✉ [tim.burdsey@londonconnect.org](mailto:tim.burdsey@londonconnect.org)

🌐 [www.londonconnect.org](http://www.londonconnect.org)

## ➔ Active Minds Café Roadshow!

Active Minds aims to provide accessible advice, guidance and information about mental health issues and services to people with mental health problems, their carers, health professionals and anyone else with an interest in mental illness.

The Active Minds Café is on a tour of Newham, and you are invited to come along to the following 'Roadshow' events:

- ➔ Tuesday 2<sup>nd</sup> December, 11am - 12.30pm  
Custom House Library, Prince Regent Lane
- ➔ Tuesday 9<sup>th</sup> December, 10am - 11.30am  
Beckton Globe Library, 1 Kingsford Way
- ➔ Wednesday 21<sup>st</sup> January, 10.30am - 12pm  
Green Street Library, 337-341 Green Street
- ➔ Friday 16<sup>th</sup> January, 10.30am - 12.30pm  
East Ham Library, 328 Barking Road
- ➔ Wednesday 11<sup>th</sup> February, 10am - 1pm  
Jack Cornwell Community Centre, Manor Park

Come along and find out about local mental health support services. Learn where you can access advice, support, and knowledge about mental recovery and wellness.

Other activities on offer include head and hand massages, ping-pong, yoga, henna, talking therapies And free smoothie tasters!

They also have a Christmas Coffee Morning, open to all, so do drop in!

- ➔ Wednesday 10<sup>th</sup> December, 10.30am - 12pm  
Stratford Library

There will be lots of festive activities, Christmas choir and sing along, Santa and free mince pies.

To find out more:

☎ 020 3373 1804

✉ [CHSocialCare@newham.gov.uk](mailto:CHSocialCare@newham.gov.uk)

“Unplanned discharge causes distress.”

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



## ➔ Care Act Video

The Care Act 2014 is the most significant piece of legislation to be introduced in the Care sector since the establishment of the welfare state.

It builds on a patchwork of legislation built up since the 1948 National Assistance Act.

The Act addresses issues around personal wellbeing and includes dignity, physical and mental health, emotional and economic wellbeing, protection from abuse and neglect, suitability of accommodation, domestic, family and personal relationships and the individual's contribution to society.

It also states that Local Authorities must have regard for the individual's views, wishes, feelings and beliefs.



The Care Act is a 'significant piece of legislation'

The video, produced by the Social Care Institute for Excellence, is available now. ➔ [More](#)

## Latest Newsletters

- ➔ Care Quality Commission (CQC) - Update for Local Healthwatch, October 2014 ➔ [More](#)
  - ➔ National Council for Voluntary Organisations (NCVO) - Volunteering Bulletin, October 2014 ➔ [More](#)
  - ➔ NICE Patient and Public Involvement Update, November 2013 ➔ [More](#)
  - ➔ Parliamentary and Health Service Ombudsman - Resolve, November 2014 ➔ [More](#)
- ➔ Please send us a link to your latest newsletter!

## News Summary

- ➔ Employment rate falls for people with severe learning disabilities or mental health needs ➔ [More](#)
- ➔ First ever NHS waiting time standards for mental health announced ➔ [More](#)
- ➔ Student social worker: "I felt almost like 'the enemy'" ➔ [More](#)
- ➔ Boost for carers from rise in allowance threshold ➔ [More](#)
- ➔ Troubled Families programme makes case for devolving more responsibility to councils ➔ [More](#)
- ➔ 'Personalised GP care' for everyone ➔ [More](#)
- ➔ Austerity pressures are threatening children's human rights, finds report ➔ [More](#)
- ➔ Adult social care bosses plan early warning system to flag struggling services ➔ [More](#)
- ➔ What social workers can learn from carers' research ahead of new Care Act duties ➔ [More](#)
- ➔ First UK 'Promising Innovative Medicine' designation awarded ➔ [More](#)
- ➔ Social workers given advice on using powers of entry to protect adults at risk ➔ [More](#)
- ➔ Government ministers shadow young people at work ➔ [More](#)
- ➔ CQC moves ahead with hidden camera guidance ➔ [More](#)
- ➔ More than 340,000 healthcare workers take up flu vaccine ➔ [More](#)
- ➔ National measure of service user satisfaction with safeguarding proposed for 2016 ➔ [More](#)
- ➔ Parents to get complete picture of child development ➔ [More](#)
- ➔ 'Streamlined' system for court authorisations of deprivation of liberty comes into force ➔ [More](#)



## Join the Patient Experience Panel!

Do you want to make a real difference to local health and social care services?

Our database contains service user experience comments from a variety of sources, including outreach and provider reports.

Every fortnight, we sit around the table and scrutinise this data collectively as a team.

We establish the issues on a case-by-case basis and we also look at the data as a whole, to see if trends, good or bad, exist.

This work is vital and ensures that Healthwatch Newham is guided by its intelligence and targets resources, including Enter and View visits, where needed.

To join the panel, please RSVP.

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

☎ 020 7473 9519