

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

Contact Us

➔ Join the 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.



Are local services meeting local needs?

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

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

➔ Pharmacy Services Event, 13th February

Healthwatch Newham and the North East London Local Pharmaceutical Committee (NELLPC) held a consultation recently on local 'community pharmacy' services.

The event was very well attended and over 50 local people shared their views on what they would like pharmacy services to look like in the future.



13th February 2014, discussion and debate!

NELLPC has held similar consultation events around neighbouring boroughs and the results will help to shape how local community pharmacy services are delivered throughout North East London.

Healthwatch Newham would like to thank all those who attended on the day.

“Nurses at East Ham are good.”

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

➔ Have Your Say on TB, Friday 28th March

Did you know that Newham is the 'TB capital of Western Europe'? (Article on Page 4)

Healthwatch Newham, in partnership with The Truth About TB and Barts Health welcomes you to attend a workshop and information event:

➔ Friday 28th March, 10am - 2pm

➔ St Mark's Community Centre, Beckton

Food and refreshments served. To book or for more:

☎ 020 7473 9512

✉ info@healthwatchnewham.co.uk

Jade Sempare, Healthwatch Newham's 'Disabilities Ambassador' talks to us about her daily life, the challenges and the aspirations.

➔ In the Driving Seat...

Jade feels that disabled people should not be in the passenger seat and should be empowered to play a more active role in their own lives.

She says "Sometimes it becomes so difficult to live a 'disabled life' with physical barriers that are put up by society. I have had to teach myself to overcome these barriers and become the person that I am today. I want to help disabled people recognise their potential and help them to overcome physical barriers, just as I have'.

As a wheelchair user, Jade cannot simply turn up at events - she has to contact the organisers to check on accessibility. And it doesn't stop at getting in and out. Having recently joined a reggae choir, Jade has insisted on an easy read version of the choir book and now she can perform to her best! Jade encourages people to know what they need in order to do their best and don't be afraid to ask!



Feeling valued 'makes me feel ten times better!'

"I feel that disabled people are not given enough opportunities to feel valued in the community and we therefore need to create opportunities and offer ways to get experience that society can recognise."

"Playing a more active role in your life and in society makes you feel '10 times better', but it can be a struggle though!"

➔ It's all about knowledge...

It is all too easy to complain about services, but Jade says taking a 'step back from the situation' may help. Often it is not the service at fault, it is the knowledge of the people delivering that service.

➔ Obesity in Disabled People

Jade is concerned that the UK is becoming a nation of overweight people, and the disabled, many in wheelchairs all day, are even more at risk. Taking part in exercise is not always easy for disabled people, leisure providers often do not promote their disabled activities and sometimes the specialist equipment required is placed in small rooms, away from the action. Jade does have a compliment though for the staff at Deanery Street, where staff "are excellent and trained in disability access."



Keeping fit is important for everyone

There is a lack of specialised advice on nutrition and Jade feels a resource would be good. However, she says "weight loss may be achieved through thoughtful diets and being creative."

➔ Taking the positive...

Jade sometimes asks herself "why am I disabled"? She says people really need to look upon disability as a positive thing. Stay active, do not give in, and keep educating!

Breaking down barriers...



Talking can bring down walls.

➔ Have your say today!

➤ Councils 'Pay Too Little for Home Care'

Most councils in England are paying less than the industry recommended minimum for personal home care, a BBC investigation suggests.

The UK Homecare Association (UKHCA), which represents providers, want them to be paid a minimum of £15.19 an hour, to cover wages, training and travel.

But data obtained under the Freedom of Information Act found the minimum paid met that in just four out of 101 cases.

One provider said quality care was not possible at the levels being paid.

Trevor Brocklebank, chief executive of Home Instead Senior Care in Warrington, refuses to bid for council contracts.

He said: "It's impossible to deliver quality care for the hourly rate that's been offered. You have to cut too many corners, cram too many calls and that's not acceptable."



The hourly rate is 'insufficient for quality care'

The investigation, by BBC Radio 4's File on 4 programme, found the average minimum rate paid by councils was £12.26 an hour.

Home care services are paid for by councils - and often delivered by agencies - to the elderly and younger disabled adults in their own homes if they qualify through a means-tested assessment. ➤ [More](#)

“I want a named social worker.”

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

➤ Newham 'TB Capital' of Western Europe

While rates of tuberculosis have been dropping across much of the world over recent years, in the UK the disease has actually been on the rise. In 2012, there were 8751 new cases identified, with 39% of these in London. The city has the highest rate of TB in Western Europe, while Newham has the highest in the whole of the UK. In Newham over 90% of patients were born abroad, the majority in the Indian subcontinent.



Early diagnosis and treatment is essential

Far-reaching action is needed to reduce these figures and a national TB strategy is currently being developed. Early diagnosis and treatment of TB are essential for two reasons: they ensure patients are fully cured, and lessen the risk of them passing TB on to others.

People at risk of TB should be aware of the most common symptoms of TB and know that treatment is free for all patients, with no prescription charges. Plenty of information is available at www.thetruthabouttb.org, the website of TB Alert, the national TB charity.

It is also crucial that local health and social care services support the needs of people during the six-month course of treatment. If the full course of medicine is not taken there is a risk of developing a strain of TB which is resistant to antibiotics more difficult to treat.

Within some communities there is a great deal of stigma and misinformation about TB, and local community organisations can do much to tackle this. The truth is that TB is just an unpleasant infection that anyone can catch, and that is nearly always curable if caught in time. TB symptoms include a cough for three weeks or longer, weight loss, fever, night sweats, tiredness, no appetite. Symptoms can appear slowly and people may not get all of them. Remember TB is curable and treatment is free.

Find out more about TB on 28th March. ➤ [More](#)

➔ Deaf Couple Not Given Interpreter at Childbirth

It has recently been reported that a hospital failed to provide a deaf couple with a sign language interpreter during the traumatic birth of their son, causing uproar within the wider deaf community.

New parents Hulusi Bati and Nadia Hassan have claimed that the lack of communication they received at University College Hospital, London, following the birth of their child, amounted to discrimination as they were not given access to the information that a hearing patient would have received.

Signature, a national charity which campaigns to improve the standards of communication for deaf and deafblind people in the UK and is also the UK's leading awarding body for deaf communications, is calling for more hospitals and public-facing organisations to recruit staff qualified in British Sign Language (BSL).

Are your needs met?

Local services should be based on local needs. Do you get what you need?



➔ Have your say today!

➔ Animation to 'Raise Awareness on Patient Data'

A new animated video has been developed by NHS England and the Health and Social Care Information Centre to further raise awareness of how patient data are set to be collected and used to help improve care for all.

The video, "Better Information Means Better Care", accompanies a leaflet of the same name that is currently being delivered to every household in England. These materials are part of a wide range of awareness-raising work that NHS England and the Health and Social Care Information Centre are doing to support GPs in ensuring their patients know about how data are used and the choices available to patients. [➔ More](#)

➔ Barts Health Heroes Awards Ceremony

On 12th February the Barts Health Heroes Ceremony took place at the Museum of London.

Sir Stephen O'Brien, Barts Health Chairman said "It has been a wonderful evening with more than 250 people in attendance."



Sir Stephen (left) with newly recognised 'Heroes'

"The event has been a marvellous success and truly showcased some of our most aspiring and amazing colleagues. It was with great pride that I presented awards to our Barts Health Heroes who came from all hospitals and a cross-section of roles."

More than 400 'outstanding nominations' were made, testament to the innovation and hard work across the many sites.

Among the Heroes were Newham based Beautine Webster and Les Bailes-Barrett.

Beautine, a Practice Facilitator at the Neonatal unit raised care standards by running multi-disciplinary study days. In 2013 the unit was voted best student placement by City University students.

Les, Lead Clinical Site Manager has helped Newham Hospital achieve the emergency department 4 hour wait target. He has also promoted site wide audits to assist in the promotion of a safe environment for patients and staff.

Two of the guests, Dorothy Bulled and Lad Ann Riches were mentioned in the New Year's Honours.

"Unplanned discharge causes distress."

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

➔ Become an End of Life Care Champion

Skills for Care and Skills for Health are looking for partners to help create some exciting learning tools for people who are involved in or interested in knowing more about end of life care.

They would like partners or champions who are interested in developing their own understanding, as well as helping to shape learning materials for other people about how people from different roles and settings can work together to support people at the end of their lives.

If this sounds like you, do come along to their event:

- ➔ Monday 3rd March, 1pm-4pm (lunch 12.30pm)
- ➔ Skills for Care, 7-12 Tavistock Square, WC1H 9LT



Get involved - you don't need to be an expert!

You do not need to be an expert in end of life care already - they would like a mix of champions. You may be a person who receives care and support, someone who is a Carer, or you could be a volunteer or paid worker. To book or for more:

✉ liz.sullivan@skillsforcare.org.uk

In Newham's Chair

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



Are we representing your views?

➔ Join Healthwatch Today!

➔ Let's Talk Hearts!

Join the discussion with Barts Health on new treatments for heart disease.

- ➔ Thursday 3rd April, 10.30am - 12.30pm
- ➔ Idea Store, 321 Whitechapel Road, E1 1BU

Let's Talk Hearts is aimed at anyone with an interest in heart conditions.

If you have an interest,
...let's talk!



To book or for more information:

☎ 07572 768985

✉ letstalkhearts@qmul.ac.uk

🌐 www.letstalkhearts.info

“A lovely experience at
maternity.”

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

➔ One World Foundation

One World Foundation Africa is a registered Charity. They were established in 2002 in response to a unique set of needs faced by BME (Black Minority Ethnic) young people and their families.

Their aims and objectives are to work closely with BME young people aged 14-25yrs, their families and young people's support services across Newham, Tower Hamlets, Hackney and neighbouring boroughs with a view to help BME young people to develop new skills, prevent social exclusion, support them to over-come their barriers to progression and to empower and enhance independence and well-being.

This is achieved through a range of one to one support, person centred programmes, group sessions and mentoring schemes

To join or to find out more, get in touch:

☎ 020 8478 4752 or ✉ info@owfa.org.uk

➔ New Draft Guidelines on Statins Published

"Millions more people should be put on cholesterol-lowering statin drugs," BBC News reports.

Draft guidance from the National Institute for Health and Care Excellence (NICE) has recommended that the drugs should be given to people with an estimated 1 in 10 or more risk of cardiovascular disease (CVD), which includes conditions such as heart disease and stroke.

Statins are medicines that can help lower rates of low-density lipoprotein (LDL) cholesterol (so-called "bad" cholesterol) in the blood. High rates of LDL cholesterol can lead to hardening of the arteries, a risk factor for CVDs.

At present, guidance for doctors on using statins to prevent CVD says that only people with a 20% or greater risk of developing CVD in the next 10 years should be offered the drugs.



Statins to be prescribed in more cases

The new guidance recommends lowering the risk threshold so statins are offered to people with a 10% chance of developing CVD. The draft guidance also recommends which assessment tool GPs should use to determine this risk. ➔ [More](#)

Latest Newsletters

- ➔ Age UK London Social Care Bulletin, January 2014 ➔ [More](#)
- ➔ NAVCA Health and Social Care News, January 2014 ➔ [More](#)
- ➔ NICE Public Involvement Update, January 2014 ➔ [More](#)
- ➔ Public Health England Bulletin, January 2014 ➔ [More](#)
- ➔ Volunteering England Bulletin, November 2013 ➔ [More](#)

➔ Please send us a link to your latest newsletter!

News Summary

- ➔ 'Is social work equipped to address faith and spiritual needs?' ➔ [More](#)
- ➔ Are energy drinks linked to drug use? ➔ [More](#)
- ➔ Cafcass reveals decline in care applications ➔ [More](#)
- ➔ Children's minister: 'No area needs innovation more than children's social care' ➔ [More](#)
- ➔ Female stroke survivors' quality of life investigated ➔ [More](#)
- ➔ Genetic effects of shift work examined ➔ [More](#)
- ➔ 'Good' cholesterol can turn 'bad', study finds ➔ [More](#)
- ➔ London boroughs must up social care pay says London Assembly ➔ [More](#)
- ➔ Mental health teams should assess support needs of carers of people with schizophrenia ➔ [More](#)
- ➔ MPs vote to ban smoking in cars carrying children ➔ [More](#)
- ➔ Study highlights child burns dangers in the home ➔ [More](#)
- ➔ Sugar intake linked to heart disease deaths ➔ [More](#)
- ➔ Women over 50 warned not to skip smear tests ➔ [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 access 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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