

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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➔ A Blatant Approach to Latent TB

Tuberculosis (TB) is often thought of as a disease more common in the developing world than it is in the UK. Boroughs with high numbers of migrants from the African and Asian subcontinents have seen an increase in instances of TB. The NHS Newham Clinical Commissioning Group (CCG) have pioneered a new screening programme, which is treating patients and reducing the spread of the disease.

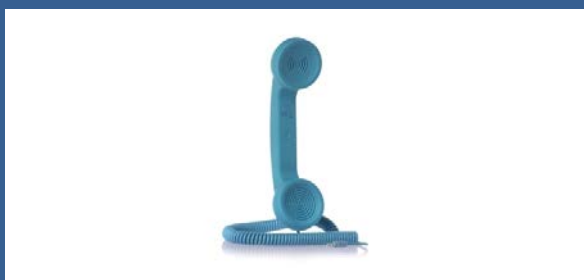
Dr Duncan Trathen, GP at Church Road Medical Centre is the clinical lead for a new latent TB programme. Supported by Healthwatch Newham, it is the only programme of its kind in the country. Dr Trathen said: "Screening for TB has been going on for some time but tends to look for active TB. Latent TB is dormant, and doesn't show up on x-rays. While it's harmless in this form, low immunity or flu could see patients develop active TB."

When residents from countries where TB is common register with a Newham GP they are automatically invited to take a blood test to check for the TB infection. If it's detected they are offered a three-month course of treatment.

Ranjith Visvuanathan has almost completed his treatment for latent TB, which was discovered after he took up the offer of a blood test. Formally from India, Ranjith lived in Dubai for eight years before coming to the UK. He explained: "I had no idea I had latent TB. The treatment was simple. I get my medication from the chemist and don't need to come and see the doctor." Ranjith, who is expecting his first child, encourages people at risk from TB to take the blood test. Dr Trathen added: "Even if you have been in the UK for some time, if you think you may be at risk from TB speak to your GP about the latent TB screening programme."

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 the Healthwatch Newham Board!

Healthwatch Newham is recruiting Board members.

The Healthwatch Newham Board has a major role to play in developing our strategy, direction, business objectives and customer focus, and to deliver our statutory functions including:

Public engagement; information and signposting; guiding strategy development for health and social care commissioners and decision-makers with evidence-based information; supporting health and social care providers in improving services.



We aim to strengthen local health & social care services

Joining the Healthwatch Newham Board provides a great opportunity to help make a real difference to delivering service improvements and benefits for communities across Newham. To find out more:

☎ 020 7473 9512

✉ sol.pearch@healthwatchnewham.co.uk

➔ New Chairs for the Patient Forum!

The members of Newham Patient Forum recently voted Sandra Rennie as Chair, and Katy Christy as Vice Chair. We would like to send them both a 'big congratulations'!

To find out more about Newham Patient Forum, get in touch:

☎ 0207 055 5971 or ✉ Jackie.Hardy@fhwb.co.uk

“The food was fantastic and the ward clean.”

Join us today and have your say!

➤ Have Your Say on Local Hospital Services

GP's from NHS Newham Clinical Commissioning Group are encouraging local people to have their say about hospital services provided by Barts Health NHS Trust.

The call comes after an invitation by Chief Inspector of Hospitals at the Care Quality Commission (CQC) for members of the public to tell their inspection panel what they think of services provided at Mile End, London Chest, Newham, Saint Bartholomew's, The Royal London, and Whipps Cross hospitals that are run by Barts Health NHS Trust.

Barts Health NHS Trust will be inspected and then given an overall rating by the CQC. The CQC will start a formal inspection of the trust on Wednesday 21st January.

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

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

To ensure the views of patients and the local community are properly heard, the inspectors will be holding two listening events prior to the inspection:

- ➔ Tuesday, 13th January, 6pm
Holiday Inn, Stratford, 196 High Street, E15 2NE
- ➔ Wednesday 14th January, 6.30pm
Idea Store, 321 Whitechapel Road, E1 1BU

If you would like to attend either event, please confirm by phone, website or email:

- ☎ 03000 61 61 61
- 🌐 www.cqc.org.uk/public/listening-events
- ✉ cqcthenextphase@cqc.org.uk

Dr Zuhair Zarifa, Chair of NHS Newham Clinical Commissioning Group and a local GP, said:
"I encourage local people to attend one of these events to have their say about their experiences in our local hospitals, let the CQC inspectors know what's going well and the improvements they'd like to see in the future."

The CQC launched a new, 'more intense' inspection regime for hospital trusts in October 2013. Barts Health NHS Trust was one of the first to have an inspection under the new system and listening events were held locally to support this at the end of 2013. The hospital trust was not given a rating following that inspection but will be rated this time.



Barts Health will be formally rated by the CQC

The trust will be one of the first to be given one of the following ratings: Outstanding, Good, Requiring improvement, or Inadequate. The rating will be contained in the full report of the inspectors' findings that will be published by the Care Quality Commission later in the year.

CQC Chief Inspector, Professor Sir Mike Richards:
"This inspection is designed to provide people with a clear picture of the quality of the services in their local hospital, exposing poor or mediocre care as well as highlighting the many hospitals providing good and excellent care.

We will be talking to doctors and nurses, hospital managers and patients in the hospital. But it is vital that we also hear the views of the people who have had care at any of the hospitals run by the trust, or anyone else who wants to share information with us. This will help us plan our inspection, and so help us focus on the things that really matter to people who depend on this service"

The CQC inspection team is expected to look in detail at eight key service areas - A&E; medical care (including frail elderly); surgery; intensive/critical care; maternity; paediatrics/children's care; end of life care and outpatients.

"I am in control of my diabetes."

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

➔ The 3D's Project for Diabetes

Do you live in the Stratford area? Would you like a healthier lifestyle? Do you have Diabetes? Have you been told you are at risk of developing Diabetes? If you answered yes to any of the above then this project is perfect for you!



Championing Diabetes awareness and prevention

Community Activator Des Blake of Active Plus will be hosting Health and Wellbeing sessions with Well London Stratford Village called...The 3D's.

The sessions will be geared at people with Diabetes but all Stratford residents (or patients of Stratford Village Surgery) are able to attend:

- ➔ Friday 23rd (2-4pm) or Friday 30th (4-6pm) January
- ➔ Ithaca House, 27 Romford Road, E15 4LJ

The sessions cover Diabetes awareness, prevention and individual health MOTs. A one hour tailored health session will take place after this.

For more information or to book your place:

☎ 07946038142 or ✉ activeplus1@hotmail.co.uk

In Newham's Chair

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



Are we representing your views?

➔ DisabledGo Launch Event!

The London Borough of Newham Council and DisabledGo would like to invite you to an event to celebrate the launch of the local access guide to Newham:

- ➔ Tuesday 27th January 2015, 10:30am - 12pm
- ➔ The Old Town Hall, Stratford, E15 4BQ

By visiting www.disabledgo.com you can now view comprehensive access information to 1,000 public venues across the Borough, for a sneak preview of some of the venues on the Newham guide visit <http://www.disabledgo.com/organisations/london-borough-of-newham/main-2> or Google 'DisabledGo Newham'.

All the information on DisabledGo is totally free for everyone thanks to the support from Newham Council.



View 'comprehensive access information' online!

They look forward to meeting you on the 27th and are excited to show you the access guides. They believe the guides will benefit Newham residents and visitors to the Borough and are keen to hear your thoughts on the project. Light refreshments will be provided.

To book or for more information:

☎ 01438 842710

✉ dean.eales@disabledgo.com

“ I want a named social worker. ”

Join us today and have your say!

➔ Know Where to Go this Winter

This winter, local doctors are asking Newham residents to be aware of the full range of health services available - as well as reminding them that the first port of call might not always be A&E.

The winter period is one of the busiest times of the year for the NHS. To allow everyone to get the treatment and advice they need, it's important to remember that A&E should only be used by people with serious health problems requiring emergency treatment. If you are ill or injured over the winter period, you may well be able to access quicker and more appropriate treatment elsewhere.



A&E is for medical emergencies

If you are unwell outside of your GP's usual opening hours please call the Newham out of hours GP cooperative service on 020 7511 8880 and they will direct you to the best service for your condition. Many common illnesses like coughs or colds can be best and most easily treated by visiting your local pharmacy. Your pharmacist can offer advice on how to best look after yourself at home with rest and over the counter treatments.

Other alternatives to A&E include walk-in services. These can treat most minor injuries that are urgent, but not life threatening - including suspected broken bones, cuts and rashes as well as minor burns, bruises, bites and stings. The walk-in service at Vicarage Lane Health Centre, 10 Vicarage Lane, Stratford E15 4ES, is open from 8am to 8pm 365 days of the year.

Commenting, Dr Zuhair Zarifa, chair of NHS Newham Clinical Commissioning Group and a local GP, said: "It's estimated that up to 40% of people who visit A&E do not need to be there. Choosing alternatives to A&E can help you to get the treatment and advice you need quickly and closer to home. It allows A&E departments to concentrate efforts on those in real need of emergency care."

➔ Newham Vision Consultation Event

Newham Vision Strategy Group, in association with East London Vision, warmly invite you to the Action Plan Update Consultation 2014:

➔ Thursday 29th January, 1.30 - 5.30pm

➔ St Mark's Community Centre, 218 Tollgate Road



Aiming for joined up services and a brighter future

The Newham Vision Strategy Group (NVSG) has been working over the past year to address the gaps in services and implement the suggestions raised by visually impaired people at last year's consultation events.

Come and see how they have been getting on and let them know where to go next. This invitation is open to all visually impaired people and their carers in Newham. Please feel free to pass it on. A finger buffet will be supplied.

To book or for more information:

☎ 07875 541133

✉ Sharon.schaffer@lvif.co.uk

Is your service in the book?



Our community directory gives locals the information they need.

➔ [Are You In?](#)

➔ Transforming Services, Changing Lives - Case for Change

The NHS in North East London is pleased to announce the publication of 'Transforming Services, Changing Lives - Case for Change', which outlines their vision for the NHS in East London.

They published an interim Case for Change in July, and engaged with almost 3,000 people over the summer to further shape their ideas. Whilst this document echoes the interim version (reflecting the positive feedback received), they have also changed significant elements.

They heard:

- ➔ Almost everyone felt the NHS needs to change.
- ➔ Above all else, patients should be the focus of the NHS and its partners. Equal dedication should be given to best patient experience & outcomes.
- ➔ The NHS needs to modernise. This will drive better patient care.

Why do we need a 'Case for Change?'

The NHS in east London faces huge challenges. Birth rates and A&E attendances are rising rapidly as the population grows; health services need to improve; but an overall financial deficit remains. We cannot afford to carry on as we are.

There is a clear case for change, not just to improve existing services but to ensure health and social care in east London tackles the continuing difficulties we face and takes full advantage of opportunities to improve. The NHS in east London wants and needs to be bold, in order to make a difference and be sustainable.

It's all in the computer...

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



This information is used to help improve services.

The Case for Change provides an overview of current local services, describes what needs to change and outlines ambitions for the future - for hospital services, primary care and mental health provision.



Shaping a more 'efficient and effective' health service

There are programmes of work tackling immediate issues, but the Case for Change seeks to identify their root causes. For instance:

- ➔ It is far more efficient and effective to prevent ill health and treat people holistically by looking at their physical and mental health needs together.
- ➔ There are tremendous opportunities to care for more people in their own homes and support them to be healthier.
- ➔ We need to integrate care, and design new, more efficient, care pathways so that patients experience joined-up, responsive health and social care services.
- ➔ Where there are clear advantages in co-locating some specialties we should do so. Where buildings are not being used effectively, we should develop alternatives.

The NHS thanks the 350 clinicians across east London and almost 3,000 members of the public, patients and other stakeholders who took time to help develop ideas for change. In particular they would like to thank Healthwatch, local councils, clinicians and members of the patient and public reference group for their invaluable contributions.

Spread the word...

If you would like to request a speaker to come and explain the plans at one of your events, please get in touch. In addition, the NHS would be grateful if you could publicise the Case for Change through your channels and networks. ➔ [More](#)

☎ 020 3688 1540 or ✉ tscl@nelcsu.nhs.uk

➔ Jade's Story

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

Moving House....

Recently Jade moved to a new apartment at the Olympic Village. She says "the property is great, it feels fantastic being the first person to live here and there are amenities close by including shops and cafes. Plus, there are beautiful green spaces."



Modern Stratford is a great place to live!

Moving in though was not as smooth as it could have been - Jade was at risk of becoming homeless prior to the move and the Housing Association and Council did little to ease the situation. She turned to the housing charity Shelter and received a "superb service" from them, "from John in particular"!

“That 0845 number costs money!”

Join us today and have your say!

But having to turn to a charity, after not getting adequate support from the authorities, is not the ideal situation for a young lady with multiple sclerosis and Jade feels that charities should not be substituting essential front line services.

Jade feels that the Council, Housing Association and Department for Work and Pensions could and should work more closely. She says "things that one would assume happen automatically do not"!

Jade is assessed for her entitlement to benefits and support regularly. She says that the level of benefits received is "considerably below the level it once was" and she wonders if the system today is as fair as it could be?

➔ Community Services Transformation

Can you help to shape better community and social care services across the capital?

The NHS is seeking service user groups, volunteer groups and local authority representatives to get involved.

If you would like to achieve better community and social care services in London, please do come along to either of the following workshops:

- ➔ 15th January: Living with Long Term Conditions
- ➔ 22nd January: Older People and also Dementia
- ➔ 29th January: People with Learning Disabilities



Add your voice to the views of over 1,000 staff

In October 2014 the "Declaration of the Foundations of Community Services" was launched, developed by over 1,000 health and social care staff. The aim of the workshops is to test, validate and spread this work throughout London. ➔ [More](#)

To book or for more information:

✉ alice.chadwick@clevertogether.com

We want *your* views!

Healthwatch Newham is interested in your views and experiences of local health and social care services. Contact the Healthwatch office in confidence - your voice really does count!

“A single point of access would be helpful.”

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

- ➔ [Barts Health - Life, Winter 2014](#) ➔ [More](#)
- ➔ [Independent Age - Advice and Information Newsletter, December 2014](#) ➔ [More](#)
- ➔ [NICE Patient and Public Involvement Update, January 2015](#) ➔ [More](#)
- ➔ [Parliamentary and Health Service Ombudsman - Resolve, November 2014](#) ➔ [More](#)

➔ Please send us a link to your latest newsletter!

News Summary

- ➔ [Latest Health and Social Care News from Newham Recorder](#) ➔ [More](#)
- ➔ [Numbers receiving NHS-funded social care continue to rise](#) ➔ [More](#)
- ➔ [Government back-to-work schemes 'failing' people with mental health problems](#) ➔ [More](#)
- ➔ [Social Worker of the Year Awards 2014: The highlights](#) ➔ [More](#)
- ➔ [£12 million to help people with mental health problems get back into work](#) ➔ [More](#)
- ➔ [Adult social work skills list puts 'unrealistic' expectations on NQSWs, warn social work leaders](#) ➔ [More](#)
- ➔ [Government shifts Care Act cash from self-funder to carer assessments](#) ➔ [More](#)
- ➔ [More than 340,000 healthcare workers take up flu vaccine](#) ➔ [More](#)
- ➔ [Carers face postcode lottery in support due to variations in thresholds, finds study](#) ➔ [More](#)
- ➔ ['Inadequate' social care services will get year to improve or face closure under CQC plans](#) ➔ [More](#)
- ➔ [NHS pilot schemes to review CAMHS thresholds and out-of-area placements](#) ➔ [More](#)
- ➔ [The top ten social work stories of 2014](#) ➔ [More](#)
- ➔ [Deputy PM announces £150m investment to transform treatment for eating disorders](#) ➔ [More](#)

➔ Please send us a link to your latest news story!



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

☎ 020 7473 9519