

## 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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## ➡ Become an Enter and View Representative

Healthwatch has the statutory right to visit any publicly funded health or social care service, either announced or unannounced, to make observations and to talk to service users and staff.

This is known as 'Enter and View'. Following visits, we make recommendations based on what we observed and what we were told. We usually visit services that we suspect may be underperforming, but equally, we are interested in services which display good practice.



Healthwatch may 'Enter and View' services

We are currently looking to recruit volunteer Enter and View representatives. Full, in-depth training is provided and reward and recognition applies (£8-55 per hour) for Enter and View visits.

If this is a role for you, please get in touch:

☎ 020 7474 3176

✉ [manjit.notta@fhwb.co.uk](mailto:manjit.notta@fhwb.co.uk)

## Need Information?

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



**020 7473 9519**

11am - 4pm, Monday - Friday

## ➡ Job Vacancies at Healthwatch Newham

Healthwatch Newham is currently recruiting for the following posts:

### Healthwatch Newham Manager

The Healthwatch Newham Manager is responsible for facilitating the impactful contribution of Healthwatch members, users of health and social care services and the public to influence improvement and development of health and social care services.

The Manager will ensure a service user and patient voice, in the design, commissioning, delivery and evaluation of health and social care services.

Salary: £34,148 per annum (this figure includes Outer London Allowance). ➡ [More](#)

### Engagement, Outreach and Research Officer

The Engagement, Outreach and Research Officer is responsible for community intelligence, outreach and engagement, and subsequent collation and maintenance of a bank of evidence of resident, service users and patient experience and views on health and social care services in Newham.

The role is also responsible for developing and carrying out qualitative and quantitative research to further evidence experience and use this combined information to provide recommendations for improvement to services and systems of engagement.

Salary: £24,422 per annum (this figure includes Outer London Allowance). ➡ [More](#)

Both posts are full-time until the end of April 2016.

Closing date for applications is 15<sup>th</sup> January 2016 at 5pm. Full job descriptions are in the links provided. For more information, contact Manjit Notta:

☎ 020 7474 3176

✉ [manjit.notta@fhwb.co.uk](mailto:manjit.notta@fhwb.co.uk)

**“The repeat prescription service works well.”**

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

## ➡ Barking Road Medical Centre

The Care Quality Commission (CQC), which is responsible for inspecting NHS services to ensure they provide safe, good quality care, recently inspected Barking Road Medical Centre at 34 Barking Road, East Ham, London, E6 3BP.

As a result of this inspection, a decision was taken by the CQC to temporarily close the Practice from 3<sup>rd</sup> December 2015 for an initial period of 3 months.

CQC visits are in place to ensure quality standards are maintained. This decision has been made in the interest of patient safety whilst further investigation and rectification work is carried out. All patients from this practice are being advised to contact the neighbouring surgery, Newham Medical Centre, should they need a GP appointment.

Redirection signage is in place at the Barking Road Medical Centre and NHS England will shortly be writing to all practice patients to advise them of the situation and what it will mean for them. Newham Medical Centre will have full access to patient records so that continuity of care can be maintained with the same or better range of services being available to patients.

The CQC action is one of a range of measures designed to protect the health, safety and welfare of people who use a GP service and to ensure practices meet required standards. Enforcement action is open to challenge by the provider. Previous CQC inspection reports of the Barking Road Medical Centre and all Newham's practices are available via the CQC website where a fully updated report will be published shortly regarding this recent issue.

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

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



This information is used to help improve services.

## ➡ LAS Placed into Special Measures

England's Chief Inspector of Hospitals, Professor Sir Mike Richards, has recommended that London Ambulance Service NHS Trust (LAS) should be placed into special measures following an inspection by the Care Quality Commission (CQC).

Overall, the LAS has been rated as Inadequate. A team of inspectors found that the trust delivered services that were caring, but that improvements were needed on safety, effectiveness, responsiveness and leadership.



The LAS has been performing poorly on response times

During the inspection, which took place over a three week period in June, a team of 54 CQC inspectors and specialists including paramedics, urgent care practitioners, operational managers and call handlers looked in detail at the trust's emergency operations centres, the emergency and urgent care service, patient transport services and the resilience service, including the hazardous area response team.

Professor Sir Mike Richards, Chief Inspector of Hospitals, said: "I am recommending that London Ambulance Service be placed into special measures because I believe that this is the step necessary to ensure that this vital service - which provides emergency medical services to 8.6 million Londoners - gets the support it needs to improve. The Trust has been performing poorly on response times since March 2014. This is a very serious problem, which the trust clearly isn't able to address alone, and which needs action to put right." [➡ More](#)

**"The care assistants  
get to know you."**

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



### ➡ Quit Smoking with Free Local Support!

Seven out of 10 smokers would like to be able to quit. If this sounds like you then why not take advantage of free support in your local area to help you quit for good?



Quitting is easier with support

Public Health England's stop smoking campaign for New Year 2016 reminds smokers about the physical damage caused by smoking, and it uses some pretty shocking imagery.

The council is supporting the campaign because it reminds smokers about the harm caused by every single cigarette, making invisible damage visible.

We also know that stopping smoking can be hard, so if you're looking to quit you can contact a local stop smoking advisor to find out about the various types of FREE support on offer. ➡ [More](#)

**“The telephone just rings and rings.”**

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

### ➡ 'RecommendMe' from UCL!

RecommendMe, from UCL, is an innovative digital platform, that targets and tailors services to support healthy ageing. A launch evening and audience 'tryathon' has been arranged:

➡ Monday 22<sup>nd</sup> February, 6pm - 7.30pm

➡ UCL, Roberts Building, WC1E 7JE

Find out more or book online. ➡ [More](#)

### ➡ International Zero Tolerance FGM Day

Join Newham FGM Prevention Service in marking International Zero Tolerance FGM Day & celebrating working in partnership to achieve zero tolerance to FGM in Newham:

➡ Tuesday, 9<sup>th</sup> February, 10am - 2pm

➡ St Marks Community Centre, E6 5YA

Hosted by Cllr Ayesha Chowdhury, the day will feature “No More whispers”, an FGM drama by Arc Theatre for Change and school students. There will also be a talk on the psychological impact of FGM by Leyla Hussein, Award winning Campaigner on FGM and gender rights. The event will also celebrate the work of FGM Community Champions. ➡ [More](#)

### ➡ Health & Wellbeing Service for Cancer Patients

The Macmillan Social Prescribing Service can help you to improve your wellbeing and access services and activities in your local area. The service is available to residents of Tower Hamlets, City & Hackney, Newham and Waltham Forest. It supports you to explore and define what is important for your wellbeing, and identify activities and resources you need.



Defining what is important to you

Call the service to arrange an appointment or ask your nurse or doctor to make a referral. For more:

☎ 020 8709 9736

✉ [socialprescribing.cancer@nhs.net](mailto:socialprescribing.cancer@nhs.net)

**“Not everybody can use a computer.”**

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

## ➔ Your Views on the Cancer Drugs Fund?

A 12-week consultation on draft proposals outlining a new Cancer Drugs Fund (CDF) has been launched.

The aim of the new CDF is to help patients receive new treatments with genuine promise, while real world evidence is collected for up to two years on how well they work in practice. This will then help determine whether the treatment should be accepted for routine use in the NHS in the future.



Looking for new treatments of 'genuine promise'

The original CDF was established in 2011 to fund cancer drugs in England that are not currently approved by NICE (The National Institute for Health and Care Excellence). The CDF has helped more than 72,000 cancer patients in England access drugs not routinely funded, but it is now widely acknowledged that a new system is needed.

The proposal issued for public consultation outlines a new system, where the CDF becomes a transitional fund - with clear criteria for entry and exit. This is in line with the recommendation of the recently published independent Cancer Taskforce report, which proposed that the new CDF should operate with NHS England and NICE.

Sir Bruce Keogh, National Medical Director, NHS England, said: "While it won't avoid the ongoing need to make difficult judgements about how best to use the NHS' funding for cancer care, the development of these proposals is a big step forward in ensuring a process which will get the most promising drugs to NHS patients at an affordable price as quickly as possible." ➔ [More](#)

**"The midwives were all fantastic."**

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

## ➔ Be a CCG Patient Representative

NHS Newham Clinical Commissioning Group (CCG) is seeking to recruit patient representatives to join its five Commissioning Committees.

Commissioning Committees are responsible for the day to day planning, monitoring & quality assurance of healthcare services that the CCG commissions. If you are a resident in Newham and have experience of using NHS services including carers of users of those services, the CCG wants to hear from you. Get involved and help put patient voice at the centre of how they plan, monitor and buy health services on behalf of local residents.

Committees include Mental Health, Community, Children & Maternity, Acute and Integrated Care. Cut-off for applications is 29<sup>th</sup> January. For more:

☎ 020 3688 2300

✉ [Nina.Martin@newhamccg.nhs.uk](mailto:Nina.Martin@newhamccg.nhs.uk)

**"NHS 111 gave spot on advice!"**

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

## ➔ Newham Patient Forum

The Patient Forum gives Newham residents, patients and carers the chance to share experiences and influence decisions about local healthcare, and to find out about changes and innovations in local health services. The next meeting is as follows:

➔ Friday 29<sup>th</sup> January, 10.30am - 1pm

➔ Venue TBC

This meeting will be dedicated to mental health. Staff working in the field of mental health will be attending and will have updated information on current services available in Newham along with resources on the day such as copies of the WRAP (wellness recovery action plan) and Advance Directive Forms and Factsheet. There will also be a free raffle for Wellbeing Kits.

Booking is essential:

☎ 020 7473 9518

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

## ➔ Maternity Mates

Are you pregnant? Do you need a Maternity Mate? Maternity Mates work alongside midwives and health professionals to help the mum and baby receive the best possible care. If you would like to receive the support of Maternity Mates, please discuss this with your midwife or GP, who will refer you. Maternity Mates undergo an accredited training course to Level 3 with the Open College Network (OCN). On-going support is also provided.



Helping mum and baby get 'best possible care'

## Become a Maternity Mate!

The Maternity Mates project is an exciting and rewarding scheme that provides accredited training to volunteers. Being a Maternity Mate makes a real and lasting difference to the lives of the people they help. These are much sought after roles that require a degree of commitment and there are a limited number of vacancies each year. To find out more:

☎ 020 7377 1064 or ✉ [jasmin.begum@whfs.org.uk](mailto:jasmin.begum@whfs.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!

## ➔ Newham Staff in Sweep up at Staff Awards

The East London NHS Foundation Trust (ELFT) staff awards took place on Friday 27<sup>th</sup> November at The Troxy in London to celebrate the work of its staff.

Over 1,000 staff came together at The Troxy in Tower Hamlets to see teams and individuals from across the Trust honoured for the special contribution they make to patient care and to the working lives of their colleagues.

Staff working in services in Newham secured seven out of the eleven awards, scooping up more awards than any other area of the Trust.



Award winners with local MP Stephen Timms

Over 200 award nominations were received from colleagues, peers, service users and carers citing the exceptional work of staff and the outstanding skill, care and support they provide. The event was attended by Newham MP Stephen Timms and local commissioners who presented awards to staff.

Awards received included Service User Award - Selina Fifield (Clinical Physiotherapist); Chief Executive Award - Helen Green (Deputy Director for Newham); Team of the Year - Newham Talking Therapies Team; Inclusion award - Nigel McGowan, (Social Therapist); Leader of the Year Award - Dr Dudley Manns (Clinical Directorate); Chair's Award - Jasmin Zaman and The Quality Improvement Award - The Newham Extended Primary Health Care Team.

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

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

## ➡ Peer Advocacy - A 'How To' Guide

City and Hackney Mind has compiled this best practice guide for those interested in setting up a peer advocacy project.

This handbook explores peer advocacy from its history right through to practical implementation. It provides comprehensive guidance, advice and thinking points for planning and training through to volunteer retention and maintaining quality standards.

The guide is perfect for advocacy organisations, mental health organisations, rehabilitation and day services, social service departments, user-led groups and organisations or groups promoting volunteering or following recovery principles.



Advocates, with you every step of the way

The book is available now for order through the website. Also available is the independent mental health advocacy handbook. ➡ [More](#)

## Latest Newsletters

- ➡ Dementia Action Alliance - Newsletter, December 2015 ➡ [More](#)
- ➡ Healthwatch Network - News, November 2015 ➡ [More](#)
- ➡ NICE - Public Involvement Update, December 2015 ➡ [More](#)
- ➡ Parliamentary and Health Service Ombudsman - Resolve, December 2015 ➡ [More](#)
- ➡ Public Health England - London Seasonal Influenza Bulletin, December 2015 ➡ [More](#)
- ➡ Please send us a link to your latest newsletter!

## News Summary

- ➡ Latest Health and Social Care News from Newham Recorder ➡ [More](#)
- ➡ The Latest News from the Waltham Forest Guardian ➡ [More](#)
- ➡ Poorer councils set to receive greater share of the Better Care Fund ➡ [More](#)
- ➡ NHS England appoints three new senior leaders ➡ [More](#)
- ➡ 2016 will bring fresh challenges for Allied Health Professionals ➡ [More](#)
- ➡ David Cameron announces 'landmark' reforms to tackle 'inadequate' children's services ➡ [More](#)
- ➡ More CCG's set to take on commissioning of GP services ➡ [More](#)
- ➡ NHS urges people to only use A&E in an emergency and avoid post-Christmas surge ➡ [More](#)
- ➡ How not to respond to criticism of your health or care organisation ➡ [More](#)
- ➡ £560 billion of NHS funding allocated to deliver NHS Five Year Forward View ➡ [More](#)
- ➡ Mothers who lose children through care proceedings offered little support, report says ➡ [More](#)
- ➡ New National Cancer Director outlines future vision at London conference ➡ [More](#)
- ➡ Proposed deprivation of liberty reforms 'too complex and costly', says government ➡ [More](#)
- ➡ Martha Lane Fox sets out key digital proposals for the NHS ➡ [More](#)
- ➡ Meeting new Congenital Heart Disease standards ➡ [More](#)
- ➡ Local authorities do not need to consider all available placements for children, judge rules ➡ [More](#)
- ➡ NHS leaders set out new long-term approach for sustainability and transformation ➡ [More](#)
- ➡ What does David Cameron's improvement agenda mean for children's social care? ➡ [More](#)
- ➡ New NHS England action plan to help tackle 'silent killer' sepsis ➡ [More](#)
- ➡ Deprivation of liberty assessments taking '50% longer' than predicted ➡ [More](#)
- ➡ How a dog walk improved the lives of 250,000 people ➡ [More](#)



# Pointing the way to better Health and Wellbeing in Newham!

Children/Young People



Community



Disabilities



Emergency & Crisis



Family



Health Services



Healthy Living



Men



Mental Health



Older People



Social Care




Women



The Community Directory by Healthwatch Newham.

Get free information on Health, Social Care and Wellbeing topics, around the clock!

Visit now:  [www.healthwatchnewham.co.uk/onlinedirectory/](http://www.healthwatchnewham.co.uk/onlinedirectory/)

Or call 9am - 4pm, to find out more:  020 7473 9519