

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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020 7473 9512
www.healthwatchnewham.co.uk
info@healthwatchnewham.co.uk
St Mark's Community Centre, 218 Tollgate Road, Beckton, London, E6 5YA

➡ Patient Panel at the Hospital Coming Soon!

Healthwatch Newham warmly welcomes the newly appointed Hospital Site Matron, Stephen Flatt, to Newham University Hospital.

Stephen is an experienced Nurse, previously working for West Middlesex Hospital and St Mary's Hospital, Paddington. Charlie Ladyman, Healthwatch Newham Manager is pleased to be working with Stephen to return a Patient Panel for Newham's Hospital.



Stephen Flatt, Newham Hospital Site Matron

The Patient Panel role enables members to take part in consultations and activities at the Hospital, contributing to the Borough's overall quality of life. Members' travel expenses are reimbursed.

To find out more, or to register your interest in joining the Panel:

✉ info@healthwatchnewham.co.uk

Need Advice?

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



020 7473 9519

9.00am - 4.30pm, Monday - Friday

➡ Have Your Say On Diabetes on 18th July!

In collaboration with Barts Health NIHR Clinical Research Network (North Thames), Healthwatch Newham is hosting a User Engagement Information Event and Workshop for people with diabetes.

Got Diabetes? Come along and discuss what works and what doesn't!

➔ Friday 18th July, 11am - 2pm

➔ Stratford Advice Arcade

For more, or to register your interest:

✉ info@healthwatchnewham.co.uk

Barts Health Diabetes Clinicians are also looking to recruit 1,134 patients, who are pre-diabetic and between 18-74 years of age.

To find out more or to register your interest, contact Isabelle Garvey:

☎ 020 7882 3916

“We need more time at GP appointments.”

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

➡ Volunteer with Healthwatch!

Do want to meet new people? Do you want to learn new skills? Do you want to do something rewarding and worthwhile?

If the answer is yes, then why not volunteer for Healthwatch Newham!

We have a range of opportunities, from office based to getting out there in the community and now is the time to step forward!

When you volunteer for Healthwatch Newham, whichever role you choose, you are helping to make local health and social care services better.

If you would like to volunteer or would like to find out more, please get in touch:

☎ 020 7473 9512

✉ sol.pearce@healthwatchnewham.co.uk

➡ Newham Young Minds

Young Minds have linked up with Healthwatch Newham to deliver mental health workshops at the East Ham Campus of Newham College.

Damien Williams, Newham College Enrichment Officer was excited to be put in touch with Young Minds and requested four days of workshops with Health and Social care students, as well as Business student groups who had interest in the topic. The amount of knowledge on mental health was varied with discussions on culture and ethnicity increasing stigma and worry about asking for help.

Students said those with mental illness could be viewed as 'just crazy, dangerous people' who might be seen as bad. In the Workshops discussions included mental health being just the same as physical health, that it can change over time, that it can be both good and bad and we all need to look after our mental health to enable us to cope in this increasingly stressed society.

“Service with a smile at my dentist!”

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

Ideas for looking after our own mental health were discussed which would put everybody in a better position to help their friends, colleagues and families; this included getting enough sleep, exercising, eating healthy food and spending time with friends or expressing ourselves through music, art and dance.

Students signed up to the 'YoungMindsVs' campaign by pledging to do something to start the conversation about mental health and look after themselves.

Students learnt about Healthwatch, students heard how to get involved and have their opinion heard within the Borough. After half term, Young Minds will be hosting workshops at the Stratford campus as the need for basic mental health education is desperately required within this Borough.

Young Minds would like to thank Newham College and Healthwatch Newham for coordinating this opportunity. ➡ [More](#)

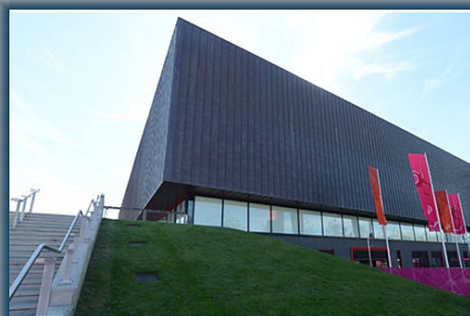
➡ The Wellbeing Games 2014

East London NHS Foundation Trust Welcomes London service users in the Copperbox. The event, bringing people together through sport, is open to all Trust patients and carers!

➡ Wednesday 11th June, 11am - 4pm

➡ The Copperbox, Queen Elizabeth Olympic Park

The day will bring together mental and community health service users and their carers from the three Boroughs surrounding the Olympic Park - Tower Hamlets, Hackney and Newham.



Prove your metal at the Copperbox!

There will be a combination of competitive team events to individual fun events. Also come and meet Hope Powell - first ever women's football coach, and coach and manager for the Great Britain Women's Football team from 1998 - 2013. ➡ [More](#)

➡ Newham FGM Event, 16th June

Ending Female Genital Mutilation is a shared responsibility. Come and find out what you can do to end FGM in Newham:

➡ Monday 16th June, 7pm

➡ Durning Hall, Community Centre, Earls Grove

Open to men and women. To find out more:

✉ Helen.Page@newham.gov.uk

“The phone is engaged constantly!”

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

➡ Hot Weather from 12th to 18th May 2014

12th to 18th May was the 3rd busiest week ever for the London Ambulance Service.

18th May was the 6th busiest day ever for calls categorised as immediately life threatening and Saturday 17th May was the 7th busiest day ever. Sunday 18th May the Ambulance Service dealt with 6606 emergency (999) calls; this was 500 more than Saturday 17th May and a staggering 1900 more than the previous Sunday (11th May).



Sizzling weather, lovely for some but not for all

Many calls for the Ambulance were due to chest pains and fainting. Do avoid spending too long in the sun and always drink plenty of water.

Become a Patient Representative...

If ambulances interest you and you would like to be involved in the work of the London Ambulance Service, why not become a Patient Representative? To find out more, contact Ruth Lewis:

☎ 020 3069 0326 or

✉ ruth.lewis@lond-amb.nhs.uk

It's all in the computer...

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



This information is used to help improve services.

➡ Review of NHS Patient Care in East London

Transforming Services, Changing Lives (TSCL) is a clinical review programme established by East London clinical commissioning groups (CCGs) in Waltham Forest, Tower Hamlets, Newham, Barking and Dagenham, and Redbridge; NHS England; Barts Health NHS Trust and other providers.

These organisations are working in partnership to face the very real challenge of providing health services for a rapidly growing East London population, whilst continuing to meet the health needs of some of the most deprived areas seen anywhere in the UK.



Demand rising faster than budgets

Providing for today while planning for a tomorrow, which is unlikely to see budgets rising to the same extent as demand, requires commissioners and providers to think differently about how they provide care, and make changes to where and how care is provided.

The group has asked local clinicians to use their own knowledge of national and international best practice to carry out a clinical review of current health and social care services in East London, this work will be written up in a 'case for change', to be published in autumn 2014.

Clinical working groups have now been established, along with a public and patient reference group.

Keep posted for further news and developments on this topic!

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

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

➡ Barts Encourage Staff to 'SpeakInConfidence'

Barts Health NHS Trust has become the first NHS trust to begin using an online system that encourages all staff to anonymously and directly discuss ideas and concerns with senior leadership.

Launched in March, SpeakInConfidence is a simple, secure, web-based tool that enables staff to have a private dialogue about any issues that they may feel unable to discuss with their direct management.

It also allows ideas to be shared across the Trust that further improve working conditions as well as clinical care and safety, such as suggesting improvements to how the Trust uses its financial resources.

The new system stems from a desire of executive leaders at the Trust to address concerns of bullying and harassment raised by the Care Quality Commission (CQC) in 2013. It also builds on previous work by the Trust to encourage staff to raise any concerns ranging from clinical safety to fraud - often referred to as 'whistleblowing'.



Staff supported when raising concerns

Chief Nurse at Barts Health NHS Trust, Kay Riley explained: "We are keen to show our staff our commitment to improving and resolving any issues they raise and to provide absolute assurance that although we want them to speak to us their identity will be protected if they wish to remain anonymous. "With our previous 'whistleblowing' support line, people told us that they didn't feel that it was a truly anonymous way to raise concerns and they were fearful of what would happen if they spoke out.

"We feel it is incredibly important that if people need an avenue to raise concerns that they shouldn't feel that they cannot talk directly with us and must resort to discussing their concerns elsewhere, such as with the CQC or our stakeholders, just to be heard." ➡ [More](#)

➡ Excellent Secondary Breast Cancer Care Pledge

Two of the UK's leading breast cancer charities - Breakthrough Breast Cancer and Breast Cancer Care - have teamed up with Barts Health NHS Trust, to help identify areas of good practice as well as improvements to services for people diagnosed with secondary breast cancer.

The Trust has signed up to the Secondary Breast Cancer Pledge, committing it to providing the best possible care to patients diagnosed with secondary breast cancer across its hospitals that include Whipps Cross, St Bartholomew's & Newham General.



The service will include advice on lifestyle and more

Improvements were identified through patient questionnaires, and patients were also included in discussions to agree on the best way to go about implementing the required changes. One significant request from patients was for more information about financial services, emotional support and lifestyle advice, and the Trust has committed to providing this by running monthly advice sessions.

Of the 50,000 women and 400 men diagnosed with breast cancer each year in the UK, it is still not known exactly how many of these patients will go on to develop secondary breast cancer - cancer that has spread beyond the breast or armpit to other parts of the body.

Dawn Shelton, 57 from Ilford who was diagnosed with breast cancer in April 2005, said: "It is such a good idea to get input from patients through surveys and meetings, as we are the ones who know what it is like to live with cancer. ➡ [More](#)

"The food was fantastic and the ward clean."

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

➡ Active Minds Café

Activities, advice and guidance to support mental wellbeing in Newham.

➡ Wednesday 11th June, 10.30am - 12.00pm

➡ Stratford Library, 3 The Grove E15 1EL

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.

Activities include art exhibitions, head and hand massages, ping pong, yoga, henna, cinema, talking therapies and free smoothie tasters. For more:

☎ 07985 252548

✉ shamilla.kumari@newham.gov.uk

It's your voice...

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



👉 Have your say today!

➡ 205 Flags Project

Have you moved to the UK in the last 10 years?
Are you a Newham resident and non EU passport holder?

The new 205 Flags project, supported by partners including Active Newham and Groundwork London, provides a range of free opportunities to support integration through health and wellbeing, ESOL and employment support.

For more information contact Afraa Ali:

☎ 020 8522 6495

✉ afraa.ali@groundwork.org.uk

➡ Mind Cookery Group

Introducing a proactive group of mental health service users who support each other to learn new recipes to improve diet and wellbeing.

Recognising that eating a healthy balanced diet is difficult when managing a mental health condition, the cookery group has helped users face challenges.

Teamwork...

A recipe for success!



Special recipe cards have been created to encourage good eating habits, and to bring the fun back into cooking. Quicker than reaching for a cookbook and 15 nutritious and easy to follow recipes available.

So have a go at making the recipes, try something new - if we can do it, so can you!

To find out more, contact Mind in Tower Hamlets and Newham: ☎ 0208 548 9037

➡ Barts and Queen Mary Science Festival

Inviting you to this free event, aimed at anyone interested in science from teenagers to adults (and big kids!) of any age.

Wednesday 9th July, 11.00 am - 3.00pm,
Queen's Building, Queen Mary University of London

Featuring talks by senior and junior scientists and doctors, plus hands on activities and displays. Meet the team and talk about research!

Children under 16 years should be accompanied by an adult and if attending during term time may need the permission of their school to attend. For more:

☎ 020 7882 7188

✉ sciencefestival@qmul.ac.uk

“Unplanned discharge causes distress.”

Join us today and have your say!

➡ Community Links Advice Sessions

Do you need advice on Debt, Welfare Benefits, Housing and Employment?

Community Links advisors can help you with free and confidential support:

➡ Mondays - 10.00am - 1.00pm

Durning Hall Community Centre, Forest Gate

➡ Wednesdays 1.30pm - 5.30pm

The Froud Centre, Manor Park

To find out more:

☎ 020 74732270

✉ info@community-links.org

➡ Migrant Mental Health Project

Mind in Tower Hamlets and Newham are pleased to announce that they have been awarded funding to deliver a new project in Newham.

The project will enable them to work with Migrant and Refugee Communities to raise awareness of mental health and influence commissioning.

They are urging organisations that provide services to Refugee and Migrant Communities, as well as Newham residents, to get in touch:

☎ 020 8548 903

✉ sarah.jane@mithn.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!

➡ Big White Wall

It's a fact that one in four of us will experience anxiety, depression or other common mental health problem during our lives. We also know that talking about it can be difficult. But people no longer have to struggle alone. Whether you're dealing with a mental health issue or just feel burdened by everyday worries or concerns, Big White Wall provides safe, anonymous online support 24/7.

Big White Wall, now launched in Newham, provides a supportive, online community to give help when you're feeling down. Trained counsellors are available 24/7, and there's a choice of safe therapeutic services, including self-help courses, also accessible online and as an app. So anyone who may be struggling can get support at a time that suits them, from the comfort of their own home.



Get support from an online community

There are estimated to be over 34,000 adults in Newham with a common mental health problem - enough to fill over 400 double decker buses, or almost half the Olympic stadium.

Big White Wall has been designated a High Impact Innovation by the NHS, and it is now free to residents in Newham, who can simply go to www.bigwhitewall.com and enter their Newham postcode to join. 95% of members report feeling better as a result of using Big White Wall, and 73% share something for the first time.

One Big White Wall member said: "I feel that the support given by BWW is fantastic. You are not judged and you can be yourself. Most of us are very good at hiding our feelings. This is the only place I have felt comfortable in expressing myself."

For more information:

☎ 07950466849

✉ sylvia.christie@bigwhitewall.com

➡ Heart Rhythm Week

As part of Heart Rhythm Week, selected pharmacies displaying the Heart Rhythm Week logo across North East London will be looking to save lives by offering residents free blood pressure checking and heart rhythm monitoring, from Monday 2nd June.

Everyone is invited to stop by to have their BP checked and heart monitored, and to find out more about reducing their stroke risk.

Ellen Sheridan, Information Officer from the Stroke Association in London says; "High blood pressure has been called the 'silent killer' because many people do not realise they have it or how dangerous it can be. Getting your blood pressure tested is simple, there are no needles, we put an inflatable cuff on your arm and it is quick and painless.

**“Stratford Medical Centre
is superb all round!”**

Join us today and have your say!

It is really important to get checked regularly as your blood pressure does change over time, taking control of it can reduce your risk of stroke. According to the Stroke Association there are over 13,500 people across London who have a stroke each year and over 128,000 people living with the effects of stroke."

Hemant Patel, the Secretary of the committee representing local pharmacists said: "We are urging the local community to stop by their pharmacy this Heart Rhythm Week to get their heart and blood pressure checked. It's really important for residents to know the risk factors associated with their blood pressure and heart, and that's why we're here to give advice and information to hopefully reduce the health problems like stroke. The service will be available through 100 pharmacies in the six North East London Boroughs. We will be working alongside the NHS and the local doctors to detect early signs of heart problems."

The pharmacies will be set up for heart monitoring and blood pressure checks from Monday 2nd June.

The list of pharmacies participating in Heart Rhythm Week can be found online. ➡ [More](#)

➡ Patient Participation Awareness Week

Working in partnership with GPs and practice teams, Patient Participation Groups (PPG's) ensure the patients perspective is at the heart of local provision so that services are of high quality and continuously improve.

Groups also provide practical support in the surgery, foster improved communication between the practice and its patients and help patients to take more responsibility for their health



PPG's help patients to shape their local services

Patient Participation Week (2nd - 7th June) aims to highlight the importance of patient participation in achieving excellence in care for all patients. During the week the Communities of Health team will be promoting the Patient Participation Awareness Week at various locations in Newham:

- ➡ Tuesday 3rd June, 10am - 12pm
BDCA/The Well Centre, 49 Vicarage Lane, E6 6DQ
- ➡ Tuesday 3rd June, 2pm - 4pm
Trinity Community Centre, East Avenue, E12 6SG
- ➡ Thursday 5th June, 11am - 1pm
Stratford Library, 3 The Grove, E15 1EL

Please do come along! For more information:

☎ 020 7473 9513

✉ abdul.malik@fhwb.co.uk

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

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

➔ Care and Support Jargon Buster Goes Online!

Think Local Act Personal has produced an online Care and Support Jargon Buster which is free to use and share. The intention is that the resource will be widely accessible to help people make sense of jargon words and phrases surrounding social care.

An earlier version of the Jargon Buster was produced in 2013 with the Social Care Institute for Excellence (SCIE) and was awarded the Plain English Campaign Award.

Based on its popularity, this latest e-version has been produced and additional features include a filter to easily access terms and related terms, plus the ability to submit new jargon.



Is it all jargon to you? Get instant help!

All of the terms were carefully checked before use by a steering group, which includes respected public bodies and individuals. ➔ [More](#)

Latest Newsletters

- ➔ ASK Newsletter, Spring 2014 ➔ [More](#)
- ➔ CQC Update for Local Healthwatch, April 2014 ➔ [More](#)
- ➔ NHS England London Regional Team Involvement Opportunities Bulletin, Issue 4 ➔ [More](#)
- ➔ NICE Public Involvement Update, May 2014 ➔ [More](#)
- ➔ Parliamentary and Health Service Ombudsman - Resolve Issue 6, May 2014 ➔ [More](#)
- ➔ Think Local Act Personal - Weekly News Update, 2nd April 2014 ➔ [More](#)

➔ Please send us a link to your latest newsletter!

News Summary

- ➔ £1 billion to help A&Es access medical records in hi-tech revolution (Department of Health) ➔ [More](#)
- ➔ A step-by-step guide to helping people with learning disabilities leave hospital placements ➔ [More](#)
- ➔ Access to primary care among vulnerable groups: review of evidence ➔ [More](#)
- ➔ Better Care Fund not on hold insists government ➔ [More](#)
- ➔ Government-backed 'fast track' scheme will train graduates as mental health social workers ➔ [More](#)
- ➔ How service user complaints are helping social workers improve their practice ➔ [More](#)
- ➔ How social workers can support clients to pool their personal budgets ➔ [More](#)
- ➔ Improving food in hospitals and schools ➔ [More](#)
- ➔ Launch of the new Health and Care Partnership ➔ [More](#)
- ➔ NHS e-procurement strategy ➔ [More](#)
- ➔ Over half of inpatients with learning disabilities restrained, secluded or harmed, says report ➔ [More](#)
- ➔ Regulation and inspection is stifling children's services, warn council bosses ➔ [More](#)
- ➔ Responses from Children and Young People's Health Outcomes Forum ➔ [More](#)
- ➔ Supplying asthma inhalers to schools for emergency use ➔ [More](#)
- ➔ Survey: Show the public what social workers do every day ➔ [More](#)
- ➔ 'Why we need more occupational therapists in our care homes' ➔ [More](#)

There's a *bigger*, better information resource in town...

Healthwatch Newham can give you information on...

Addictions Support
Alternative Health
Care Homes
Carers
Children's Services
Chiropodists
Community Groups
Community Centres
Dentists
Diet and Nutrition
Disability Support
Domiciliary and Home Care
Emergency and Out-of-Hours Services
Exercise
Faith Groups
Family Groups and Services
Further Education
General Health Support Groups
General Information
GP's
Health & Social Care Complaints
Hearing
Helplines
Housing
Libraries
Long Term Conditions
Men's Groups and Services
Mental Health Services
Nurseries and Pre-School
Older People's Groups and Services
Opticians
Personal Development
Pharmacies
Primary Education
Secondary Education
Transport
Women's Groups and Services
Youth Clubs



The service is entirely **free**. Access the Community Directory online, or phone the hotline (9am - 4.30pm Weekdays)

 www.healthwatchnewham.co.uk/onlinedirectory/

 020 7473 9519

This *ebulletin*

The views and opinions expressed in the media, articles or comments in this publication are those of the speakers or authors and do not necessarily reflect the views and opinions held by Healthwatch Newham.

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.