

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

➔ Newham Micro Provider Event

Are you an Adult Social Care customer, a carer or a support planner?

- ➔ Do you need help or support to live the life you want?
- ➔ Do you or someone you care for currently pay for support, or use a personal budget or direct payment from Newham Council?
- ➔ Do you assist older or disabled people in Newham to develop support plans?
- ➔ Do you want to find out about small support services and activities in Newham that can offer support and care for older and disabled adults?



Get help and support to 'live the life you want'

If the answer to any of these questions is yes come along to find out about local providers who offer cost effective services:

- ➔ Tuesday 19th November, 1.30pm - 3.30pm
- ➔ St Marks Community Centre, Beckton

Just drop in or if you would like any further information please contact Lisa Taylor:

☎ 020 3373 0837

✉ Lisa.taylor@newham.gov.uk

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

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

➔ Volunteer with Healthwatch!

Do you 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!

Roles on offer include:

Healthwatch Database Volunteers

Our office team requires volunteers to help operate the Healthwatch Newham Database. This is an important role and an exciting opportunity to gain database and research experience, and to meet new people. You will learn new skills and receive high quality training.

Outreach Volunteers

Outreach volunteers help us reach our communities across the length and breadth of the borough. Attending events, running information stalls and talking to people about Healthwatch, outreach volunteers help us gather views and experiences people have around the health and social care services they use in Newham.

“We need more time at GP appointments.”

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

Plus much more!

There are many more opportunities available and details may be found on the website. ➔ [More](#)

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

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

☎ 020 7473 9519

✉ darren.morgan@healthwatchnewham.co.uk

➔ Flu Vaccination Initiative at Pharmacies

NHS England (London Region) has launched a new community pharmacy initiative that will see over 1100 pharmacies across London working together to provide free NHS flu vaccinations to at-risk groups this winter.

The service, which is the first of its kind, has been commissioned by NHS England (London Region), and has been developed with Local Pharmaceutical Committees in London. The service will provide NHS flu vaccinations, free of charge to those patients that should be vaccinated.

Over 1100 community pharmacies across London are providing the service, complementing the existing service provided by GP practices. The service will make it easier for patients and residents, including those not registered with a GP, who are at greater risk of further complications as a result of flu, to access the free service from any participating pharmacy in London whether it's near their place of work, where they shop or where they live.

The service is also available to all NHS frontline health staff to protect them against flu, so they can continue to support London's vulnerable patient population this winter. This also ties in with the annual public health campaign to get patients vaccinated during October and early November. The seasonal flu service is available now at selected pharmacies across London. ➔ [More](#)

“The food was fantastic and the ward clean.”

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

➔ Cancer and Cardiovascular Consultation

NHS England and local clinical commissioning groups are leading a review of specialist cancer and cardiovascular services in north and east London and west Essex.

They are seeking your views on the clinicians' ideas for how these services could be improved. The proposals include relocating services to a specialist centre.

Public events are being held across the region. The Consultation closes on 4th December 2013. ➔ [More](#)

➔ Joined-up Care a Winner in East London

People in east London, who need it most, are to receive support to co-ordinate their care better.

Health and social care organisations across east London are delighted to announce that their plans for greatly improved care for the elderly, people with long term conditions and those with poor mental health, will now form part of a Pioneer Award backed by the Department of Health.



A focus on 'more joined up, patient focused' care

Three clinical commissioning groups across east London (Newham, Tower Hamlets and Waltham Forest), together with University College of London partners, local councils, Barts Health NHS Trust, East London NHS Foundation Trust, North East London NHS Foundation Trust and their health and social care provider services want patients to experience more joined up, patient focused care. The organisations involved will work together to integrate the way that care works for local people with complex care needs. ➔ [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

➡ Free Health and Wellbeing Event!

Local GPs in the north of Newham are holding a fun event to let people know all about the way health services work in Newham.



Come along, it's fun, tasty and free!

GPs that form part of NHS Newham Clinical Commissioning Group (CCG) are running a free health and wellbeing event for everyone who works, lives and is registered with a GP practice in the north of Newham:

- ➔ Thursday 14th November, 3 - 6pm
- ➔ Stratford Village Surgery, 50c Romford Road

The local leaders of the NHS, NHS Newham CCG are inviting people to this event to get involved with local organisations such as patient and public groups (PPGs), community organisations, local NHS services and the Council. The event will have free health checks, stop smoking sessions, Indian head massage, food tasting, face painting, and more.

Dr Zuhair Zarifa, Chair of NHS Newham CCG said:

"I encourage patients, residents and those working in the north of Newham to come along and find out more about health and wellbeing in Newham. This is a fantastic opportunity for local people to meet GP's and talk about health services."

For more information contact Savaia Stevenson:

- ☎ 020 3688 1216
- ✉ Savaia.Stevenson@nelcsu.nhs.uk

“Quality of fillings on the NHS?”

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

➡ Autism Awareness & Support Group

The Forum for Health and Welbeing are inviting people with autism, their families and carers to the next peer support group where they can come together to share experiences and discuss issues of interest and feed back directly to the steering group:

- ➔ Wednesday 20th November, 11am -12pm
- ➔ St Marks Community Centre, Beckton

To book or for more, contact Abdul Malik:

- ☎ 020 7473 9510
- ✉ abdul.malik@fhwb.co.uk

It's your voice...

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



➔ Have your say today!

➡ 'Time to Talk' at the Shpresa Programme

The Shpresa Programme, Women's Therapy Centre & Solace Women's Aid invites you the launch of their evaluation of "Time to Talk" Project.

- ➔ Friday 8th November, 1 - 5pm
- ➔ Council Chamber, Haringey Civic Centre

The event features the launch of Domestic Violence Project for Albanian speaking women.

Refreshments and light snacks provided.

To book or for more information:

- ☎ 020 75111586
- ✉ shpresaprogramme@yahoo.co.uk

➡ Newham Bereavement Service

Are you caring for someone who is ill?
Are you feeling lonely?
Do you need someone to talk to?

A volunteer can visit you at home or in a community Centre and provide support and a friendly chat.

This is a free and confidential service.

All volunteers are fully trained and vetted. The service can provide confidential support on a one to one basis or within a group setting. Our volunteers are not counsellors but have been trained in listening skills.

For more information contact Lourdes Colclough, Community Development Manager:

☎ 020 7540 0277

✉ l.colclough@stjh.org.uk

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

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

➡ McGrath Makers Upcycling Project

We are a group of people with a learning disability and we have a project to turn old furniture like chairs benches, tables, etc. in to one off arty type creations to hopefully sell on.

Can you help by donating old chairs, tables, garden furniture, cupboards etc. any condition office or home AND interesting materials, old fabrics: curtains, clothing ,scraps, half used pots of paint and such you have lying around!

We can collect!

We have a large van, free house clearances also considered.

To find out more:

☎ 020 3373 1801

✉ richardlilley@newham.gov.uk

➡ Newham Transport Action Group

The action group, hosted by Healthwatch Newham, meets regularly and works closely with local disability groups. The next meeting:

➡ Tuesday, 19th November, 1.30pm

➡ St Marks Community Centre, Beckton

Topics for discussion include
floating island bus stops



To find out more:

☎ 020 7473 9655

✉ actionandrights@btconnect.com

➡ The Transitions Project

Supporting young people with eating disorders in London through difficult transitions. Everyone deserves support.

Available for people who are:

- ➡ Aged 16-25
- ➡ Currently struggling with an eating disorder
- ➡ Living, working, studying, receiving or leaving treatment in London
- ➡ Wanting to recover
- ➡ Able to access online chat and email
- ➡ Not currently receiving in-patient treatment
- ➡ Or caring for a young person with an eating disorder in London

Recovery Buddies with personal experience of an eating disorder offer understanding, encouragement and tips for recovery through online live-chat and one-to-one emails.

☎ 01603 753310

🌐 www.b-eat.co.uk

“Unplanned discharge
causes distress.”

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

➔ How to Make Personalisation ‘Core Business’ in Mental Health

Compared to adult social care, mental health is lagging behind on personalisation - partly as a result of the continued dominance of the clinical model of mental health.

In Stockport, things are different. Four years on from the town piloting personal budgets, over 350 people now use them to buy services they feel will boost their mental health recovery, whether it’s a personal assistant, bike or photography equipment.



The clinical model of mental health ‘still dominates’

Social worker Nick Dixon, commissioning manager at Stockport council, admits that the process of making personalisation - or self-directed support - “core business” in mental health services hasn’t been quick or easy.

“We’ve been working on this for 10 or 12 years in terms of changing the culture in services,” says Dixon. “That’s not to say the clinical model isn’t important - of course it is - but to us the weighting was all wrong. It was to the exclusion of what matters to people’s lives.”

So how has Stockport succeeded in offering personalisation in mental health when so many other councils are failing to do so?

Dixon says that the backing of local councillors and senior leaders like Terry Dafter, Stockport’s director of adult services, has been vital.

Support from Dafter (who is also the Association of Directors of Adult Social Services’ mental health lead) was key when Stockport confronted the initial cost of self-directed support. Dixon and colleagues were confident personalisation would reduce dependency on services in the long-term but they also knew that costs could rise in the short-term.

“And for three years the budget went up. That kind of thing makes accountants nervous but Terry just told us to keep going. He’s driven by the same values we are. He takes positive risks. Now the data shows that the cost has levelled out.” says Dixon.

Support from frontline staff has also been key. When implementing self-directed support, Stockport put in a raft of support mechanisms to engage care coordinators in the process. These included regular training sessions and weekly clinics where staff could raise concerns. ➔ [More](#)

“Carers are often not recognised.”

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

In Newham’s Chair

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



Are we representing your views?

➔ [Join Healthwatch Today!](#)

➔ Independent Living Fund Challenge Upheld

The Court of Appeal has upheld a legal challenge by five disabled people against the Government's decision to close the Independent Living Fund.

Comments by judges included “It is simply not possible to infer that the Minister ever considered the proposals with a proper focus on the particular matters to which she was required to have due regard. There is no evidence she directed her mind to the need to advance equality of opportunity. Nor is there evidence she considered the proposals having due regard to the need to minimise the particular disadvantages from which ILF users and other disabled persons suffer or the need to encourage such persons to live independently and to participate in public life and other activities. ➔ [More](#)

Resources

➤ The Heart of Personalised Care

A new set of tools illustrates how people find out about social care support and the challenges they face in getting good information and advice.

Advice and information needs in adult social care is an interactive map that demonstrates people's typical journeys through the complicated care system and identifies the "pinch points" where councils and other organisations need to improve the information on offer.

The map has been launched alongside a very popular jargon buster of social care's 52 most commonly used words and phrases; and a set of principles for how councils can provide high quality information and advice.



Getting good information and advice 'can be a challenge'

The tools include advice and information needs in adult social care, a social care jargon buster and principles for the provision of information and advice. ➤ [More](#)

Latest Newsletters

- NHS England Bulletin for Clinical Commissioning Groups, 18 October 2013 ➤ [More](#)
- NHS England Chief Nursing Officer Bulletin, October 2013 ➤ [More](#)
- NICE Patient and Public Involvement Update, August 2013 ➤ [More](#)
- Personal Health Budgets "Update", Summer 2013 ➤ [More](#)
- Skills for Care eNews, 22 August 2013 ➤ [More](#)
- Think Local Act Personal News Update, August 2013 ➤ [More](#)

News Summary

- Care Minister announces proposals to deal with rushed care visits (Department of Health) ➤ [More](#)
- Chief Medical Officer: Prevention pays - our children deserve better (Department of Health) ➤ [More](#)
- Community Mental Health Care Services Need to Improve (CQC) ➤ [More](#)
- CQC to Crackdown on 'leaderless' Care Homes (CQC) ➤ [More](#)
- Driving up the Care Code (Driving Up Quality) ➤ [More](#)
- Elderly abuse increases (Age UK) ➤ [More](#)
- 'Ending 15-minute care': Department of Health response (Department of Health) ➤ [More](#)
- NHS needs complaints handling revolution (Department of Health) ➤ [More](#)
- Ofsted Social Care Annual Report 2012-13 (Ofsted) ➤ [More](#)
- Progress in Adult Social Care 2012-13 (Local Government Information Unit) ➤ [More](#)
- Public to help inspect care homes (CQC) ➤ [More](#)
- Treating patients and service users with respect, dignity and compassion (EHRC) ➤ [More](#)
- Vast numbers locked out of state-funded care (London School of Economics) ➤ [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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