

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

➡ Local GP Surgery Under Review

In May, the Care Quality Commission (CQC) following an inspection visit, cancelled the registration for Dr A.K. Sinha (Sinha Medical Teaching Practice).

NHS England then appointed a provider to run the GP service at the surgery to ensure that services continued without a break while the long-term future was considered.

This temporary contract is due to end in the summer of 2016 so NHS England and Newham Clinical Commissioning Group (CCG) are required to review the contract and make decisions about its future.



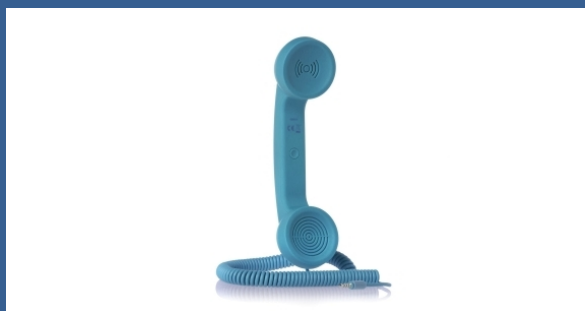
Patients are invited to give their views

They would very much like patients' views and opinions on the surgery and you may share these by submitting the paper survey to the practice by Monday 9th November, or by completing the online survey by Sunday 22nd November.

Your views will help to design a service that meets the needs of patients. ➡ [More](#)

Need Information?

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



020 7473 9519

11am - 4pm, Monday - Friday

➡ Re-procurement of Community Health Services

Newham Clinical Commissioning Group (CCG) has indicated the need to have the Community Health Services (CHS) contract in Newham taken through a procurement process, in line with its commissioning intentions. The procurement of Community Health Services is a major opportunity for the CCG and its partners to deliver the integrated care programme by shifting focus to outcomes based commissioning.



Building 'better outcomes' into services

This shift will enable providers to deliver improved outcomes; better health for the whole population, increased quality of care for all patients, and better value for the taxpayer. A competitive procurement process inclusive of patient and public engagement will be undertaken in order to identify and appoint a preferred partner for the provision of CHS

Healthwatch Newham will work in partnership with the CCG to ensure local residents are at the heart of this process from start to finish so that agreed outcomes reflect the needs of the local population. Further procurement and public engagement programme details will be announced once the initial planning stages have been completed.

➡ We Want Your Health and Social Care Stories!

Do you have any stories to tell, good or bad, about your experiences with health or social care services in Newham? If yes, why not write an article for our eBulletin? Your article should have about 200 words and be sent to us by the 20th of each month:

✉ info@healthwatchnewham.co.uk

“NHS 111 were fast and efficient.”

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

➡ New Chair Announced at Newham CCG

Newham Clinical Commissioning Group (CCG) has announced the appointment of Dr Prakash Chandra as Chair of the governing body.

Dr Chandra replaces Dr Zuhair Zarifa, who stood down at the end of September. Dr Chandra has been a GP in Newham since 1986, firstly as a partner in a group practice and latterly taking over a small single handed practice, which has developed into a partnership with a list size of 7,000 patients.



Dr Prakash Chandra, Newham CCG Chair

He was a founding member of the Newham GP forum, Newham Multi-fund, and the Newham Health Partnership (a predecessor to NHS Newham CCG).

Whilst Dr Chandra will have full responsibility for the statutory and constitutional roles set out for the position of Chair, he will be supported by Dr Stuart Sutton who will assume some of the Chair's non statutory/constitutional roles.

Dr Chandra said "I am committed to improving the health and wellbeing of our local population. I am excited by the rich culture of community engagement and involvement within the CCG and I am looking forward to taking this work forward with local people and our partners."

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

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

➡ Protect Yourself Against the Flu

Newham residents who are pregnant, aged 65 and over or suffering with health conditions such as cancer, diabetes or heart or respiratory diseases are among those being urged to ensure they protect themselves this winter with a flu vaccination.

Flu is a highly contagious viral infection that anyone can catch, and it can be a really serious illness for some. This is why Newham Council and Newham Clinical Commissioning Group (CCG) are urging all those at the greatest risk of catching flu to ensure they have their free flu jab.

The vaccine is available to people aged 65 or over; pregnant women; people with a long term condition such as a heart problem, diabetes, kidney disease, liver disease, a chest complaint or breathing difficulties; people with a weakened immune system - for example patients taking steroids or undergoing treatment for cancer; all children aged between two and four years old and carers for an elderly or disabled person whose welfare may be at risk if the carer falls ill.

This is because people in these groups are 11 times more likely to experience complications if they get the flu.

The vaccine is updated every year to combat the latest flu strains, so even if people had the jab last year, to be flu free they need to have it again.

All GP surgeries and many pharmacies offer the flu jab free of charge to people who are at risk to make sure that they are protected against catching flu and developing serious complications. ➡ [More](#)

It's all in the computer...

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



This information is used to help improve services.

➡ Carers Rights Day, 20th November

Having the right information at the right time can make a huge difference when you are looking after someone.

Each year Carers UK holds Carers Rights Day to bring organisations across the UK together to help carers in their community know their rights and find out how to get the help & support they are entitled to.

Every year, more than 2 million people take on a new caring role. Many struggle to navigate the maze of services and entitlements, and miss out on financial and practical support as a result. And it's not just people who are new to caring - even those who have been caring for years sometimes aren't aware of all their entitlements.



2 million people annually take on a new caring role

Caring can bring all kinds of challenges. We want every carer to know where to turn for advice, information and support, whether in their local community or online.

Carers Rights Day raises awareness of the needs of carers with the public, decision makers and professionals, helping us realise the vision of a society that respects, values and supports carers.

How can I get involved? From a coffee morning to a benefits drop-in session or an information stand, there are loads of ways that your group can get involved and help get information and advice to carers. ➡ [More](#)

“The telephone just rings and rings.”

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

➡ UCL Health Volunteering Fair

University College London (UCL) invites you to attend their first ever Health Volunteering Fair:

➡ Thursday 19th November, 5pm - 7pm

➡ Wilkins North Cloisters, Camden Road, WC1E 6BT

The fair is part of a series of specialist volunteering events trialled in response to student feedback. The event will be a chance to recruit UCL students for any related volunteering opportunities and an opportunity to raise awareness of work amongst the student community. Spaces are limited, please book by 5th November. ➡ [More](#)

“The community midwife was fantastic!”

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

➡ Build on Belief - Volunteering Opportunities

Build on Belief is a service user charity that is ‘changing the face of the drug and alcohol treatment system in London.’ Run by people who have experienced drug and alcohol problems in partnership with members of the local community, their weekend service in Newham is expanding.



Reach out and ‘Build on Belief’

The project needs volunteers. Whether you want to be around people in a similar situation and have a chat, or take part in a number of activities to help you express your creative side, the new weekend service could be for you.

For more information:

☎ 020 8746 5800

✉ aishahennessy@buildonbelief.org.uk

➡ Macmillan Social Prescribing Service

Macmillan Cancer Support and the Bromley by Bow Centre have partnered to create an innovative social-prescribing service.

The service will support people living with and beyond cancer to improve their wellbeing; helping them access local services, such as work and welfare advice, as well as to take part in activities, including walking, art and gardening groups.



Every day in London 80 people are diagnosed with cancer

Experienced professionals, based in the community, will support people on a one-to-one basis. They will help them to explore their practical needs and personal goals, including getting back to work, becoming more active and socialising.

The service was launched in response to the growing recognition that cancer creates significant physical and psychological challenges and can have far-reaching social and economic consequences.

Nikki Cannon, Senior Macmillan Development Manager for London says "Every day, more than 80 people in London hear the devastating news that they have cancer. This number is set to nearly double by 2030, which will result in thousands more people in the area needing medical, practical and emotional support. For this reason, we're proud to have partnered with the Bromley By Bow Centre to launch this innovative service which will help people affected by cancer in the area, during and after treatment, so that no one faces cancer alone."

The service is available in Waltham Forest, Tower Hamlets, Newham, City and Hackney by referral through GP practices, hospitals and self-referral. To find out more:

☎ 07983 290 940/020 8709 9840

✉ socialprescribing.cancer@nhs.net

➡ Jade's Story

The latest stories from Jade Sempare, Healthwatch Newham's Disabilities Ambassador.

Life in the Olympic Village

Jade has lived in the Olympic Village for 1 year this month, and considers its 'pros and cons'. It is a beautiful place to live she says, the homes are very attractive, and it's always quite an impressive conversation starter.

Whilst it looks all nice on the outside, being a tenant in this beautiful development certainly comes with its 'cons'. As a disabled tenant, Jade feels it is becoming increasingly difficult to depend on the landlord to fix anything when faulty items appear. For example, the handrail in the bathroom broke a few months ago and Jade was told that they will not fix it due to it being a 'gifted item'. How ridiculous she sighs!

Jade is not renowned for giving up and will fight for that replacement. There is always a solution she says, just 'keep fighting'!



The village is a 'beautiful development'

Mental Health Awareness

Jade is hoping to take the issue of mental health awareness 'out of its bubble' & get people involved.

As a community, she feels we need to take the time to recognise and think about individual differences, and remember that disability isn't always external. There are many things we do not know about the people standing, sitting or walking beside us... let's take our time to appreciate life and everyone in it.

"I prefer to see my own GP."

Join us today and have your say!

➡ “Having a Say is a Co-production” ... a Message from Newham Council

Newham Council is ‘putting customers at the heart of important decisions’ about social care, so that services meet the needs of residents and are accessible to those who need them. We call this co-production. Angus McKenzie-Davie is a customer of social care services as well as the Co-Chair of Newham’s Co-Production Forum (Adults).

When did you start getting involved in co-production?

“In 2011, I got involved with a group dealing with the future of the Greenhill Centre for disabled adults. As part of that process I spoke to the council who were keen to get more input from customers about adult social care services. For us, the forum is a place where representatives of adult social care customers can meet with council officers to consult about the important things that affect us.”

Why is the process so important?

“Co-production is important to me because I represent adult social care customers and therefore we want to have a say on how services are delivered. We get to have a voice on important decisions that affect care services, and to me that is important at a time when council services are being stretched due to Government cuts.”

What do you enjoy about co-production and what are the challenges?

“I enjoy meeting and working alongside residents interested in helping redesign services, and working alongside officers in designing those services.”

“There are many challenges. One of the main ones is to help customers understand that many of the present cuts stem from central Government. Everything isn’t always the council’s fault. In some areas we need to organise our protests nationally against the Government, whose programme of austerity is punishing vulnerable people.”



Angus sits on the Healthwatch Newham Board

“Also we need to help residents understand the difference between consultation and co-production. Co-production is about developing services in a genuinely collaborative way.

Consultation is about getting opinions from the people who count and making decisions based on that feedback - which is good, but not as inclusive as co-production.”

Is there anything you are particularly proud to have worked on?

“I’m proud of all the projects that I’ve been involved in. But mostly I’m proud to help represent the people in our community who are less heard, and to be part of a cohort of activists seeking to improve the welfare of those most at risk within it.”

To get involved or for more information about co-production and adult social care services, visit the website. ➡ [More](#)

Alternatively, get in touch:

☎ 020 3373 8563

✉ Selma.Ghouse@newham.gov.uk

In Newham’s Chair

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



Are we representing your views?

➡ Join Healthwatch Today!

“Care home staff have been wonderful.”

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

➡ Newham Children's Academy

Bringing together representatives from all services that contribute to children's health and wellbeing in Newham, including health, social care, education and voluntary organisations.

Historically, health services for children have been delivered by a number of separate providers, in a complex system that is often difficult for health professionals, children, young people and their families to navigate.



Services 'have been "difficult to navigate"

The Academy is looking for people who have expert knowledge of their service, who would like to work collaboratively to 're-design the way we work' to achieve better outcomes for children, young people and their families.

A workshop has been arranged as follows:

- ➡ Tuesday 10th November, 6pm
- ➡ Venue to be confirmed

The Academy is not a place, but a way of bringing people together to share local knowledge, to learn together, identify priorities and co-create solutions.

It will provide the framework for developing the right pathways, projects & programmes to optimise health and wellbeing.

To book or for more information:

- ☎ 07753 469 388
- ✉ harriet.north@prederi.com

“I want a single point of access.”

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

➡ Vision Impairment Awareness Workshops

East London and City Local Optical Committee and East London Vision are pleased to present a series of workshops for those wishing to provide a high quality service to blind and partially sighted people.

The workshops are presented in three formats to allow delegates to attend at different times of the day and to choose more in depth sessions if they wish.

Funded by Newham Community Education Provider Network (CEPN), the workshops will take place on:

- ➡ 24th November, 2nd and 9th December
- ➡ St Mark's Community Centre, Beckton, E6 5YA

The training is targeted to anyone in Newham who provides health and social care to patients and the public who may be affected by a visual impairment and includes general practitioners, optometrists, dentists, pharmacists, nurses, social workers, and health and social care assistants.

The aim is to provide those attending with relevant information relating to sight loss so that they can provide effective, person centred assistance to Vision Impaired people. ➡ [More](#)

“Been waiting months for talking therapy.”

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

➡ Get Involved in the CQC Online Community!

The Care Quality Commission (CQC) invites you to participate in a review of their Public Online Community. They want to make the community better and have recently been thinking about how they can make some helpful changes.

They would like to hear your thoughts and ideas about the community and ways that they can improve this. If you would like to be involved, please complete their six questions.

They also ask you to invite your friends, family and colleagues to join the Public Online Community. Please do spread the word widely, every opinion is important! ➡ [More](#)

➡ Creating Connections East 4

Creating Connections East is a regular networking event that brings together staff and postgraduate students from University College London (UCL) and the University of East London (UEL) with representatives from community organisations, charities, residents' groups, social enterprises and statutory organisations.

If you work for a community organisation, or are a member of one, and would like to explore ways you might work with people from UCL and UEL - this event is for you!

- ➡ Wednesday 25th November, 6 - 8pm
- ➡ Stratford Library, The Grove, E15 1EL

If you work for a statutory organisation active in East London, you're welcome as well. Or if you work for, or are a postgrad student at UCL and UEL and are interested in making links with community organisations - please come along.

The evening is a mixture of themed discussions in small groups with more informal hob-nobbing; the aim is to find areas of common interest and encourage collaborative working. Previous events have had a good turn out and this is now the fourth edition. ➡ [More](#)

“I found the assessment too complicated.”

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

➡ Singing for Health

Introducing a new free activity for the over 50's. Would you like to meet new people, have lots of fun singing a variety of music styles, and find out how singing can actually improve your health? If so, why not join a new informal singing group:

- ➡ Every Tuesday, 1.30pm - 3pm
- ➡ Church of God, 37 Manor Park Road, E12

To find out more contact Sovra Newman:

☎ 07930 570687

✉ sovera@thefoodoflove.org.uk

➡ The CQC Wants Your Views!

In 2016, the Care Quality Commission (CQC) will complete inspections of all NHS non-specialist acute trusts and all NHS specialist trusts, ambulance trusts, mental health trusts and community trusts.



How effectively are resources being used?

From April 2016 they will be piloting how they assess the efficient and effective use of resources in NHS trusts. This is a new addition to the inspections and they have outlined current thinking for your feedback. Please give your views! ➡ [More](#)

➡ Barts Health Pathology Laboratory Tours

Barts Health Pathology invites you to explore the hidden side of healthcare with Laboratory Tours:

- ➡ Thursday 5th or Friday 6th November, 1 - 2pm
- ➡ Pathology Building, Royal London Hospital

It is an opportunity for members of the public to find out more about how the diagnostic laboratories work. Set in the state of the art Pathology building, find out about pathology tests and understand how GP's and hospitals use the diagnostic laboratories.

Tell the team how they can provide you with a better service and meet and engage with staff.

First come, first serve, maximum 15 people. Get a free pen and National Pathology Week fuzzy bug!

For more information:

✉ tom.butler@bartshealth.nhs.uk

“Unplanned discharge causes distress.”

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

➔ A Guide on Dementia Friendly Environments

Any new environment can be confusing or even frightening for a person living with dementia. There are however, a number of steps that we can take to make anyone living with dementia who attends an event feel safe, comfortable and secure.

If a person with dementia does not recognise what they are seeing, their brain may tell them they are somewhere they do recognise - for example they may think an event room is a school room, or a patterned rug is a pond with fish and plants in.

This may cause reactions depending on their feelings about where they think they are, or as in the example of the patterned rug, thinking they cannot cross the floor.



Is this a rug, or a fishpond with lilies?

These are just some of the issues worth bearing in mind when selecting a venue. A handy guide by the Alzheimer's Society provides useful tips. ➔ [More](#)

Latest Newsletters

- ➔ Care in Mind - Newsletter, October 2015 ➔ [More](#)
- ➔ East London Business Alliance - Newsletter, September 2015 ➔ [More](#)
- ➔ NICE Patient and Public Involvement Update, October 2015 ➔ [More](#)

Please send us a link to your latest newsletter!

News Summary

- ➔ Latest Health and Social Care News from Newham Recorder ➔ [More](#)
- ➔ 'Our social care model is broken and extra funding will not fix it' ➔ [More](#)
- ➔ Controversial 'sugar tax' report is finally published ➔ [More](#)
- ➔ Mental Health Act detentions rise by 10 per cent ➔ [More](#)
- ➔ 1 in 4 GP appointments potentially avoidable ➔ [More](#)
- ➔ Fewer children's social care referrals passing 'child in need' threshold, figures show ➔ [More](#)
- ➔ Learning disability employment pledge launched ➔ [More](#)
- ➔ How Ofsted and the CQC will inspect special educational needs provision ➔ [More](#)
- ➔ NHS England supports Get Online Week ➔ [More](#)
- ➔ Staying Put: What impact has it had? ➔ [More](#)
- ➔ 'Passport' style brief of young people's mental health launched ➔ [More](#)
- ➔ Social care cuts damaging the health service, warn NHS finance chiefs ➔ [More](#)
- ➔ NHS 111 opens new front door to improved urgent care ➔ [More](#)
- ➔ Care Act 2014: Information gap 'denying' people sufficient choice and control over care ➔ [More](#)
- ➔ The NHS 5 Year Forward View - getting serious about prevention ➔ [More](#)
- ➔ Council chiefs urged to assess level of risk to local adult care services ➔ [More](#)
- ➔ Visits from friends and family 'ward off depression in later life' ➔ [More](#)
- ➔ Care minister in the dark over future funding of adult social care ➔ [More](#)
- ➔ Standing 'no healthier than sitting' ➔ [More](#)
- ➔ 'Once in a generation opportunity' to transform child mental health services ➔ [More](#)



We're here to help!

Are you looking for health or social care services and need advice on what is available?

Or, do you want to comment on the services you receive?

We are Healthwatch Newham, your local health and social care champion. Our **Information Service** can give you the information you need so that you can access the services you are entitled to.

We are also here to listen to your comments on the services you receive and can point you in the right direction if you wish to make a complaint or compliment.

Help is just a call, click or tap away!

 www.healthwatchnewham.co.uk/onlinedirectory

 **020 7473 9519**

 info@healthwatchnewham.co.uk