

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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St Mark's Community Centre, 218 Tollgate Road, Beckton, London, E6 5YA

➡ At the Summer Festival!

We attended the Plaistow Festival on Saturday 28th September to engage with local residents, who were in party mood at the summer's final outdoor event.

The sun was out and so were the fruit drinks, thanks to the NHS smoothie making bike, and the legs that powered the pedals!



Getting exercise and eating fruit, perfect!

There was plenty more exercise on the cards, with traditional dancing, go-karting, lively zumba dance and not forgetting the bouncy castle for the kids!

We would like to thank all the volunteers who helped out on the day, and those who came to our stall to share their views.

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

➡ Team News

On the Healthwatch stall was our newly appointed Information & Signposting Manager, Darren Morgan. Darren joins us from Parkwood Healthcare and has six years experience in Local Involvement Networks and Healthwatch.



Darren Morgan, Information & Signposting Manager

Also new on the team is Sol Peach, Community Intelligence and Data Officer, who has a strong community engagement background. Both Sol and Darren will be out and about in Newham to find out what people think of their local services.

**“I think because I am old
no one cares.”**

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

➡ Have a Macmillan Coffee & Chat!

Cancer You Are Not Alone (CYANA) is holding a Macmillan Coffee & Chat:

➡ Wednesday 16th October, 12pm - 5pm

➡ 31 Snowhill Road

They will be offering sandwiches (toasted available) various cakes & nibbles and lots of hot and cold beverages, all for a small donation to Macmillan.

Drop in, it's all for a good cause!

Please spread the word if you can!

Get Involved!

➡ Share your experiences and influence local inspections

London Voluntary Service Council (LVSC), along with the 8 other regional organisations which make up Regional Voices, has been working with the Care Quality Commission (CQC) to support them through the inspection programme of Acute Hospitals.

The CQC will be inspecting Whipps Cross, the Royal London and Newham University hospitals between 4-8th November.

Alongside these inspections the CQC and regional Voices will be holding a focus group with individual service users and the organisations that support them in order to gather their views and to enable them to influence local inspections

This focus group will take place as follows:

- ➡ Wednesday 30th October, 10.30am - 1pm
- ➡ Stratford Advice Arcade

The group will be attended by CQC inspectors and will include:

- ➡ An overview of the inspection by the CQC inspectors
- ➡ Participant feedback on services including (though not limited to) what is good
- ➡ What needs improving
- ➡ What are the key issues and suggested changes.

We are particularly interested in hearing from individuals and groups who have used cancer and diabetes services in the past year (although not exclusively)

Travel expenses will be paid and individuals and volunteers will be able to claim a £15.00 voucher.

To book your place or to find out more:

- ☎ 020 7055 5970
- ✉ aidan.keightley@fhwb.co.uk

“I want to see my own GP.”

Join us today and have your say!

➡ Healthchecks Consultation

Healthwatch Newham in conjunction with London Borough of Newham Scrutiny is holding a consultation on Healthchecks.

We want to speak to local residents who have had a Healthcheck done at their GPs and we are particularly interested in speaking to people who have had some follow-on activity as a result of their Healthcheck.



Tell us about your health check and the outcome

The event takes place as follows:

- ➡ Wednesday 30th October, 6.30pm - 8.30pm
- ➡ East Ham Town Hall

Travel costs will be reimbursed. To book your place or to find out more:

- ☎ 020 7055 5970
- ✉ aidan.keightley@fhwb.co.uk

In Newham's Chair

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



Are we representing your views?

➡ Join Healthwatch Today!

Local Headlines

➡ Barts Health given leading role in clinical research

Barts Health has been chosen as the lead organisation for clinical research across north central and north east London, Essex and Hertfordshire, underlining the Trust's wealth of experience in recruiting patients onto pioneering clinical research trials.



Bringing clinical research expertise to North East London

Barts Health is one of 15 NHS Trusts and Foundation Trusts across England that will host local branches of the National Institute for Health Research (NIHR) Clinical Research Network from April 2014.

The NIHR Clinical Research Network is the clinical research delivery arm of the NHS. It provides funding to hospitals and surgeries to pay for research nurses, scans, x-rays and other costs associated with clinical research in the NHS.

Commenting on the appointment, Professor Jo Martin Barts Health NHS Trust Director of Academic Health Sciences said: "We are delighted to be asked to play such a pivotal role in bringing the opportunity to participate in trials to patients." Professor Nick Lemoine, Director of Barts Cancer Institute, who has led the programme to speed up approval of trials across the network said: "With more time available to recruit, more patients will be recruited. Thus these 'extra' patients will be able to access the therapies being tested in the trials, which are potentially life-saving or life-changing." ➡ [More](#)

➡ Newham diabetics to trial new scheme to improve health

Residents with diabetes or those who fear they could develop the disease could benefit from a pilot scheme to get them to be more active.

Newham Community Prescription will be trialled for patients at four GP surgeries in Newham. Its aim is to support people with diabetes to be healthier and to help prevent those who are at risk from developing the disease.

If successful, then NHS Newham Clinical Commissioning Group will look at extending it to people with long-term health problems.

Patients registered at Sangam GP Surgery, in Manor Park; Roding Medical Centre, in Manor Park; Westbury Road Surgery in Forest Gate and Wordsworth Health Centre in Manor Park who fit the criteria will soon be invited by their GP surgery to take part.

The borough has the third highest rate of type 2 diabetes in the UK with 18,577 people, 5.2 per cent diagnosed.

GPs from NHS Newham CCG have created the new service to support people at risk. It will provide a wide range of activities run by local groups to encourage people to be more active.

Dr Elizabeth Goodyear, board member of NHS Newham CCG and a GP in the borough, said: "Reducing your body weight and exercising regularly can greatly reduce your risk of developing diabetes or help you to manage diabetes better." ➡ [More](#)

Issue of the month...



Can you guess what it is?

➡ [Find Out!](#)

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

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

➡ Informal ESOL - A Helping Hand

Do you work with people who need help with English?

This free event looks at how we learn English outside the classroom, specifically English for Speakers of Other Languages or ESOL.

You will find out about what is available in the borough, have the opportunity to promote your project or network and be given valuable resources to help you support people with ESOL needs.



Learn how to make English become clearer

A fantastic opportunity for learning and networking:

➡ Thursday 24th October, 10am - 1pm

➡ Durning Hall, Earlham Grove, E7 9AB

Book by Monday 14th October - Free lunch included!!

For more or to book, contact Chithmini De Silva:

☎ 020 8536 3823

✉ chithmini.desilva@aston-mansfield.org.uk

Is your service in the book?



Our community directory gives locals the information they need.

👉 [Are You In?](#)

➡ Shape-Up Programme

Time to change your life - interested? Join a self help programme to manage your weight. It's not just 'another diet' or just about losing weight but making healthy lifestyle changes too.



Shape-Up This October!

Come along to our information session:

➡ Tuesday 22nd October, 10am - 12pm

➡ Stratford Advice Arcade

For more information contact Jackie/Rashida:

☎ 020 8519 0811

✉ jackie.greig@renewalprogramme.org.uk

“The hospital was clean and modern.”

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

➡ Join London's Clinical Senate!

Would you like to help improve health services at a London wide level? Do you have a good knowledge of the healthcare needs and experiences of your local communities or networks? Could you present these issues to a group of London's senior doctors and nurses? Could you challenge that group to make sure that patients and carers views are considered?

The London Clinical Senate provides independent advice to organisations responsible for healthcare in London to improve quality of care and experience for patients. They are seeking patients, carers and members of the public from across London to join the Clinical Senate to ensure patients' views and experiences inform and influence the advice which the Senate provides. For more information, contact Sheena McCabe:

☎ 020 7932 307

➡ Healthwatch England on 'After Francis'

The Health Select Committee has published its report on the Francis review of the Mid Staffordshire NHS Foundation Trust. Responding to the 'After Francis' report, Dr Katherine Rake OBE, Chief Executive of Healthwatch England, said:

"We agree wholeheartedly with the Select Committee that the health service needs to develop a genuine culture of openness and honesty to help prevent unacceptable failures like those at Mid-Staffs from ever happening again.

"Many institutions still have a long way to go in terms of getting the basics right and need to both improve their complaints systems for patients and end the use of gagging clauses for staff. Hospitals, GPs and care providers also need to be having frank discussions with patients and the public as part of a routine evaluation of treatment and care to ensure that feedback is helping to improve services before we reach crisis situations." ➡ [More](#)

"The phone is engaged constantly!"

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

➡ CQC to 'gain greater independence'

Health Secretary Jeremy Hunt said he would relinquish several powers to intervene in the CQC's activities through government amendments to the Care Bill.

Under the plans, the health secretary would no longer be able to direct which organisations the CQC should inspect, how it should carry out inspections and how it should write up its report.

In addition, the new posts of chief inspectors of hospitals, adult social care and general practice will be enshrined in law, so they are made permanent. Andrea Sutcliffe - currently chief executive of the Social Care Institute for Excellence - takes up her post as chief inspector of adult social care.

In a statement that weighed heavily on the proposals' implications for health, rather than social care, Hunt said: 'We will legislate in the Care Bill to give the CQC statutory independence, rather like the Bank of England has over interest rates' ➡ [More](#)

➡ A life after cancer 'should not be a life without social care'

The cancer story is changing. While it is a cause for celebration that more people than ever are surviving after diagnosis, we know that the impact of cancer does not suddenly stop when treatment is over.



Social workers are integral in signposting to support services

At least one in four of those living with cancer - around 500,000 people in the UK - face poor health or disability as a consequence of their illness. Social care has an important role to play in supporting these people so that they are not left to face the long-term consequences of cancer alone.

Cancer survivors have become an integral part of the health and social care landscape. We know an individual's cancer journey can continue long after the point of hospital discharge and often social care needs are left sidelined, with immediate health needs taking priority. Integrated assessments must be given to people with cancer to identify and support the non-medical needs they may have during and beyond their cancer illness.

Social workers are integral in helping to signpost people to specialist support services. This could include voluntary networks, links with other cancer survivors or simply helping them to identify who in their current social network may be able to offer support.

Rehabilitative and reablement services can also help someone to self manage their own recovery. To do this, assessment and care planning processes must be in place for all cancer survivors. ➡ [More](#)

"My pharmacist had all the answers."

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

➡ Home care commissioning system 'may be increasing risk of human rights abuses'

The high turnover of home care staff as a result of poor pay and conditions in the sector is making older people more vulnerable to abuse and neglect, warns the Equality and Human Rights Commission.

Older people may be at increased risk of suffering human rights abuses as a result of local authority home care commissioning practices, according to a review published today by the Equality and Human Rights Commission (EHRC).



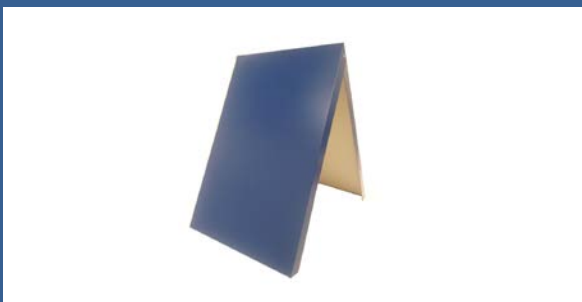
Current home care 'is unsustainable'

The report warns that the way home care is currently commissioned is unsustainable and leads to poor pay and working conditions for many care workers. This exacerbates the high turnover of staff, making care recipients more vulnerable to neglectful or abusive treatment.

The EHRC says it recognises the severe financial pressures local authorities face, but adds that the rates some local authorities pay do not appear to cover the actual costs of delivering care.

Our space is yours...

If you run a community project, get space in this publication for free.



Partnership working is better working.

➡ [Submit Article](#)



Care workers perform 'a hugely valuable role'

"Care workers perform a hugely valuable role in looking after some of the most vulnerable members of society and at the least should expect to be paid the legal minimum wage rather than being forced to fund transport costs and time spent between visits out of their own pockets," said EHRC commissioner Sarah Veale.

"I want a named social worker."

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

➡ Rushed Visits

The report reviews 25 recommendations the EHRC originally made in its year-long inquiry Close to home (2011). The inquiry found that around half of older people were satisfied with their home care, but many others had experienced poor treatment or neglect.

Examples included rushed visits, older people not being helped to eat or drink, left without food or water, in soiled clothes and sheets, and being put to bed in the afternoon.

The review finds that some progress has been made, but the EHRC is now calling for all local authority contracts commissioning home care to include a requirement that care workers are paid at least the National Minimum Wage, including payment for travel time and costs.

It also argues that local authorities should also be transparent and set out how the rates they pay cover the costs of safe and legal care, with cost models published on their websites. ➡ [More](#)

Resources

➔ New Online Tool for Care Workers

Think Local Act Personal, an alliance of over 30 national social care partners committed to improving the delivery of personalised community-based support, has launched a set of three tools to help improve the provision of information and advice available in social care.

The tools have been created to show how people find out about social care support and the challenges that they face in getting good information and advice.

The first tool is the 'Advice and information needs in adult social care' interactive map. The map 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 and advice on offer.



Getting 'good information and advice'

The second tool is the 'social care jargon buster'; a plain English guide to the 52 most commonly used, but little understood, social care words and phrases. A third tool includes a set of principles. ➔ [More](#)

Latest Newsletters

- ➔ 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, 9 August 2013 ➔ [More](#)

➔ Please send us a link to your latest newsletter!

News Summary

- ➔ Adult safeguarding: updated statement of government policy (Department of Health) ➔ [More](#)
- ➔ Building dementia-friendly communities: a priority for everyone (Alzheimer's Society) ➔ [More](#)
- ➔ Clinical commissioning groups: supporting improvement in general practices? (King's Fund) ➔ [More](#)
- ➔ Cured - but at what cost? Long term consequences of cancer and its treatment (Macmillan) ➔ [More](#)
- ➔ Health and wellbeing board duties: Consultation outcome (Department of Health) ➔ [More](#)
- ➔ Living well in care homes (Social Care Institute for Excellence) ➔ [More](#)
- ➔ New proposals to improve care for vulnerable older people (Department of Health) ➔ [More](#)
- ➔ Personal health budgets: challenges for commissioners and policy-makers (Nuffield Trust) ➔ [More](#)
- ➔ Reducing health inequalities: the challenge of public health (British Council) ➔ [More](#)
- ➔ The management and support of children and young people on the autism spectrum (NICE) ➔ [More](#)

Out and about...

Plaistow Festival

28th September 2013



This *ebulletin*

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