

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!



In this Issue!

Our Information Service Goes Live! Join us at the Plaistow Summer Festival	2
Barts Health apologises to Patients at Whipps Cross Hospital Know Your Pulse - It Could Save Your Life	3
Newham Carers United Introducing the Community Noticeboard! NHS Complaints Advocacy - VoiceAbility	4
Cash Boost to Improve the Health of Homeless People Plans for GP Language Checks Published	5
How Health and Wellbeing Boards can Work Effectively with Local Providers	6
Improving the Lives of Abused Adults - New Guide Available!	7
News Summary	8

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

➔ Our Information Service Goes Live!

If you are looking for health and social care services in Newham, our information service can help.



Information at your fingertips with our new service

Our database contains details of over 1,000 local services, agencies and support groups and you can access this information in the following ways:

Online

A brand new Community Directory is featured on the Healthwatch Newham website, here you can find your local services at a click. ➔ [Visit](#)

Telephone

You may also phone the Information Hotline on 020 7473 9519 and speak to an assistant. We are open between 9am - 4.30pm weekdays.

To find out more about the service contact the Healthwatch Office.

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

➔ Join us at the Plaistow Summer Festival

Healthwatch Newham will be taking part at this year's fun packed festival.

The festival is a free fun event aimed at bringing the local community together to enjoy themselves through a variety of activities and entertainment with a focus this year on health and recycling.



Summer isn't over yet, it's festival time!

Come and visit our stall to find out about us, and how you can help us to improve local health and social care services.

This year's activities include a health zone, a green zone with active parks programme, craft market, children's activities, aqua-zorbing and on stage we have Jazz, Bollywood and Capoeira! ➔ [More](#)

“We need more time at GP appointments.”

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

➔ Newham Community Prescription

Patients, registered at four GP practices in Newham, who have been identified by their GP as being at risk of developing diabetes are being invited to join a programme called the Newham Community Prescription.

Newham has the third highest rate of type 2 diabetes in the UK with 18,577 people (5.2% of residents) diagnosed. GPs from NHS Newham Clinical Commissioning Group (CCG), the local leaders of your NHS, have created a new service to support people at risk. The programme will provide a wide range of activities run by local groups to encourage people to be more active. ➔ [More](#)

➔ Barts Health Apologises to Patients

The Trust has received three formal warning notices, following inspections to the maternity service and two elderly care wards at Whipps Cross Hospital in May and June.



Three formal warning notices received

The maternity warning notices relate to patients not always being cared for in a clean, hygienic environment, infection control practices and equipment availability. Within elderly care it was found that staff were not always supported to deliver care and treatment safely and to an appropriate standard.

“ I am in control of my diabetes. ”

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

The Trust has already put in place robust action plans to address the issues raised in the CQC's findings. Barts Health Chief Executive, Peter Morris, said: "Barts Health is committed to ensuring the safety and welfare of every one of our patients and we are extremely sorry for the failings in some of our services at Whipps Cross Hospital. We have taken immediate action to rectify the failures to ensure we meet standards across the hospital at all times."

The Trust's 'Great Expectations' maternity programme has recently been introduced to support the continual improvement of training and care standards, and the Whipps Cross Hospital senior leadership has been strengthened by relocating expertise from across Barts Health. ➔ [More](#)

➔ Know Your Pulse - It Could Save Your Life

A pulse is the vibrations made through the body as blood is pumped around it by your heart. An irregular pulse can be a sign of small blood clots forming in your body.

People with these clots are more likely to have a stroke. Therefore it is really important for everyone to know what their pulse rate is and check it regularly.

Dr Zuhair Zarifa, Chair NHS Newham Clinical Commissioning Group and local GP said:

"Being aware of your pulse is important as it can indicate an abnormal heart rate or rhythm. Taking your pulse at various points throughout the day before and after doing activities is a good idea, as your pulse rate will change during the day depending on what activity you are doing (this is normal).

To get your baseline pulse and normal rhythm - called your resting pulse, try doing this first thing in the morning and just before going to bed."

"One of the easiest places to feel for a pulse is on your wrist, on the same side as your thumb. The number of beats per minute when you press lightly down on your wrist is your pulse rate. A normal pulse is normally between 60 and 100 beats per minute."

More than two million Britons are affected by an abnormal heart rate. This causes at least 75,000 sudden cardiac (heart stopping) deaths each year in the UK. ➔ [More](#)

It's all in the database...

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



This information is used to help improve services.

➤ Newham Carers United

Is the carers forum in Newham which meets every quarter. It was set up six year ago. It supports a wider consultation with carers by enabling them to attend and participate in relevant events and seminars and ensuring that the views and ideas of carers are captured and fed back to the Partnership Board and other forums and decision making officers in Newham.



Ensuring carers are represented and heard

Topics for discussion are decided by the carers who attend the forums as we facilitate a two way communication between services and carers within Newham by:

- ➔ Enabling carers to raise issues and concerns through partnership boards and other feedback mechanisms (Newham Health Debate, Community Forums and any others that exist at this time).
- ➔ Supporting carers to provide feedback to services on the 'reasonable adjustments' and specific accessibility requirements for new proposals or strategies.
- ➔ Facilitating carers being part of on going planning and commissioning process.

Newham Carers United has already made significant contribution to the services for carers in Newham.

To find out more:

☎ 0208 519 0800

🌐 <http://newhamcarers.org.uk/>

“Quality of fillings on the NHS?”

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

➤ Introducing the Community Noticeboard!

Healthwatch Newham is keen to work with local agencies and community groups on health and social care services in the Borough.

If you provide a local service or are running an event or campaign, we would like to spread the word across our network, this could include:

- ➔ Advertising space in this eBulletin.
- ➔ An article on our website.
- ➔ An alert through our mailing list.

Of course, this is all free! Simply get in touch:

☎ 020 7473 9519

✉ darren.morgan@healthwatchnewham.co.uk

“The food was fantastic and the ward clean.”

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

➤ NHS Complaints Advocacy - VoiceAbility

Do you have a complaint about the NHS? Complaints Advocates can help if you or someone you know has not had the care or treatment you expect to receive from your NHS services and you want to complain.

Advocacy provides practical support, this might mean giving information so you can pursue a complaint by yourself or giving you the support of an experienced advocate who can help you make your complaint.

Advocates will work with you so that you feel confident to make a complaint. They will help you explore your options at the different complaint stages and can give you information that can help you to decide what to do.

VoiceAbility can also provide advice on how the complaints system works, and who you should send a letter of complaint to.

To find out more:

☎ 0300 330 5454

🌐 www.nhscomplaintsadvocacy.org

✉ nhscomplaints@voiceability.org

➔ Cash Boost to Improve the Health of Homeless

Fifty two projects have been awarded a share of £10 million to ensure homeless people receive better help once they leave hospital, Public Health Minister Anna Soubry has announced.

It is estimated that homeless people attend A&E up to six times more than people with a home - and that currently 70 per cent of homeless people are discharged back onto the street without their housing or on-going care needs after hospital being properly addressed.

The projects are run by voluntary sector organisations who will work with the NHS and local government to make sure homeless people get the best possible support and care after they leave hospital. This will help reduce the number of homeless people who are readmitted to hospital.

It's your voice...

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



➔ Have your say today!

Some of the organisations receiving funding will provide:

- ➔ Specialist training for hospital staff on the needs of homeless people
- ➔ Support to make sure their care continues after discharge
- ➔ Teams to support homeless people find accommodation that takes into account their health needs
- ➔ 14 care beds for people discharged from hospital thanks to over £1million from the fund. ➔ [More](#)

➔ Plans for GP Language Checks Published

Government plans to introduce new checks on doctors' language skills took a big leap forward as detailed proposals on how the checks will work were unveiled by Health Minister Dr Dan Poulter, following his announcement to tighten rules about overseas doctors earlier this year.



Language skills will be assessed under new proposals

Under the proposals, the General Medical Council (GMC) would be given new powers to protect the public and carry out assessments before an overseas doctor is allowed to treat patients. The new checks will be enforced where the GMC has cause for concern about a doctor's language ability.

An NHS survey of senior doctors in 2011, which covered just over half of all doctors, indicated that there were 66 cases in 2011 where senior doctors dealt with linguistic concerns about a doctor locally.

The consultation also outlines proposals for powers allowing the GMC to assess a doctor if language concerns arise during a fitness-to-practise investigation - even if a doctor has been practising for some time. At present, the GMC has no power to require a doctor to undertake such an assessment during a fitness to practise investigation - regardless of nationality. This means it can be very difficult to gather enough objective evidence of language capability to take strong action where there are language concerns.

The consultation will run for 12 weeks, ending on 2nd December. ➔ [More](#)

“Unplanned discharge causes distress.”

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

➔ How Health and Wellbeing Boards can work effectively with local providers

Health and wellbeing boards should take advantage of the experience and connections of established providers of health and care related services, as well as be open to innovative contributions from new ones if they want to be successful at improving the health outcomes of their communities, according to a recent report.

But they should tailor their engagement programme to local priorities, using different tools and models at different times, rather than fix rigidly on one structure or process, says the report, which draws on the experiences and learning of local authorities, health providers and commissioners.

The recent publication, Stronger together: how health and wellbeing boards can work effectively with local providers, says health and wellbeing boards are unlikely to produce a comprehensive Joint Strategic Needs Assessment (JSNA) or successfully deliver a Joint Health and Wellbeing Strategy (JHWS) unless they involve and engage local providers, many of which already have strong relationships with service users.

Jo Webber, interim director of policy at the NHS Confederation, said:

“Local communities, their health needs and priorities vary widely across England, and the services which best meet these needs will vary as much, so it’s obvious that no ‘one size fits all’ approach for health and wellbeing boards to engage effectively with local providers will suffice.”



The Board will ‘work effectively with providers’

“Over the past year (with funding from the Department of Health) we’ve produced a toolbox of resources to support newly established health and wellbeing boards. With this latest publication, all the learning and advice from those with direct experience of engaging with health service providers - from big acute trusts, community service providers, and voluntary sector organisations - is being shared throughout the system, so the new boards can make use of the best tools for their local needs.”

“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!

Stronger together: how health and wellbeing boards can work effectively with local providers, was developed as part of the National Learning Network for health and wellbeing boards, a programme funded by the Department of Health and supported by the NHS Confederation, the Local Government Association and the NHS Institute for Innovation and Improvement, to share learning and support the establishment of well functioning boards.

The report distils the learning from 22 in-depth face-to-face interviews with health and wellbeing board members and health service providers, an online question-and-answer session hosted by the Local Government Knowledge Hub, and a face-to-face discussion session at the NHS Confederation’s annual conference in June 2012. ➔ [More](#)

Resources

➔ Improving the Lives of Abused Adults

A six-point guide on how social workers can improve the lives of abused adults is now available.

When adults at risk disclose abuse, social workers must build trusting relationships with them, avoid making assumptions and put them in control of the process to achieve good outcomes.

The guidance outlined should be at the heart of any intervention. It is aimed at social workers who deal with people who have been abused and offers a staged approach to take them through the journey from disclosure to achieving a safe outcome. It must be noted that this is only a general outline. It does not replace the multi-agency procedures or the need for good recording. The guidance assumes that the person has capacity to make their own decisions but the principles apply equally to those without capacity.



Social workers must 'build trusting relationships'

Where there is lack of capacity the work can be done in conjunction with their advocate or trusted representative, but always including the person themselves. ➔ [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

- ➔ £1 billion to help A&Es access medical records in hi-tech revolution (Department of Health) ➔ [More](#)
- ➔ Carers Rights Day (Think Local Act Personal) ➔ [More](#)
- ➔ Changes proposed to pharmacy regulation (Department of Health) ➔ [More](#)
- ➔ First #socialcarecurry night a huge success (Community Care) ➔ [More](#)
- ➔ GPs likely to become named clinician for vulnerable older people (Department of Health) ➔ [More](#)
- ➔ Local Clinical Research Network hosts announced by the NIHR (Department of Health) ➔ [More](#)
- ➔ NHS must fundamentally change to solve A&E problems (Department of Health) ➔ [More](#)
- ➔ World Suicide Prevention Day (Department of Health) ➔ [More](#)
- ➔ The world-wide challenge of dementia (Department of Health) ➔ [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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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.