



Healthwatch Newsletter

**Season's greetings from
Healthwatch Central West
London**



Groups discussions at Let's Talk Mental Health in Hammersmith and Fulham

Winter Issue 2017

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Welcome to the winter issue of the Healthwatch Central West London newsletter.

We have had a busy three months since publishing our annual report in June 2017.

In October we welcomed over 100 people to our *Let's Talk Mental Health* event in Hammersmith & Fulham, which brought

together users of mental health services, the NHS, and voluntary sector.

In November we also held our **2017 Annual Meeting**. There was a lively Q&A session, and the mayor of Hammersmith and Fulham announced the winner of our Running Pencils competition. The winning entry, as well as some of our favourites, can be found on pages 7-8.

It was great to see so many people at both events, and we look forward to working with all of you in 2018.

Over the past few months our small team has grown in size.

We're excited to announce that Carena Rogers is now in the position of programme manager, after working as the engagement lead for Westminster since July 2016.

Therefore we welcomed **Godwyns Onwuchekwa** as our new engagement lead for Westminster, as well **Naomi Line** who has recently started as the engagement lead for Kensington & Chelsea.

We've also created a new role to recruit and support volunteers. To find out how you can get involved, please contact **Zivile Adulcikaite**.

Finally **Rachel Barrett** has joined us as our Dignity Champion coordinator after Kensington and Chelsea council renewed this contract again.





V^{❄️}olunteering

Volunteering is a great opportunity to make a positive impact in your community, meet new people, and expand your skills.

Currently we are looking for people to volunteer as Community Listeners and Dignity Champions.

Community Listeners

Our Community Listeners are out and about in Hammersmith & Fulham, Kensington & Chelsea, and Westminster listening to people's views and experiences of health and social care services. They also tell people about the work that Healthwatch Central West London does and encourage them to get involved.

By becoming a Community Listener you can be involved in shaping local services according to what your community wants and needs!

Help us to reach out to everyone in your community. Be our eyes and ears and we will speak up on your behalf.

Dignity Champions

Our Dignity Champions perform a vital role, by listening to the views of service users in places like residential care homes, hospitals and other community services.

Dignity Champions help to shape local care services by speaking to service users, carers and relatives and collecting their feedback. They work as part of a team, looking at the nature and quality of services being delivered.

We are currently looking to add to our volunteer team and would love to hear from anyone who might be interested in the role.

Dignity Champion's Coffee Morning

We are holding a coffee morning for Dignity Champions on the **18th December**, between 10.30 - 11.30. Come along to the office for tea, coffee and mince pies! Get in touch for more information.

New Year Volunteers Party

To celebrate the work of our volunteers, we're inviting you and a friend to join us on the **18th January** for food, drinks and entertainment.

Please keep a look out for more information in the new year.

Share your story of volunteering

Have you volunteered with Healthwatch in the past and would like to share your story about getting involved?

We would love to hear from you!

If you are interested in volunteering please get in touch by phone or by emailing volunteer@healthwatchcentralwestlondon.org You can also find more information on our website at www.healthwatchcwl.co.uk/get-involved





Our Work in Focus

Grenfell Tower

Between 28th July - 6th September we asked the council and West London Clinical Commissioning Group to answer the questions and concerns of the local community.

These questions covered emotional support, council services, housing, information and advice, and more. We have since collated a full list of questions and answers, which is available on our website.

In October we also published a report reviewing this work, with recommendations for both the council and West London CCG, as well as outlining what our *Next Steps* could be.

This can also be found on our website. If you would like a paper copy of either the complete list of questions and answers, or the report, please get in touch.

<https://healthwatchcwl.co.uk/news-and-events/grenfell/>

Accessing Support Following the Tower

If you have been affected by Grenfell Tower there are a number of services and online resources that provide support.

Care for Grenfell

The Care for Grenfell team has been set up for anyone who has been affected by the Grenfell Tower fire and is a single point of contact to access services from emotional support to social care.

020 7745 6414

careforgrenfell@rbkc.gov.uk

Grenfell Response

The Grenfell Response Team, led by the Royal Borough of Kensington and Chelsea Council, supports people affected by the tragedy at Grenfell Tower by providing information about financial help, housing, health, and other services available to residents.

<https://grenfellresponse.org.uk/>

Kensington and Chelsea Social Council

Kensington and Chelsea Social Council is a local charity working to strengthen local voluntary and community organisations. It has compiled a directory of support services, which you can access online.

<https://www.kcsc.org.uk/news/directory-voluntary-and-community-organisations>

NHS North Kensington Major Incident Response

West London Clinical Commissioning Group has launched a website to help people affected by the Grenfell Tower. It includes information on physical health, emotional health and wellbeing.

<https://www.grenfell.nhs.uk/>

The Advocacy Project

The Book of Services is a comprehensive guide to support available in London for people needing emotional support. They've recently added an insert to support those affected by the Grenfell Tower fire.

<http://www.advocacyproject.org.uk/book-of-services/>



Our Work in Focus

Charing Cross Hospital

The continued uncertainty around the future of Charing Cross Hospital has been raised repeatedly by residents to Healthwatch Central West London.

The responses to these concerns in the past, has been that there are no plans to close Charing Cross. However, this does not provide any clarity on the future position of services.

After working with our local committee we submitted questions to Imperial College Healthcare NHS Trust, Hammersmith & Fulham Clinical Commissioning Group (CCG) and North West London Collaboration of CCGs, regarding the future of Charing Cross Hospital.

For example:

‘How are you going to involve members of the public, as well as health professionals in the development of the plans for Charing Cross Hospital?’

By the 9th November we received answers to all the questions submitted, which you

can find on our website. If you would like a paper copy, please get in touch.

<https://healthwatchcwl.co.uk/our-work/charing-cross-hospital/>

Outreach

Throughout November we held four outreach days at Charing Cross Hospital, asking patients, their families, friends and carers to complete a questionnaire about their experience at Charing Cross and their views on its future.

Over 200 people spoke to us, sharing mostly positive experiences of using the hospital services, while more than 50% said that they would like opportunities for them to be involved in future plans for Charing Cross.

We are now in the process of collating this information to produce a report with key recommendations, which we will be sharing with stakeholders and decision makers to inform future actions.

Half Penny Steps

West London Clinical Commissioning Group wants to improve primary care across West London. As part of this, they are looking at the future of the NHS Walk-in service at Half Penny Steps Health Centre.

To better understand the needs of people who use this service, West London CCG commissioned us to run an independent consultation. Therefore, over the past two months staff and volunteers have been asking walk-in patients at Half Penny Steps to complete a survey about the service and the changes proposed by West London CCG.

We are currently using the information we have collected to put together a report, which we will share with West London CCG and other key decision makers. This will be available to read on both our and West London CCG’s website on the 6th December. If you would like a paper copy please get in touch.



In Other News

News and information from across North West London and beyond.

New Mental Health Carers Support Group

Carers Network has partnered with Rethink Mental Illness to provide a new **Carers Support Group** in Hammersmith and Fulham.

This group will:

- + provide support to people who care for others with a mental illness
- + offer a range of workshops, which provide supportive tools and information
- + have public speakers who can offer advice and guidance on issues affecting carers and mental health

The first meeting will be held Tuesday 9th January. To register please email events@carers-network.org.uk or call 020 8960 3033.

Don't Put Off the Flu Jab

Every year the flu jab is very important, but this year there were a high number of flu cases in Australia and New Zealand. This means there is a real risk of there being a high flu rate in this country as well.

Flu is an unpleasant illness for most people, but for certain vulnerable groups the effects can be severe.

People with a long term medical condition, pregnant women, those aged 65 or over, and carers can get a **flu vaccine free of charge on the NHS** to help protect them against catching flu and developing serious complications.

For further information about who should have the flu jab, please visit the NHS Choices website or speak to your GP.

Changes to Prescriptions

Earlier in the year the local NHS¹ set out two proposals about the way they prescribe medicine in North West London.

They were:

- + Reducing prescribing of medicines and products that can be purchased without a prescription
- + Reducing waste associated with repeat prescribing



This was called *Choosing Wisely*.

After engaging with residents and an equality impact assessment (EQIA), the local NHS approved the proposals and launched the changes on 30th October 2017.

They are now known as **Prescribing Wisely**.

To find out more information including the list of those people who are exempt from the proposals, go to the Healthier North West London and search *Prescribing Wisely*.

<https://www.healthiernorthwestlondon.nhs.uk/>

¹ North West London Collaboration of Clinical Commissioning Groups

Know Diabetes Launched



On the 14th November people across the globe celebrated World Diabetes Day.

In North West London the NHS, residents and the voluntary sector, came together to talk about diabetes, how to manage it, and the support available locally.

At the event a new website for people living with diabetes across North West London was launched, called *Know Diabetes*.

The site has over 200 videos, games, online courses, and leaflets, to help people self-manage their condition.

Find the site at www.knowdiabetes.org.uk

Stroke Patients at Charing Cross Hospital Showcase their Art



Stroke patients at Imperial College Healthcare NHS Trust are making their art debut with an exhibition of their work at Charing Cross Hospital.

The Art Rehabilitation Programme at the Imperial Stroke Centre - based at Charing Cross Hospital - holds weekly art sessions for stroke patients with the aim to improve their physical, mental and emotional wellbeing.

The artworks are exhibited on the 9th Floor of Charing Cross Hospital and the exhibition is open to the public. The exhibition is open from 9am to 5pm and will be open until Sunday 31 December.

Breakthrough Drugs for Women with Advanced Breast Cancer

Two new 'breakthrough' drugs to treat breast cancer have been approved by the National Institute for Health and Care Excellence (NICE) to be used by the NHS.

Both drugs were approved after three years of clinical trials by the Royal Marsden Foundation NHS Trust in partnership with the Institute of Cancer Research.

Palbociclib and *ribociclib* are a new type of treatment for women with previously untreatable advanced breast cancer.

“This is a breakthrough moment for the advanced breast cancer community in England and Wales.”

Dr Alistair Ring, Consultant Medical Oncologist at The Royal Marsden

For more information please go to The Royal Marsden website:

<https://www.royalmarsden.nhs.uk/news-and-events/news/new-breakthrough-drugs-women-advanced-breast-cancer>

Westminster Care Awards

Do you have a friend, neighbour, or family member who is looking after someone with a long-term illness or disability, or has provided outstanding support for carers? Take a moment to recognise them and nominate them for a Care Award.

For more information about the awards go to www.westminster.gov.uk/care-awards

You can request a paper nomination form by calling 020 7641 4897 or emailing rsvp@westminster.gov.uk

The closing date for nominations is **8th January 2018**.



Running Pencils

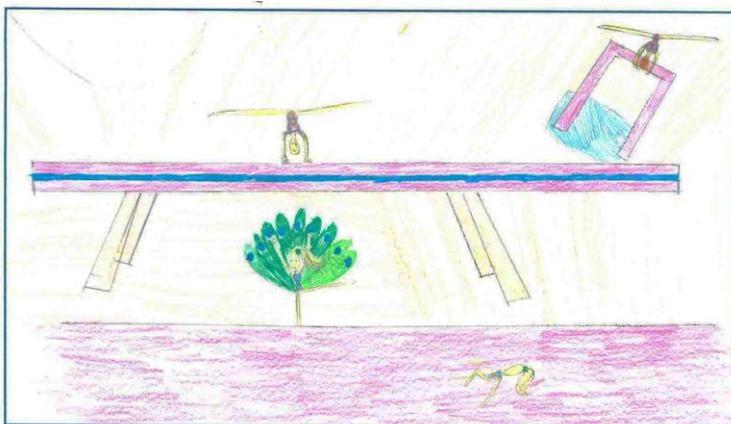
Throughout October we ran a competition asking school children to draw a healthy activity they like doing. We asked local art group ArtWest to judge the entries, and the winner was then announced at our annual meeting by the mayor of Hammersmith.

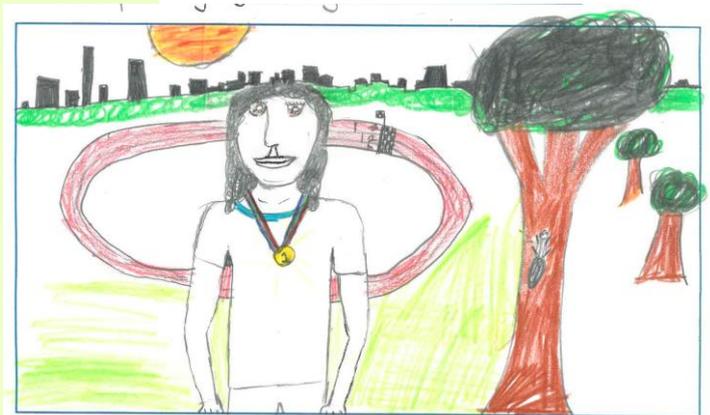
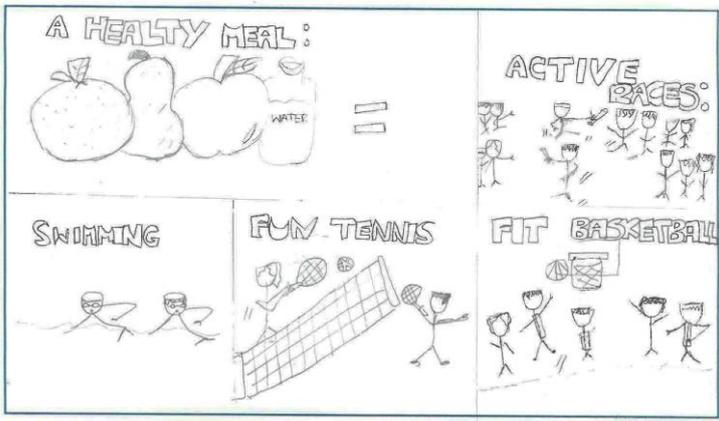
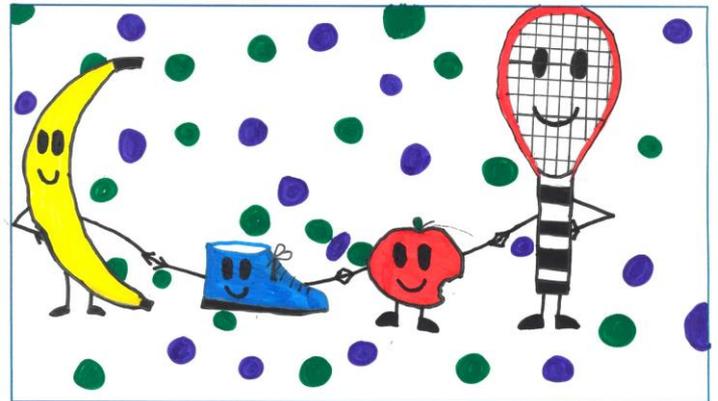
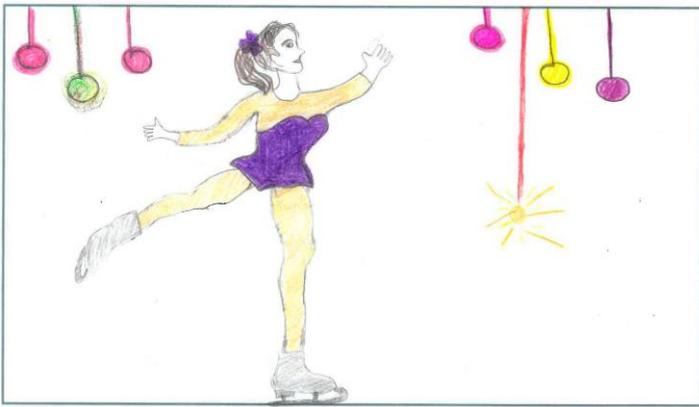
Winning Drawing

Drawn by Penelope from St George's Hanover Square Primary School



We would like to say a huge thank you to all the schools that took part and ArtWest for judging the entries. Here are just a few of our favourites.







Contact us

Get in touch

What would you like to read about in our Spring newsletter?
Let us know by email, phone or post.

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