



Healthwatch Newsletter



Volunteers at our January Volunteer Social

Spring Issue 2018

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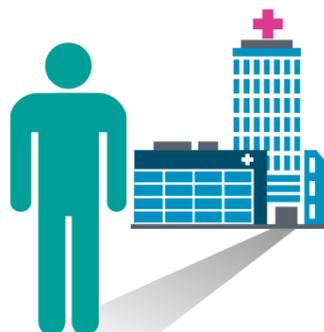
Welcome to the spring issue of the Healthwatch Central West London newsletter.

Charing Cross Hospital

‘Involve us in Charing Cross Hospital’

In our winter newsletter we told you about the work we’ve done following concerns raised by Hammersmith & Fulham residents, about the future of Charing Cross Hospital.

In December we had raised a series of



questions to decision-makers in the local NHS, and had engaged with over 200 out-patients at the hospital.

On the 21st February we published our findings from this work in our report, Charing Cross Hospital: Experiences of Today, Questions for Tomorrow.

We found that:

- + 70% of respondents from Hammersmith & Fulham want opportunities to be involved in the future of Charing Cross Hospital
- + 83% of all respondents were ‘very satisfied’ or ‘extremely satisfied’ with treatment on the day

As part of our recommendations, we suggested that a clear and robust communications and engagement strategy should be developed and implemented. This should clearly set out:

- + The process by which decisions about the future of Charing Cross Hospital will be made
- + How this will be communicated to local people and others that use the hospital
- + How local people and others who use the hospital will be involved in the decision-making process
- + Clear routes for patients to have their say
- + A timeframe for engagement.

To read our full findings and recommendations, please go to our website or get in touch to request a paper copy.



Volunteering

Celebrating Volunteering

We kicked off the year with a volunteer social, celebrating the contribution made by Healthwatch volunteers.

We were delighted to be joined by both existing and new volunteers, and look forward to working with all of you in 2018.



We will be holding our next volunteer social in National Volunteers Week. We will send more information closer to the time.

Volunteer Spotlight

During February, organisations across the UK celebrated student volunteering week. We caught up with Maryam, a student at UCL who recently joined us to support our communications.

What does your role involve?

“As part of my role I work with Flora to support communications and social media activity, and to look at how Healthwatch CWL communicates information to the public.

We pre-schedule posts on social media platforms, for example, Twitter, Instagram

and Facebook, using a programme which Flora has taught me how to use.

Recently, I have also been sitting in on meetings, taking notes and getting to know the rest of the Healthwatch CWL team. So far it has been a phenomenal experience.”

Why did you choose us to volunteer with us?

“I believe it is important to establish strong communications between the community and health and social care services.

Healthwatch does just that by providing a platform for discussions on issues concerning patients, and by actively working towards solutions.

I greatly admire Healthwatch’s mission to raise awareness of local healthcare services, as it is integral to the public’s understanding of issues in health and social care.”

What do you get out of your volunteering?

“I am learning a great deal about how healthcare services operate in the local community, and am part of the process of improving patient experience.

By working with social media, I am being exposed to how important it is for people to get involved in their healthcare services, and am able to introduce people to opportunities and services that they may not know are available to them.

I am also getting to meet individuals who have a wide range of experience and knowledge to share about health and social care.”





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.

Between January and March, our Dignity Champions have visited three services:

- The Rainsford Mowlem Ward at Chelsea and Westminster Hospital;
- St Charles Urgent Care Centre;
- And The Curve.

We are also scoping out a visit at the St. Charles Mental Health Unit.

We are currently in the process of writing reports for each visit, which will be available on our website, once they are published. If you would like a paper copy please get in touch.

ValueYou

ValueYou is a volunteer recognition scheme, which is currently available to 12 London boroughs, including Hammersmith & Fulham, Kensington & Chelsea and Westminster, and is run in partnership with the local volunteer centres in each area.

If you have volunteered 100 hours in the last 12 months, you can apply for a ValueYou discount card. Your card will give you a discount of 10% or more at a wide range of shops across London.

For more information get in touch with the ValueYou team at:

- + 07926164827
- + coordinator@valueyou.org
- + www.valueyou.org

You can also speak to Zivile at:

volunteer@healthwatchcentralwestlondon.org

Our Work in Focus



Patient Participation Groups in Kensington & Chelsea

West London Clinical Commissioning Group has commissioned us for another year to deliver the Patient Participation Group Project.

This project will continue to support GP practices and patients in Kensington & Chelsea and Queen's Park and Paddington.

We will focus on those GP practices, which do not have an active PPG, and will offer hands on support with starting and establishing their patient group.

We will also continue to support established PPGs with their projects and focused work.

Throughout the year, we will organise workshops and training events to enhance patient's understanding of how the NHS works, and to build their confidence when influencing NHS services, commissioners and providers.

This year, we will also be creating opportunities for PPGs to influence and shape NHS services beyond GP practices.

Please join the PPG network to be part of a patients group who strive to improve patient services at their GP practice.

Social Isolation of Older People in Kensington & Chelsea



Following on from the report we published last summer, the following actions have been taken:

- + We have been working with West London Clinical Commissioning Group (WLCCG) to raise the profile of My Care My Way amongst Care Home Managers. This will include facilitating a meeting covering social isolation and best practice.
- + Dignity Champions have been trained to look out for Independent Age's '8 Care Home Quality Indicators' when conducting Enter and View visits.
- + We also connected Standing Together with WLCCG. This resulted in My Care My Way staff being trained in how to recognise the signs of abuse, how to initiate a conversation, and who to signpost people to.
- + Some My Care My Way staff also took further training to gain more in-depth skills and understanding of domestic abuse.

Additional work on social isolation in Kensington & Chelsea will be reported on in our 2017/18 annual report, published in June 2018.

For more information about our work in Kensington & Chelsea, please get in touch with Naomi at:

Naomi.line@healthwatchcentralwestlondon.org

Young Healthwatch Westminster

Over the past few months, our new engagement lead for Westminster, Godwyns, has been busy building on our links within the local community, and stepping up our engagement with residents.

As part of reaching out to new people, we have been working to establish a *Young Healthwatch* in Westminster.

This will be a dedicated channel for young people (up to the age of 24), to contribute to the shaping of health and social care.

Our aim is for it to be facilitated by us, but for our Young Healthwatch members to be responsible for leading our work in the direction they would like.

We hope that this will ensure that it is their voices, not ours, that will be involved in, and listened to, when decisions are made about their health and care services.

To get this project going, we will be working with local schools and colleges, youth clubs and centres, faith groups, universities, and other similar spaces for young people in Westminster.

For more information, and how to get involved in this work, please get in touch with Godwyns.

Please email

Godwyns.Onwuchekwa@healthwatchcentralwestlondon.org



In Other News

News and information from across North-West London and beyond.

Westminster Community Awards

Do you know a person, organisation, or local charity that directly helps the people of Westminster?

You can now nominate them for a 2018 Westminster Community Award.



There are seven awards to be won, including the City for All Volunteer of the Year award, and the Neighbourhood Project award.

The deadline for nominations is the 22nd March 2018.

To nominate someone or an organisation, please go to

www.westminster.gov.uk/community-awards

Personal Health Budget Experience Survey

Do you currently have a personal health budget or integrated personal budget?

Share your experience in a new online survey, open from the 1st March to the 31st April.

Play your part in helping to improve how personal health budgets are offered in England.

Take the survey at:

<http://www.myonlinesurvey.co.uk/PHBSURVEY>

Half Penny Steps Walk-In Service

The Half Penny Steps Walk-In Service is closing on the 23rd March 2018.

The GP practice at Half Penny Steps will continue to operate as normal for its own registered patients.

If you are not registered with a GP locally, you can visit www.nhs.uk or a local GP practice to find out how.

If you need to see a doctor and your GP has no appointments available, ask the receptionist to book one for you at a local GP Access Hub.

For more advice on where you can go, you can call NHS Direct 111.

You can also go to an urgent care centre at the St. Charles Centre for Health and Wellbeing, or at St Mary's Hospital. Alternatively, you can visit the Soho NHS walk-centre. Go to [NHS choices](#) for more information.

In case of a life-threatening emergency, call 999 or visit A&E.

For more information on Half Penny Steps go to www.westlondonccg.nhs.uk



Celebrate the launch of Royal Marsden's accessibility checker

Come along to celebrate the launch of the Royal Marsden NHS Foundation Trust's new accessibility checker.

- + 10th April 2018, 1-2pm
- + Board Room, Royal Marsden NHS Foundation Trust

The Royal Marsden has been working with DisabledGo, a leading provider of accessibility information for disabled people in the UK, to create an online guide for patients, staff and visitors.

Visitors, patients and staff can use this online resource to find out about the access to all the Trust's buildings at the hospitals.

You can also find out where a department is located in relation to the main entrance, where car parking spaces are located, whether there are lifts to access other floors, whether a hearing loop is fitted at reception, in-depth information about accessible toilets and much more.

Most important of all, everywhere has been visited and assessed by trained surveyors, so you can get all the facts, knowing someone has been there to collect the details.

To book your place:

- + 01438 842710
- + events@disabledgo.com
- + www.disabledgo.com



New contract for GUM sexual health services in Kensington & Chelsea

Following a consultation with service users, providers, clinicians and stakeholders, Chelsea and Westminster NHS Foundation Trust and Imperial College Healthcare NHS Trust, will be providing GUM services in Kensington & Chelsea.

The new contract will provide high-quality, confidential, and patient-focused services, including HIV testing and diagnosis, testing and treatment for STIs and complex contraception.

It is hoped that this will reduce inequalities and ensure residents have access to services that meet their needs.

Dr David Asboe, Clinical Director for HIV Medicine and Sexual Health at Chelsea and Westminster NHS Foundation Trust, said: "We are delighted to be leading these new, vital services that will help tackle high STI rates and improve access to contraception in the London community."

For more information about sexual health services or advice go to NHS Choices or speak to your GP.

Stay Well Pharmacy Campaign Launches

Stay Well Pharmacy is a new campaign from NHS England.

It encourages people, especially parents and carers of children under the age of 5, to visit their local pharmacy team first for minor health concerns such as sore throats, coughs, colds, tummy troubles, teething, and aches and pains.

www.nhs.uk/staywellpharmacy



Contact us

Get in touch

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

Address:

5.22 Grand Union Studios
332 Ladbroke Grove Studios
London, W10 5AD

Phone number: 020 8968 7049

Email: info@healthwatchcentralwestlondon.org

Volunteer email: volunteer@healthwatchcentralwestlondon.org

Website: www.healthwatchcwl.co.uk

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