



Healthwatch Newsletter



Peter Hamm, PPG member, speaking to attendees at our 2018 Annual Meeting

Autumn Issue 2018

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

In September, we held our 2018 Annual Meeting. At this event, we shared information about our work over the past year, our current projects, and becoming an independent organisation.

In addition, four of our volunteers also talked about their involvement with patient

participation groups, dignity champions, local committee work, and our currently active projects. We would like to thank Peter Hamm, Gaenor Holland-Williams and Hamze Taouzzale for speaking at the event.

The annual meeting was attended by X people, an excellent number of engaged attendees, whom we look forward to working with over the following months.

This month, we also launched our Impact Report, a comprehensive account of the influence *Healthwatch Central West London* has had over the last two years, and the projects we have successfully implemented in our three boroughs. Examples of such projects include: more accessible engagement materials, available in a wider range of languages; improved communications at Charing Cross Hospital; and provision of ways to communicate with health services after the Grenfell Tower fire.

To read the full Impact Report, visit the *Healthwatch Central West London* website, or contact us to receive a paper copy.

We are also pleased to announce an addition to our small team.

Thomas Wood has joined us as our governance and quality officer. Over the coming months, he will be working on our PQASSO quality mark reaccreditation, and will provide support on policy and procedure reviews, tendering and governance.



Volunteering

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.

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.

This year we will be visiting four care homes in Kensington & Chelsea. Our Dignity Champions have already met with residents and staff of Alan Morkill House and will be visiting a further three services over the coming months.

If you are interested in our Dignity Champion project please get in touch with us to find out more.

Enter & View in Hammersmith & Fulham and Westminster

Building on our work from the past year, we have continued to focus on the provision of primary and urgent care services across west London.

Therefore, over the past month we have visited the urgent care centres at both St Marys Hospital and Hammersmith Hospital, to talk to patients and staff about the service.

As our Dignity Champions had already conducted a visit at the St. Charles Urgent Care Centre, we now have a comprehensive picture of the services available for those with urgent health needs in the area.

We are currently in the process of writing up our findings and recommendations. Along with our Dignity Champions reports, we will let you know when they have been published and available to read on our website.

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

Patient Participation Groups

NHS England has created a guide for patient participation group (PPG) members about online GP services.

As well as talking about the benefits of using online services for both patients and staff, it also includes guidance on how PPGs can raise awareness of the services.

<https://www.england.nhs.uk/publication/patient-participation-groups-what-you-need-to-know-about-gp-online-services/>

If you haven't done so yet, join your GP's PPG and help it become the best service it can be for you, your family and your community.



Our Work

Hammersmith & Fulham

Young People and Digital Healthcare

This year our project for Hammersmith & Fulham focuses on engaging with young people aged 16 -25, to identify their health needs and aspirations

We are looking at:

- How, and if, they want to access healthcare digitally
- Which of their healthcare needs (if any) could be covered by digital healthcare
- What a digital healthcare system for young people would look like.

As part of this project we have created a survey, are planning to run focus groups, and have recruited young people as project leads to identify and deliver their own engagement activities.

How to get involved?

65 students at West London College completed our survey during their Freshers Fair. If you're aged 16-25, please share your views by completing our survey online.

Why not also join us as one of our project leads, like our new volunteer Andre.

"I want to make a difference for younger people in my community, and to get them to think more about their health. I'm also interested in how we can help young people build a relationship with their GP using digital healthcare." Andre

Do you work with young people in Hammersmith & Fulham? We are setting up focus groups and would be happy to come and talk where it is convenient for you.

For more information or to get involved, please get in touch with Eva at eva.psychrani@healthwatchcentralwestlondon.org



Talking to students at West London College

NHS Patient Training Course

8th November, 10am - 4pm

Newbigin Room, St Pauls Centre, Queen Caroline Street, W6 9PJ

We have supported Hammersmith & Fulham Clinical Commissioning Group to develop and run a free Patient Leadership course.

You will learn about Patient Participation Groups, talk with local GPs, share ideas with other patients, and work with expert coaches.

Lunch and refreshments will also be provided.

If you would like to attend please contact hafccg.engagement@nhs.net or 020 3350 4303.



Kensington & Chelsea

Young Families and Urgent Care Services

In Kensington & Chelsea we are focusing on the experiences of families with young children using urgent care services and their access to primary care.

To kickstart this project we have contacted 40 organisations that work with young families in the borough. We have also started outreach in the local community by speaking with parents at Operation Cup of Tea and at Grand Union Studios.

In October we will be speaking to parents and carers of young children at two urgent care centres in Kensington & Chelsea. This will help us to understand why they are using these services and what their experiences of using them are.

We are also working with the Maternity Champions to organise a discussion group in November.

If you would like to take part in this project then please get in touch with Naomi at: naomi.line@healthwatchcentralwestlondon.org

Westminster

Young Healthwatch Westminster

Young Healthwatch Westminster is a group of young people working together to ensure local health and care services work for them.

We held our first meeting in August where we discussed how the group would run and how they can affect change for young people living in the borough.

To build on this our next session will focus on training. This will help Young

Healthwatch members to be more effective in influencing those who make decisions about the services they use.

If you, or someone you know, are interested in finding out more, please get in touch. We are still looking for more people to join this exciting new group.

For more information about joining or our next meeting, speak to Godwyns at: Godwyns.Onwuchekwa@healthwatchcentralwestlondon.org

Engagement

Over the summer we have been out in the local community, talking to people at events and fairs about Healthwatch and health and social care. For example, we have been to:

- Parsons Green Fair
- My Westminster Day
- Age UK RBKC Community Tea Party



This was also a great opportunity for us to support NHS 70, as we asked people to create their own postcard thanking someone who has given them care in the NHS.



Grenfell Tower

Enter & View to The Curve Centre

The Curve Community Centre provides official services and a space for local residents affected by The Grenfell Tower fire in 2017. It offers a place to meet and catch up with family, friends and neighbours. Services provided include family and group activities/events, coffee mornings, housing advice and emotional and wellbeing support.

Between February and April 2018, Healthwatch carried out three Enter & View visits to the Curve as part of our ongoing work listening to local people affected by the Grenfell Tower fire to ensure that NHS and local councils include their views when providing services for people affected by the fire. All our Enter & View visits are carried out by our Dignity Champion volunteers, who receive training to enable them to undertake this role.

During our visits many people using the Curve told us that it is a convenient and much needed space for the community affected by Grenfell Tower fire. They spoke highly of the staff and volunteering team, telling us that it was a welcoming space with a vibrant atmosphere. However, we also heard from people who experienced difficulties at the Curve, including:

- The reception staff were not welcoming, and the Centre was hard to find
- It was hard to know what was happening at the Curve
- When school is out the Centre gets busy and noisy
- There needs to be more on offer for teenagers and younger children

- There was a feeling that there was more on offer for some cultures than others and as a result some people said that they felt excluded
- Not everyone had been offered emotional support when they needed it

Following our visit we asked the Head of Service at the Curve to tell us how these and other issues would be addressed. Central and North West London NHS Foundation Trust welcomed our report and stated that they recognised many of the problems that people had told us. They told us that they had already made some changes, with others still to be made. In particular we were told that:

- Security staff no longer sit on reception and that staff working at the Curve are now better informed about everything that is on offer there
- New screens are in place on reception that show what is happening that day
- A dedicated communications officer is being recruited to improve communication with residents
- Social and cultural activities that focus on bringing communities together and celebrating heritage and diversity have been introduced

We were also told that the Curve will remain flexible and responsive to local people to ensure that it offers the support that local communities need. Kensington & Chelsea council is carrying out a consultation exercise with the wider community in North Kensington between September and November 2018 as part of the Recovery Strategy and the Curve is part of this.

Our full report and the response from CNWL to our findings and recommendations is available on our website.



In Other News

News and information from across North West London and beyond.

CNWL Carers Conference

The Central and North West London NHS Foundation Trust will take place on Friday, 30th November 2018, with registration at 9am and the conference running from 10am to 4pm.

For those that care for someone who uses the CNWL services, the conference is an opportunity to meet other carers. Furthermore, there will be talks, workshops and a marketplace for attendees to experience.

The conference will cover: carers' wellbeing and rights, surviving and thriving in the health system, understanding medication, carers' roles in quality improvement, and trauma-informed care.

To book, please visit [Eventbrite](#) or call **020 2637 6195**.

Don't Put Off the Flu Jab

Every year, the flu jab is available **from the NHS free of charge** for those more vulnerable to severe symptoms: anyone aged 65 and over, pregnant women, people with a long term medical condition and/or a weakened immune system.

These groups are at greater risk of developing more serious complications from flu, so it is recommended they receive the flu vaccine each year to help protect their health.

The vaccine can be given at your GP surgery, and other local pharmacies might offer the service.

For any other information about the vaccine, please visit the NHS website or speak to your GP.

Improvements Made to Stroke Care

At Charing Cross Hospital, an expansion of an advanced emergency treatment in the neuroradiology department means a new procedure, called mechanical thrombectomy, can now be offered to stroke patients.

The treatment will benefit around 300 patients a year, and has been shown to reduce the likelihood of long-term brain injury, disability, and loss of independence following an ischaemic stroke - the most common type of stroke.

The Hospital is part of the Imperial College Healthcare NHS Trust, making it one of the first NHS trusts in England to offer the service 7 days a week. They hope such a service will soon be available in north west London 24 hours a day, but will currently be offered between 7am and 11pm.

More information about the nature of the procedure is available at the Imperial College Healthcare site:

<https://www.imperial.nhs.uk/about-us/news/patients-to-benefit-from-stroke-care-improvement>



Quit Smoking with Stoptober

Each year, in the month of October, the NHS runs its ‘Stoptober’ campaign to encourage people to give up smoking.

The campaign aims to provide appropriate support for anyone trying to give up smoking, encouraging a generally healthier lifestyle as part of the ‘One You’ initiative.

To participate in Stoptober, participants can download the app, which allows you to track your smoke-free days and provides motivation and support throughout the month.

The website also offers further advice to anyone trying to quit smoking, including useful tips, support tools, information on e-cigarettes, and alternative face-to-face support.

For further information about Stoptober, reasons to stop smoking, and other support, please visit:

<https://www.nhs.uk/oneyou/be-healthier/quit-smoking/stoptober>

Young Disabled People Take Part in Art Exhibition

The new Stephen Wiltshire centre in Hammersmith & Fulham showcased art, designed by young people with special educational needs or disabilities, to help launch the centre with a logo competition.

Named after MBE-awarded artist Stephen Wiltshire, who has autism and attended a nearby school as a child, the centre wished to honour his internationally received work by asking local young people, ‘what does the Stephen Wiltshire Centre mean to you?’

Entries following this theme were exhibited at the centre for a week in September, and the public voted for their favourite design. The winning design will influence the final design of the centre’s new logo. For more information:

<https://www.lbhf.gov.uk>

Memorial for Grenfell Tower

A commission group comprised of 10 community representatives, 5 of whom will be members of the bereaved families, will choose an appropriate memorial to honour those who died in the Grenfell Tower fire.

Members of the North Kensington community will be consulted, with the bereaved, survivors, and community ultimately deciding the future of the Grenfell site. The commission group is determined that the tragedy will not be forgotten, and the lives lost honoured by the community for many years.

Representatives for the community will be chosen over the next few months, nominated by the local community, with the intention that the bereaved will be most involved in how their family members are memorialised.

West London NHS Trust

The West London Mental Health Trust has changed its name to the West London NHS Trust.

This is to reflect their ambition to become a leading provider of integrated mental and physical healthcare services in West London and beyond. For more information go to their new website:

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



Contact us

Get in touch

What would you like to read about in our Spring 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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