



Local news from your local Healthwatch

Welcome to the third issue of Healthwatch Harrow News. Your regular newsletter aims to keep you up-to-date with all the developments of the new 'consumer voice' organisation.

Chairman's message

"I reported in the second issue that Healthwatch Harrow is moving swiftly into greater community and patient engagement and involvement - out in the hospitals, care homes, talking to residents, GPs, providers, and many others.

Here are some of the activities and outcomes so far:

- A comprehensive mapping of health and social care with the London Borough of Harrow, including working towards an interactive map of Harrow;
- Cascading health and social care updates to 2,000 organisations and individuals on our database;
- Communicating with nearly 60,000 residents via links with GP surgeries;
- Radio Interviews with Sunrise Radio - 295,000 listeners across West London, Harrow Community Radio - 4,000 online listeners in Harrow and Northwick Park Hospital Radio;
- 40 people signposted to Health Advocacy Service and other service providers;
- 20 new subscribers;



Healthwatch Harrow

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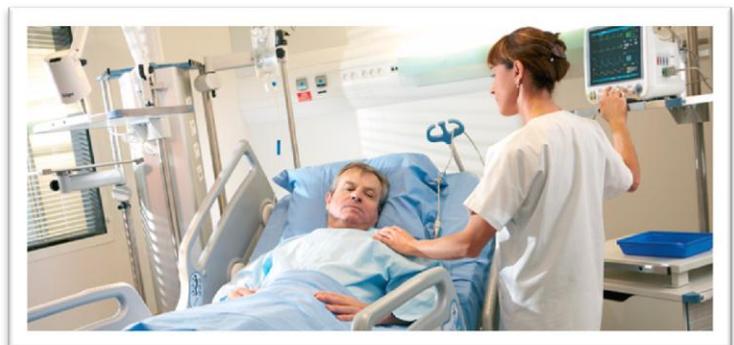
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- Nearly 190,000 hits on our website;
- 487 Twitter followers, over 1,800 tweets and a Facebook page established;
- 10 volunteers appointed;
- Gathering views and evidence for “The NHS belongs to you: Call for Action” via focus groups;
- Listening to The Patient Participation Group Chairs on their views. A Memorandum of Understanding is currently being drawn up. Organised a number of focus groups for various community groups and voluntary sector providers, and more are being planned, so that we can listen to your concerns and ideas for how local healthcare can be improved and shaped;
- 8 Enter & View visits planned for between now and Christmas;
- Facilitated a Patient Participation Group (PPG) chairs forum;
- Sending a health and social care needs questionnaire to residents.”

It's all about your views

Healthwatch Harrow's prime task is to hear your views as local users of health and social care services and to feed these back effectively and influentially to the powers-that-be.



We are working closely with our Delivery Board members, Harrow Council, Harrow CCG and Harrow Health and Well Being Board and many others to ensure that the best possible health and social care is provided locally - there are examples of this in this newsletter.

As we move into the second half of this financial year, it is vital that we build on the work done so far. We cannot do this alone. We need your support, views and suggestions for improvement. We look forward to hearing from our readers on our plans and suggestions for how you can help us to help you!

Ash Verma, Chairman of HiB and Interim Chairman of Healthwatch Harrow

Healthwatch Harrow and Harrow CCG - Working Together to Address Health Inequalities

Demographic changes in Harrow present new and different social and economic challenges. The same is true of the acute financial pressures that NHS Harrow faces and the growing demands being made on it.

The NHS “funding formula” has worked against us as it has not taken account of the demographic dynamics and current and future healthcare needs in Harrow.

This is why Healthwatch Harrow and Harrow Clinical Commissioning Group (CCG) have decided to come together to mount a campaign to gather views and evidence to build a new business case for more equitable investment in healthcare for Harrow’s residents and communities.

Over the coming months, we will be:

- Meeting the Chair of the Mayor of London’s Health Committee to discuss our concerns and ideas for what needs to be done to reduce health inequalities across the Capital in general, and Harrow in particular;
- Engaging with patients groups, voluntary and community groups, GP Practice Managers, seldom heard groups, Harrow Council and others to gather evidence of needs;
- Undertaking e-surveys across the Borough to assess issues and health and social care needs faced by providers, residents and stakeholders.

We look forward to hearing from our readers and would welcome ideas and suggestions.

Your Voice is important. Have your say!



Ash Verma
Chair HiB
And Interim Chair Healthwatch Harrow



Dr. Amol Kelshiker
Chair, Harrow CCG



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Team Talk

Building bridges with the local community

by Rhona Denness - Healthwatch Harrow Programmes Director

With a mix of private and public sector experience, specialising in customer relations, project development, management, and communication and media applications, I have recently taken on the role of Healthwatch Harrow Programme Director.

My main aim is to provide a communication platform between Healthwatch, the Harrow community and the statutory bodies, including the Clinical Commissioning Group, Health and Wellbeing Board and others, to build a strong relationship with our local community



Our Information and Communication Officer Antonetta Fernandes and I have been working closely with Patient Participation Groups Chairs' Forum in Harrow and we will be agreeing a way forward to facilitate an improvement in reporting patient views and experiences.

This will enable us to develop an intelligent view of trends and consumer experiences and report to the national body.

Healthwatch Harrow has the power to perform 'Enter & View' visits at adult health and social care services to observe and report our findings to the service provider and influence improvement and change where necessary.

Healthwatch Harrow welcomes your feedback on any issues or comments you have regarding health and social care providers in Harrow. Please e-mail us on info@healthwatchharrow.co.uk or contact us on 020 3432 2889.

Tell Us Your Story

by Antonetta Fernandes - Healthwatch Harrow Information and Communication Officer

Making our presence felt in and around Harrow is key to establishing our engagement programme over the next few months.

From October onwards we want to make headway towards listening to your stories and gathering intelligence with the community at a convenient local venue.

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Our aim is to pass on your feedback and tell the people who run health & social care services how they can improve or where they are serving people well.

To kick start our engagement programme and hear your stories we will be at the World Mental Health Day event on Thursday 10 October from 9.30am to 12.30pm at St George's Shopping Centre and at Harrow Civic Centre reception area on Monday 21 October from 9.30am to 12.30pm.



World Sight Day this year is Thursday 10 October. NHS data from 2011, the most recent available, showed that 960 people are registered as living with sight loss in Harrow.

RNIB's (Royal National Institute of Blind people) estimate suggests 6,210 to be a truer reflection of the number of people with sight loss in Harrow and if nothing changes an increase by 2020 to an estimated 7,430. In 2010/11 £9.57m was spent by Harrow Primary Care Trust on 'problems of visions'.

We need a Vision Strategy for Harrow and hence an introductory meeting was set-up September by Thomas Pocklington Trust, who are working with Harrow Association for Blind. This was well attended with representatives from Public Health, GPs, Opticians, Voluntary and Community organisation.

Over the next few months there is a real need to create an awareness campaign to promote the development of this strategy and to also bring it to the attention of the Clinical Commissioning Group (CCG) and the Health and Wellbeing Board.

The next meeting will be November 2013, so if you are interested in attending or helping with our awareness raising campaign, please contact me via email: antonetta.fernandes@healthwatchharrow.co.uk

Until next time, please keep your stories coming in via our website www.healthwatchharrow.co.uk

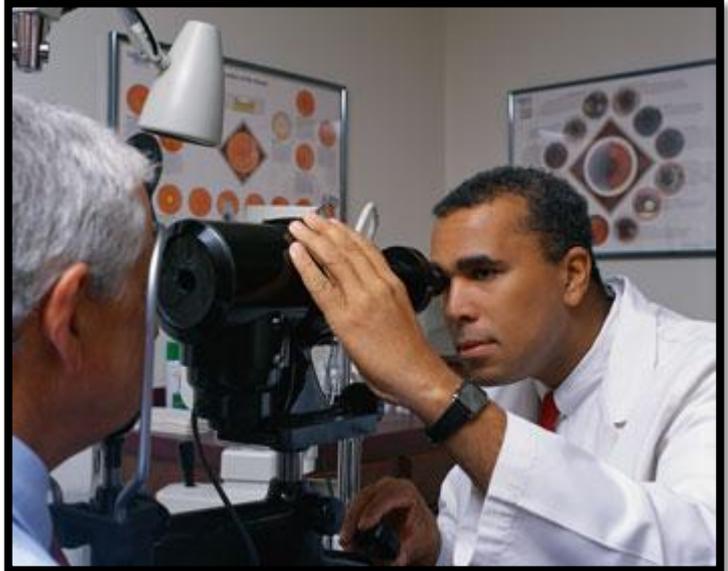
Local health and social care news

Ophthalmology in Harrow

Timed nicely to coincide with World Sight Day on 10 October and Healthwatch Harrow's new project to build a Vision Strategy for the borough, there is some good news on the eye front close to home.

In order to minimise long waits for ophthalmology appointments at the hospital, Harrow Health Ltd has set up community ophthalmology clinics in Harrow.

Dr Anjum Zaidi, based at Northwick Surgery, who provides the external eye minor surgery for Harrow Health Ltd said: "The anterior segment problems (minor eye conditions and lumps and bumps on the lids) are dealt with in the one stop clinic at Northwick Park Surgery.



"This clinic is held once a week on Tuesday mornings. The Posterior segment problems (involving the retina) and glaucoma suspects are assessed by the Moorfields Consultant supported by two opticians at Vision Care Opticians in Harrow Weald."

The waiting time for this clinic is not more than two to three weeks and the majority of the patients seen in these one-stop clinics are treated and discharged on the same day.

For more information please visit the website <http://www.harrowhealthltd.com>



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Carers in Harrow also need support

Carers make a vital contribution to the people they care for, to our local communities and to our economy. They do a difficult job in very difficult circumstances, indeed our whole system would completely collapse without them.

Not only do they provide a lifeline to some of the most vulnerable older and disabled people in Harrow, they also save the council and health services millions each year.

This is one agenda that can't be parked. The recent census showed us there are 24,620 carers in Harrow, an increase of over 4,000, rising faster than the population. And 65% provide up to 19 hours of care a week, 19% provide 50 hours or more.

Harrow Councillor Victoria Silver (*pictured above right*), who is Vice Chair Health & Social Care Committee, said "As part of a project group, over the last few months, I have spoken to many carers about their struggles, their achievements and what they would like to see change as part of the 'Harrow Carer Champions' project.

"As a former carer for my Mum I know how carers can go unnoticed. Until I was an adult I had no idea I had been a young carer and I certainly wasn't offered any help. A lot of people in Harrow do not see themselves as a carer and they are left to fight many battles on their own.

"Thanking carers and raising awareness are just some of the ways we can help improve our understanding of their amazing value. The Harrow Carer Champion Group has been set-up to make sure carers stories influence the type of support services we have in future.

"Carers are powerful and multi skilled, able to advocate and help others through their own experiences. Through our champion project we hope to show by building on the carers role, and seeing them as community assets, even more carers can be supported locally."

Could you be a Carer Champion? Email: victoria.silver@harrow.gov.uk



Help for those with dementia

Harrow Council launched its new Dementia Drop-In service at Milmans Neighbourhood Resource centre. Grove Avenue, Pinner on Thursday 26 September. This is a drop in for any person who has recently been diagnosed with dementia and their carers and family.

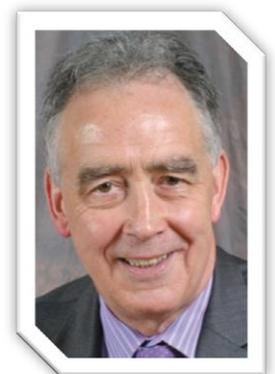
This drop in will be held every Thursday from 10.00am to 12.00pm and there is no need to book in advance in order to attend.

Any organisation which offers support to people with dementia and would like to have the opportunity to share information about your service at one of the Thursday morning sessions can contact Harrow Council Carer Lead Officer Allie Brice at Allison.Brice@harrow.gov.uk, project leader Bridget Bergin at bridget.bergin@harrow.gov.uk or the Milmans Resource Centre direct on 020 8736 6600.

Hospital Trusts merger update

Plans to merge Ealing Hospital NHS Trust and the North West London Hospitals NHS Trust continue to gather pace. After a series of workshops and consultations earlier in the year, David McVittie, the Transaction Director for the merger programme, says he hopes a business case will be submitted for approval this autumn with a view to merging in summer/autumn 2014.

Of the workshops, David McVittie (*pictured right*) said: “Working with staff we explored the benefits of integrating and developing a joint clinical strategy that the two organisations will work on prior to formal merger. What struck us all at these events was the real enthusiasm from clinicians to work together across the two organisations in order to improve care for patients.



“There remains a lot for us to do. Our priority will be to make sure it’s a smooth transition as we create our new organisation, London North West Healthcare. Over the past year we have been talking to our staff, NHS partners, local organisations and the public about the merger.”

More information will be posted on the website www.nwlh.nhs.uk/stronger-together or you can email for more information on merger@nhs.net, or call the merger programme office on 020 8869 3298.

Harrow Talking Newspaper

Harrow Talking Newspaper (HTN) produces an audio recording of local news every week and copies of the recordings are distributed on memory sticks in returnable wallets using the Post Office free delivery service for the sight impaired.

Played on digital players supplied by HTN which are delivered to each new listener by a volunteer who explains and demonstrates its use, this is a free service. Harrow People and a magazine with local information and articles of interest to listeners are added to the recordings (*pictured right*) bi-monthly.



If you know someone who would like to get the HTN, please call the answerphone 020 8907 9677 or visit www.harrowtn.org.uk

NDTi survey

The National Development Team for Inclusion (NDTi), the not-for-profit organisation which works to support those at risk, has been continuing its survey to understand the experiences of self-directed support and personal budgets by people suffering a mental illness in Harrow.

This includes the views of carers and staff. The team wanted to involve people, even if they have been refused, not accepted or offered this support. Focus groups took place during September and early October and valuable feedback was gained.

To find out more about the project, contact Ewa Woodward Ewa.Woodward@ndti.org.uk or call 01225 789135.

How you can take part

Harrow has a diverse population, with almost half from black and minority ethnic (BAME) communities, features a minimum of 137 languages spoken and has the most amount of faiths celebrated in England and Wales.



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Health and social care of all local people and communities is vital to our Borough. Bringing business and communities together through Healthwatch Harrow is central to our plans, aspirations and activities over the coming years.

To ensure everyone in Harrow who wants to take part in the conversation about using and improving the Borough's health and social care facilities, Healthwatch Harrow has a number of ways for getting in touch and sharing news and views.



There will be a continuing programme of face-to-face meetings, focus groups and organised events, paper and telephone surveys as well as a digital dialogue to ensure everyone can have their say.

To find out more about Healthwatch Harrow:

Telephone: **020 3432 2889**

Website: www.healthwatchharrow.co.uk

Twitter: <https://twitter.com/HealthwatchHarr>

Facebook: <https://www.facebook.com/HealthwatchHarrow>

National health and social care news

RNIB patient survey

A patient-centred care approach is part of the Royal National Institute of Blind People's (RNIB) latest campaign. As part of this, the organisation that supports blind and partially sighted people is carrying out a major survey.



Victoria Armitage, Assistant Policy and Campaigns Officer (Eye Health) RNIB, explained: "As part of that work we're currently conducting a survey to capture the experiences of people who have been diagnosed and treated for eye conditions such as glaucoma, wet age relate macular degeneration and diabetic eye conditions. We aim to use this information to share with decision makers and improve patient experience."

Patients can fill out the survey online at: <http://rnib.in/eyecaresurvey> or they can call Victoria direct on 020 7391 3267 to take part.

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NHS Voices blog

The importance of listening to patients is a key recommendation from both the Keogh Review and the Berwick Report. In fact, you would struggle to find an issue on which there is more heartfelt agreement.

It's now time for the system to build on this consensus and put patients at the heart of health and social care services, says Dr Katherine Rake OBE, Chief Executive of Healthwatch England (*pictured right*). Read her latest NHS Voices blog post on the importance of the patient voice: <http://t.co/3XMndp7j7J>



NHS England's call to action

Clinical Commissioning Groups have been tasked with leading NHS England's call to action which is aimed at all those with an interest in the future of the NHS. During September NHS England has worked with a small number of Clinical Commissioning Groups to pilot approaches to patient and public participation in the call to action.

Each of the pilot sites have had a mixture of support from their local partners (including local authorities, local Healthwatch, voluntary sector organisations and healthcare providers) in designing the initial conversations with their public and patients. Based on the feedback and learning from these pilots, a resource pack looking at approaches to patient and public participation for working on the call to action will then be made widely available to Clinical Commissioning Groups, local Healthwatch and to other local organisations.

In addition, NHS England will be running national events on key themes within the call to action for patients and the public. The first of these will focus on prevention and is likely to take place in early October. Details and invitations will be sent out widely including to local Healthwatch organisations through Healthwatch England. For more information please contactemma.easton@nhs.net

NICE to be consulted

The National Institute for Health and Care Excellence (NICE) has a series of public consultations into aspects of healthcare running this autumn - a great chance for people to get involved and give their input on services that affect them or their friends and families.

The list of consultations are:

- **Children and young people with cancer: quality standard consultation 06**
September - 10 October 2013
- **Metastatic spinal cord compression: quality standard consultation 11**
September - 09 October 2013
- **Osteoarthritis (update): guideline consultation 15**
August - 11 October 2013



For more details of how to get involved in these and other NICE consultations please visit <http://www.nice.org.uk/getinvolved/patientsandpublic/patientandpublichome.jsp> or phone +44 (0)845 003 7780

The road to rehabilitation

Have you been involved in trying to develop rehabilitation services as a provider, commissioner, third sector or community/patient representative? If so, the NHS Clinical Soft Intelligence Service would like to hear from you. Specifically Kaye Locke from their Improving Adult Rehabilitation Services Team said:

“If this reflects your experience, please help us to build up a picture of what has helped you to do this, and also, what have been the things that have got in the way. You can do this by completing the very short survey available here online until 13 October:
<http://nhs.us6.list-manage.com/track/click?u=1d6dfab31d8390aed327b4011&id=cb475f1b95&e=50cbc635e8>

Dates for your diary

10 October - **World Mental Health Day** event 9.30am - 12.30pm at St George’s Shopping Centre, Harrow.

11 October - **Carers Social Quiz** in the presence of Harrow Mayor Councillor Nana Asante (*pictured right*), St Peters Church, Sumner Road, West Harrow. Starting at 12.30pm, a chance for carers to socialise with each other and get information and advice on carer support. For more information please contact Allie Brice 020 8901 2680 allison.brice@harrow.gov.uk



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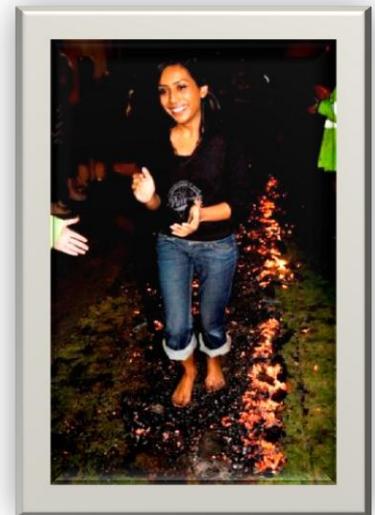
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15 October - 4 December - **Safeguarding Adults Courses** for social workers, care managers and community psychiatric nurses. Courses consist of: 15 October Risk Assessments - Assessing And Managing Risk; 16 October A Provider's Responsibilities within Pan London Procedures; 18 October Basic Awareness Refresher; 24 October Mental Capacity, Best Interest Decisions and Deprivation of Liberty Safeguards (DoLS) - Supporting Those Who Lack Capacity; 25 November Basic Awareness Refresher; 25 November Basic Awareness; 4 December Mental Capacity, Best Interest Decisions and DoLS - Supporting Those Who Lack Capacity. To book a place please contact "My Learning" on 023 8091 7956 or email LDharrow@capita.co.uk

16 October - **Harrow NHS and Council Dementia Workshop** - Harrow Arts Centre, 1pm-4pm. If you would like to book a place please contact Mary Weymouth, NHS Harrow mary.weymouth@nhs.net

21 October - **Come and talk to us** - Healthwatch Harrow in the reception area at Harrow Civic Centre from 9.30am to 12.30pm.

31 October - **Halloween Fire and Glass Walk** at Claremont High School, Claremont Avenue, Kenton in aid of St Luke's Hospice. Brave enough to walk across a bed of hot coals (*pictured right*) burning at 1200F?! Or composed enough to tackle a bed of broken glass?! You'll need to be trained in advance so visit <http://bit.ly/14proKR> or call Tim on 020 8382 8023. Don't try this at home!



2 November - **Harrow Asian Deaf Club Eid & Diwali Celebration**, 5.30pm-9.30pm at Bentley Day Centre, Uxbridge Road, Harrow. Asian buffet, fireworks, raffle, Bollywood entertainment and ethnic dress code. For information and tickets email hadc@hotmail.co.uk

28 November - **Transforming Primary Care in London - the Futures Summit**, central London, venue TBC. Up to 30 patients' representatives are being sought to join a round-table discussion with clinicians about accessible care, proactive care and co-ordinated care. This is part of a campaign to influence how London's primary care will be transformed, so being able to relay real-life patient experiences will be a vital part of the process. For a place and more details e-mail by 16 October to paula.loyd-knight@nhs.net

7 December - **Harrow Asian Deaf Club Christmas Party** 2pm-9.30pm Bentley Day Centre, Uxbridge Road, Harrow. Includes Christmas buffet, raffle, Father Christmas, children's entertainment and festive henna tattoos. For information and tickets email hadc@hotmail.co.uk

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