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… plus more!

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Healthwatch Harrow Update!

NHS Long Term Plan - Gathering Your Views

Healthwatch Harrow has recently completed some substantial engagement work around the NHS Long Term Plan, meeting with local people to understand their views, aspirations and concerns.

Feedback gathered will help to shape services

We held 3 focus groups during May - talking to over 60 residents about local services, understanding what works and what doesn’t and what is most important to people.

We heard a variety of views & focussed specifically on Learning Disabilities services in one session.

The feedback is currently being collated and compiled, along with feedback from sessions across North West London. We will be using our local feedback alongside the regional report to work with partners and see where some of the suggestions and changes can be implemented.

In addition to the focus groups, over 70 people completed surveys.

We would like to thank all those who took part in the engagement, and partners including Harrow Clinical Commissioning Group (CCG) for assisting with the events.

Engagement Reports

The local engagement reports are available now on the website.

Job Vacancy - Outreach Manager

We are currently looking to recruit an Outreach Manager. This is an exciting opportunity to engage with community groups, forums and hard to reach groups to identify key health and social care issues in Harrow.

Terms are 21 hours per week, £27,300 per annum (pro-rata) with 23 days annual leave.

Healthwatch aims to improve local services

Closing date for applications is 23rd July 2019. To find out more, visit the website.

Do You Use Hospital Transport Services?

Healthwatch Harrow wants to hear your views on hospital transport services. What works? What could be improved? Help to shape local services by sharing your views today! Contact the office:

020 3432 2889
info@healthwatchharrow.org.uk

Do You Use Hospital Transport Services?

Annual Report 2018/19

Our Annual Report has recently been published, containing details of Healthwatch Harrow activity over the last year.

It’s available now on the website, with hard copies on request.

More

Annual Report 2018/19

We can’t praise our key worker enough.

Join us today and have your say!

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Local Young People on Mental Health

Young people from Harrow have bravely shared their experiences of overcoming mental health challenges to a packed audience of 130 professionals at a Barnardo’s conference in North London.

Learning from young people’s experiences

Four young people from Harrow Horizons, a service run by Barnardo’s and commissioned by NHS Harrow CCG and Harrow Council, took part in the Barnardo’s Children and Young People’s Mental Health Conference on 2nd July.

Young attendee Shannon said: “I was really nervous as I’ve never spoken about myself in front of people before, but I think when I spoke about my experiences, it would have been helpful to some of the people in the room. I think it’s useful that adults can learn things from the conference.”

Dr Genevieve Small, Chair of Harrow CCG said: “It’s important that children and young people talk about their mental health and any issues they are facing.

Thank you to all our fantastic speakers from Harrow Horizons who spoke about their own mental health challenges that they have experienced in their daily lives.

Harrow Horizons provides confidential support for children and young people who need it most, and continues to make a valuable contribution to improving mental health in our borough.”

Digital Toolkit will ‘Help Transform’ Maternity

The NHS in North West London has launched a new digital toolkit to help other local NHS regions transform their maternity services.

This new toolkit follows work that London North West University Healthcare NHS Trust has been doing to improve the clinical outcomes and care experiences for local women and families.

They are pleased to announce that they are now ready to share learning and offer help to allow other NHS regions to adopt and adapt the improvements made for women and families nationwide.

‘Helping women and families nationwide’

The achievements include:

- Introducing more women to ‘continuity of care’ - meaning that women are assigned one dedicated midwife who acts as their first point of contact and provides continued care and support throughout their pregnancy, birth and the first few weeks of settling in with baby at home.

- The launch of the North West London Mum and Baby app - a personal guide for pregnancy, birth and beyond. A reduction in complicated births, shorter stays in hospital after giving birth and more women breastfeeding when leaving hospital.

- A collection of information booklets - for pregnancy, birth and the first few weeks of parenthood.

In late 2016, North West London were chosen as one of seven ‘Early Adopter’ sites across the country, receiving funding from NHS England to test a range of new and innovative ways of working as recommended in the National Maternity Review ‘Better Births’.

A copy of the toolkit is available now on the website.
New Software Set to Improve Imaging Services

Six NHS trusts in north west London have formed a new network to improve imaging services - including x-ray, MRI and CT scans - to enable better care for cancer, stroke and a wide range of other conditions.

The initiative involves a £5.7 million investment using ‘novel software technology’ that will allow clinicians across the network’s hospitals to share images and report on them rapidly. The new software is funded partly through the National Cancer Transformation Fund.

This development will support more partnership working, improving care for patients by speeding up reporting and decision-making and eliminating unnecessary duplication of scans. It is also expected to more than cover its investment through reduced duplication and image transfer costs.

The software enables greater partnership working

Mayors from the London boroughs of Brent, Ealing and Harrow officially opened the unit in Northwick Park Hospital which specialises in treating conditions affecting the body’s blood vessels.

Common vascular diseases include aneurysms, blood clots, deep vein thrombosis, stroke, varicose veins and limb ischemia where blocked arteries can lead to amputation.

The West London Vascular and Interventional Centre is the first dedicated treatment centre in west London with a catchment area covering Brent, Ealing, Harrow and Hillingdon - whose population collectively suffer higher-than-average levels of vascular disease.

New £1.5m Vascular Centre Opens

A new vascular centre responsible for looking after a population of more than one million people has opened its doors.

Dr Amrish Mehta, clinical director for imaging at Imperial College Healthcare and clinical co-director for the North West London Imaging Network said: “Health needs are changing and clinical knowledge is expanding. We need to make it easier and quicker for people to have a scan when they need one, to help with a diagnosis or to check on the impact of treatment. We also need to find smarter ways of responding to the growing demand for imaging services. Our new network is committed to working collaboratively to respond to these challenges and opportunities. This first step is a really important one.”

The £1.5m centre was funded by London North West Healthcare Charity.

Mental Health need not be a hidden condition.

Join us today and have your say!

“Mental Health need not be a hidden condition.”

Join us today and have your say!

“I got referred to see a specialist right away.”

Join us today and have your say!
Key Trends in Adult Social Care in England

The Kings Fund has outlined and analysed 20 key trends over the recent years.

The growth in support required by working-age adults is perhaps the single biggest trend. Data shows a consistent rise over the last decade in the number of working-age adults identifying themselves as having a disability. More working-age people are approaching local authorities for support, and more are getting it. And more working-age adults are claiming disability benefits.

A ‘significant amount of need’ is not being met

The trend in the level of need for older people is less straightforward. The data suggests that need for social care measured as the proportion of the population is stable, or even falling.

However, the numbers of older people have grown significantly (and are projected to increase more sharply in the coming decades).

There is also evidence that a significant amount of need among older people is not currently being met.

Together these three factors - rising disability among the working age population, growing numbers of older people and existing unmet need - suggest there are ‘significant challenges’ for our care and support system now and in the future.

Evidence from the NHS suggests this too, with sharp rises in the number of emergency admissions for patients aged 85 years or older and in admissions for patients with multiple health conditions. That in turn identifies a second theme - the underinvestment in preventive services.

A&E Patients Sepsis Video – A London First!

Parents whose children attend A&E with fever or a suspected infection are being shown a video on sepsis before being discharged.

Northwick Park is the first hospital in the country to make patients watch the four minute video so they can spot potential danger signs if their child’s condition worsens.

Warning signs for children with a fever include abnormal drowsiness, rapid breathing, a rash that doesn’t fade when you press it that and mottled pale skin.

Good communication on the ward is vital.

Join us today and have your say!

When booking online options are limited.

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Expanded Facilities at Honeypot Medical Centre

On Monday 10th June, Honeypot Medical Centre opened its doors to patients from its brand new purpose-built medical practice, on its original site in Honeypot Lane in Stanmore.

The newly built premises offer a greater number of clinical rooms, more modern and comfortable space and provides improved access with a new lift, enabling all patients to access consulting rooms.

New prescribing and referral suites have also been incorporated into the facility, along with additional disabled parking spaces.

Dr Meena Thakur, GP Partner at Honeypot Medical Centre said: “We are excited to welcome patients to the new look Honeypot Medical Centre and believe they will greatly benefit from our new modern facilities. We hope patients will find the clinical and waiting areas much more comfortable.”

‘One Stop’ Sexual Health Service Opens

Harrow Council Leader Councillor Graham Henson cut the ribbon to officially re-open a refurbished sexual health clinic in Harrow.

The Caryl Thomas Centre in Headstone Drive now offers a ‘one stop’ service for contraception and testing and treatment of sexually transmitted infections (STIs).

The refurbished building has doubled its previous capacity enabling staff to see up to 100 service users a day with shorter waiting times, extended opening hours, online services and access to a network of community support.

It is part of a wider programme of improvements across the London boroughs of Harrow, Brent and Ealing who have commissioned London North West University Healthcare NHS Trust and its partners to create a unified sexual health service called ‘One.’

Councillor Henson said: “Harrow’s previous sexual health service provided a range of fragmented sexual health services at various locations so I’m delighted we now have something that is fit for the 21st Century. It’s important we provide the best possible facilities for our residents”.

Latest CQC Inspection Reports

- Ashrey Care, 96 Carmelite Road, Harrow, HA3 5LS (Rated Good) 
- Harrow Carers, 376-378 Pinner Road, North Harrow, HA2 6DZ (Rated Good)
- Headstone Road Surgery, 107 Headstone Road, Harrow, HA1 1PG (Rated Requires Improvement)
- Right at Home Harrow, York House, Grimsdyke Road, Pinner, HA5 4PH (Rated Good)
- Sairam Villa Care Home, 116 Headstone Drive, Harrow, HA1 4UH (Rated Good)
- Stanmore Medical Centre, 85 Crowshott Avenue, HA7 1HS (Rated Requires Improvement)
- Senacare Ltd, 87 Station Road, North Harrow, HA2 7SW (Rated Good)
What do Patients ‘Really Think’ of the NHS?

In an article for the British Medical Journal, Paul Baker writes “As language experts, that was the question my colleague Gavin Brookes and I set out to answer when NHS England tasked us with making sense of comments that patients leave online.

It was no easy task – we collected a total of 228,000 comments from the NHS Choices website, coming in at a huge 29 million words. Our findings have now been published in the BMJ and as a book.

Using computer software to detect the most common uses of language, and then analysing certain types of comment in detail, we spent three years working on the data.

Surgeons are ‘almost universally praised’

It’s taught me more about what it means to be human than any other project I’ve worked with. It also reveals how some staff, such as surgeons, are almost universally praised, while others, particularly receptionists, unfairly take the flak when the system breaks down.

The language used reveals that patients like predictability – they have a set of expectations and are generally happy if they’re met. They appreciate fair play and ‘quietly monitor’ the order in which people in the waiting room are seen.”

Read the full article online.
Resources

Diabetes and Healthy Eating - A Guide

Introducing ‘Enjoy Food’ from Diabetes UK, their healthy eating resource for everyone - whether you have Type 1, Type 2 or another type of diabetes. It’s also relevant if you are newly-diagnosed or have been told you are at risk of diabetes.

You’ll find advice and tips on everything from healthy swaps, understanding food labels, how to cook healthier meals, meal planning and shopping on a budget.

If you’re in need of healthier mealtime inspiration, go to their recipe finder.

Visit the Diabetes UK website today.

Latest Newsletters

- Harrow Rethink Support Group - Newsletter, July 2019
- NHS North West London - @HealthierNWL, June 2019
- NICE - Public Involvement Update, July 2019

Please send us a link to your latest newsletter!

News Summary

- The latest news from London North West University Healthcare NHS Trust
- The latest news from Central and North West London NHS Foundation Trust
- “More staff not enough - NHS must also be best place to work” says new NHS people plan
- New NHS online support for Type 2 diabetes
- ‘NHS Skype doctors and nurses’ prevent thousands of avoidable hospital trips
- ‘A three month career break stopped me quitting social work’
- NHS hands 50,000 people control of their own care
- ‘We are fighting for funding’ - examples from social workers of the impact of care cuts
- NHS 111 prevents more than 12 million unnecessary A&E visits
- Does social work need to rethink what counts as evidence-based practice?
- Thousands more GP staff recruited across England
- NHS invests £5 million to improve care for people with a learning disability
- Amanda Pritchard appointed NHS’ Chief Operating Officer of NHS Improvement
- NHS England funds £2million to boost system-wide leadership development
- National Heroes Service: GPs told ‘our veterans need you’
- NHS rolls out staff retention scheme as part of the Long Term Plan
- Social work sector must embrace technology or risk being ‘left behind’
- England’s top midwife warns ‘tens of thousands’ still smoking during pregnancy
- Expected implementation date for DoLS replacement model announced by care minister
- Children’s hospices to receive £25 million a year as part of NHS Long Term Plan
- NHS sets out ‘care for young carers’ offer in GP surgeries
- Big drop in autism-specific training for staff carrying out Care Act assessments
- NHS survey says nine out of 10 patients have ‘confidence and trust’ in their GP
- Social Worker of the Year Awards 2019 open for entries
- Minister moves to dampen expectations of social care green paper after two-year delay
- New ways of working to free up doctors as part of the NHS Long Term Plan
Want to be part of Health and Social Care change?

Join our volunteer team!

Three reasons you should become a Healthwatch volunteer:

- Learn new skills
- Help your community
- Meet new people

What are you waiting for? We look forward to hearing from you:

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