

Pass it on...

Please forward this ebulletin to your friends, family and colleagues.

Healthwatch Harrow is the health and social care champion for local residents.

[Join now](#) and get involved!



Picture: Pinner Memorial Park in Spring

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... plus more!

➔ Social Care: Who Cares? Event on 27th April

The Healthwatch Harrow Forum is an opportunity for local people to come together, to share their views, thoughts and experiences, and to engage with the people who plan and run our services.

Join us on Thursday 27th April, to find out more about local social care services, have a chance to speak with professionals and ask questions, and to share your experiences, good and bad, about social care services or needs.



Our forum is about social care

The 'Social Care: Who Cares?' event will take place on 27th April, 1pm - 3pm at Harrow Baptist Church, College Road, Harrow, HA1 1BA.

To book, visit the website or get in touch. ➔ [More](#)

☎ 020 3432 2889

✉ info@healthwatchharrow.co.uk

➔ Recent Trends on Social Care

We decided to focus on social care, thanks to your feedback.

Local people say that information on social care is often lacking - it is not clear which services exist, how to get in touch, and how to find out about entitlements and benefits. When getting in touch, responses and call backs are not always timely, we hear. Join us at the event, and share your views.

“Weekend opening helps as I work long hours.”

Join us today and have your say!

➔ Healthwatch 10th Anniversary!

Healthwatch England writes “On 1st April 2013, Healthwatch was launched with one simple aim, to make sure NHS leaders and other decision-makers hear the care experiences of people in England and use your feedback to improve support.

Over the last decade, millions of people have shared their stories, good and bad, telling us what's working and what isn't regarding health and social care.

National Director Louise Ansari says “Over the last ten years, we've been able to help improve health and social care services. But nothing would have changed if local people had not spoken up about their care and services had not listened.



Healthwatch gives local people a voice

With NHS and social care services facing such big challenges, your feedback is more critical than ever. By sharing your experience, you can help professionals to put themselves in your shoes, to understand your reality and the issues that need tackling to improve care.” ➔ [More](#)

“Medication delay at Discharge.”

Join us today and have your say!

Locally, Healthwatch Harrow has received the feedback of over 10,000 people. We have reviewed all experiences, with almost 40,000 unique issues identified.

To find out what people think of health and social care services in Harrow, you can view our insight reports - available on the website. ➔ [More](#)

➔ Bowel Cancer Screening Awareness

Andrew Prentice, a Health Improvement Principal at St Marks Hospital writes "I would like to explain to you why it is so important to take part in the Bowel Cancer Screening Programme.

Bowel Cancer is the 3rd most common cancer effecting both men and women, and each year over 43,000 cases of bowel cancer are diagnosed and over 17,000 people die from bowel cancer each year.

Taking part in the screening programme reduces your risk of developing bowel cancer and also dying from the disease. But only about 50% - 60% of people invited take part, and the most common reason they don't take part is that they think 'well I haven't got symptoms, so I've got nothing to worry about'.



Please use your 'FIT' testing kit

It is important to remember that the screening programme is for people without symptoms. So, at the moment, everybody between the ages of 54 and 74 and who are registered with a GP is invited to take part in screening and they are sent a home testing kit every two years. This is going to lower over the next couple of years, so everybody from the age of 50 - 74 will be invited every two years.

For every one hundred people who do the test kit and send it back, 98 will not require further tests, but 2 will. It is important to remember that having a positive test result doesn't mean you necessarily have cancer. It could mean that the test has picked up blood in your stools from haemorrhoids, or what we call piles.

“Mental Health need not be a hidden condition.”

Join us today and have your say!

For every 100 people that require a colonoscopy, 5,000 will have returned their test kits - so that kind of puts it into perspective in terms of the numbers.

On results, around 13 (of the 100) will have a normal result, 25 will have minor findings, where blood has been detected, generally from haemorrhoids and again that doesn't require any treatment.



Cancer is more treatable, if detected earlier

But 53, that's over 50% will have 'adenomas' that have been detected and removed, that's over 50% of people who quite possibly have had cancer prevented. 9 will have cancer. Again, it is important to remember when cancer is detected through screening it is nearly always in the very early stages when it is highly curable.

“Physiotherapy helps me stay independent.”

Join us today and have your say!

The key message here is why it is so important to take part in screening, it can reduce your risk of cancer. So, if the invitation arrives with the FIT kit, please take part in screening and return your kit. You owe it to yourself to look after yourself!

For more information, please visit our website where there are a number of videos on the subject which have been translated into many of the languages spoken locally. Take a look!

If you belong to any local groups yourself and would like someone from the team here at St Mark's Bowel Cancer Screening to come and give a talk, please get in touch or visit our website." [➔ More](#)

[✉ andrewprentice@nhs.net](mailto:andrewprentice@nhs.net)

➔ Test Your Knowledge On Autism!

April is Autism Acceptance Month. It is an opportunity to think about how we can improve the life of an autistic person, and be more accepting towards people with autism.

Not everyone knows or has much of an understanding of what it might be like to be autistic, so why not take this quiz to test your knowledge and learn more about autism?



Test your knowledge and learn more!

The quiz has been published by Autism Together. The charity has also published an immersive video, filmed from a first-person perspective, aimed at giving the viewer an idea of what it might be like for an autistic person to experience the everyday noisy environment most of us take for granted. ➔ [More](#)

➔ North West London - Community Insight Reports

The local NHS writes "Our January and February community insight reports are available. They give a summary of what residents and communities are telling us in each of our eight boroughs.

We will take notice of residents' feedback and insights, passing them on to the relevant programmes, boroughs and services. In the near future, we will publish our first insight review, summarising what our communities have told us over the last few months and what we are doing as a result." ➔ [More](#)

“I got my referral for a scan within days.”

Join us today and have your say!

➔ 'Bright Future' for Harrow Horizons

Harrow Horizons, the emotional wellbeing service for children and young people, will be provided by the Anna Freud Centre from April.

The decision to appoint the Anna Freud Centre to run the Harrow Horizons service was made by the NHS NW London Integrated Care Board and Harrow Council, with representation from the voluntary sector and young people, following a successful tender.

The service will continue to offer help and support to children in Harrow aged up to 18, as well as people aged up to 25 with special educational needs (SEN). Those already receiving support from Harrow Horizons will be contacted about the change.

The service provides a range of accessible and engaging 'evidence based' activity and therapeutic support to meet the emotional wellbeing and mental health needs of children, young people and their families/carers.



Supporting local children and young people

Peter Tolley, Director of Children's Services, said "We are pleased to announce The Anna Freud Centre has been awarded this contract. We look forward to working together to offer much needed help and support to children and young people living in Harrow"

Isha Coombes, NHS NW London, Harrow Borough Director, said "It's great to have the opportunity to work with The Anna Freud Centre to deliver this important service.

The partnership will allow us to build on the work we have been doing over the past five years through the Harrow Horizons Service, to make a really positive difference to the lives of children and young people."

Find out more in the full article. ➔ [More](#)

➔ Parents Urged to Get Children Immunised

Parents across London are being urged to ensure their children are up to date with their routine immunisations, particularly for mumps, measles and rubella (MMR) and polio.

With low vaccination rates for MMR in some parts of the capital, there are concerns about the increased risk of an outbreak of measles, mumps or rubella (German measles), which could lead to serious illnesses including meningitis and pneumonia.



A high level of uptake 'is essential'

Vaccination rates have fallen in London, in part as a result of the pandemic and lockdowns which led to missed appointments. A high level of vaccine uptake is essential to keep everyone safe by reducing the spread of disease and risk of larger outbreaks which could severely affect children's health.

“Not everybody can use a computer.”

Join us today and have your say!

Some children may have missed their routine vaccinations over the last few years, increasing the risk of preventable diseases, but it's not too late to catch up. The NHS is urging parents to make an appointment with their GP as soon as possible.

The NHS is also working closely with schools, GPs & community groups for their support in encouraging the take-up of immunisations, particularly among communities where vaccination levels are lower than average. Parents should check their child's health record (red book) to see if they are up to date on all their routine immunisations. ➔ [More](#)

➔ Specialist Palliative Care Review

The local NHS writes “It is widely recognised that when caring for someone in the last year of their life, we have only one chance to get it right.

Local people across North West London are to be asked what is important to them as the NHS and its partners look to develop a community-based specialist palliative care service that delivers high quality care and excellent patient experience.

Palliative care in general is the care and support given to individuals with advanced, progressive, and/or incurable conditions (such as cancer, heart failure and lung disease).

Our aim is to provide these individuals and their families with the best possible quality of life we can, managing pain and other symptoms in the last weeks, months or years of their lives.



'The best care' at the end of life

By community based specialist palliative care, we are referring to settings where specialist care is delivered that is not within a hospital or from a GP surgery.

Examples include hospice beds, community specialist palliative care nursing team, hospice day and outpatient services, hospice@home (in the patient's own home).”

To find out more about the review, and how to get involved, visit the website. ➔ [More](#)

“The community midwife was fantastic!”

Join us today and have your say!

➔ Improvements to Oral Health in Care Homes

The CQC (Care Quality Commission) writes “We have found that care homes have made improvements to the way they look after oral health.

Oral health enhances quality of life and helps make sure people can eat, drink, take medication and stay healthy.

Our 2019 Smiling matters report found that steps were often not being taken to make sure people got the oral health care they need to make sure that they are pain-free and that their dignity was respected.

We also found that joined-up practice between care homes and dentists was uncommon and people often found it difficult to access routine NHS dental care.



Oral health is important in maintaining dignity

Our follow-up review found that care homes are much more aware of guidance, and that more progress has been made on the number of care plans that fully cover oral health.

But we remain concerned that people living in care homes are missing out on vital care from dental practitioners - both at the right time and in the right place.

Care home providers also told us that not enough dentists were able or willing to visit care homes to treat people who may be less mobile.” ➔ [More](#)

“I found the assessment too complicated.”

Join us today and have your say!

➔ 6-Week Postnatal Checks are 'Failing New Mothers'

Healthwatch England writes “We have recently warned that six-week postnatal checks - required of GPs in England - are failing many new mothers.

As part of our review of maternal mental health care, we have analysed experiences of pregnancy and post-natal care shared by 2,693 new mothers and birthing parents since April 2020. Whilst the survey participants were self-selected, their views are likely to reflect those of a significant group of recently pregnant people.



Mental health is not adequately discussed

The analysis suggests that not all GP practices comply with the requirement to provide six to eight-week postnatal checks. And where those checks take place, it is not clear that GP practices are aware of NICE guidance which tells them in detail how to spot mental health problems and give help.

“The diabetes nurse was full of useful advice!”

Join us today and have your say!

Over one in 10 (16%) of new mothers and birthing parents who shared their experiences said they hadn't received the six to eight-week check. Of those who said they had been offered the postnatal check, only one in five, 22%, were satisfied with the time their GP spent talking to them about their mental health.

Nearly half, 44%, of respondents felt that the GP did not spend enough time talking to them about their mental health, while a third, 30%, said that their GP didn't mention this during the check. Find out more now, in the full report.” ➔ [More](#)

➔ Virtual Wards Offer 'Online Care'

London North West University Healthcare NHS Trust (LNWT) writes "We have opened our fourth 'virtual ward' (VW) in response to Government calls for more patients to be treated at home.

One-in-four hospital patients has diabetes as an underlying condition and the diabetes VW focuses on discharging them as safely and early as possible.

Diabetes patients spent an average of two extra days in hospital but could be discharged into a VW where their condition is remotely managed by diabetes specialist nurses via an app. North-West London has a high national prevalence of diabetes affecting around 168,000 people.



Some conditions can be 'remotely managed'

Diabetes Nurse Consultant Sharon McCarthy said "The majority of people don't want to stay in hospital any longer than they have to so we provide the support to make it happen. The best place for these patients is home and, if they do need to come in, they are referred straight to the diabetes centre rather than A&E". [➔ More](#)

➔ Harrow Borough Based Partnership

The Harrow Borough Based Partnership brings together health, social care, wider local authority services and Harrow's voluntary and community sector, working alongside local communities to help the people of Harrow thrive; aspiring to improve health & wellbeing and reduce inequalities. [➔ More](#)

"I want a named social worker."

Join us today and have your say!

➔ Orthopaedic 'Centre of Excellence' Approved

A proposal to bring together most routine inpatient orthopaedic surgery in North West London in a new centre of excellence at Central Middlesex Hospital has been approved by NHS North West London, the sector's integrated care board. The proposal incorporates feedback from a 13-week public consultation that closed earlier this year involving almost 2,000 people.



A new 'centre of excellence' for local patients

North West London Acute Provider Collaborative, made up of the sector's four acute NHS trusts, developed the proposal to improve quality and reduce long waiting times, primarily for hip and knee replacements.

Patients referred to any hospital in North West London for routine inpatient orthopaedic surgery who are generally in good health will have their surgery in the new 'elective orthopaedic centre' once opened. Over 4,000 patients a year are expected to have their surgery at the new centre.

End-to-end care for patients who have their operation at the new centre will continue to be the responsibility of the surgical team at their 'home orthopaedic hospital', with outpatient care provided locally or online. Patients will only need to travel to Central Middlesex for their operation.

Their 'home orthopaedic hospital' surgeons will carry out the operation at the elective orthopaedic centre with the support of a permanent, specialist team.

Door-to-door transport to and from the new centre will be provided for patients who are unable to travel independently.

Find our more online. [➔ More](#)

➤ Introducing Harrow Cove Drop-In

The Harrow Cove Drop-In is a safe space for residents of Harrow aged 16 or over, who are struggling to cope with their mental health.

Drop in at Carramea Community Resource Centre, 27 Northolt Road, Harrow, HA2 0LH. No appointment is needed. Opening times are 2.00pm - 10.00pm, 7 days a week.



Supporting people with their mental health

What is on offer?

They provide advice, information and signposting, one-to-one support, peer support, group activities including arts and crafts, mindfulness, meditation, social and lunch club, a hot drink and a snack!

It's also an opportunity to develop a safety plan to look after your mental health in the future.

To find out more:

☎ 07407 305206 or ✉ BH.Cove@hestia.org

“A lovely experience at maternity.”

Join us today and have your say!

➤ New Resource from Harrow Memory Service

The Harrow Memory Service has developed a new resource pack for patients and carers. The pack includes local and national resources for people with dementia, including information on living well with dementia, NHS and social services in Harrow, carer support and other useful resources. ➤ [More](#)

➤ Calling All Young People!

Central and North West London NHS Foundation Trust (CNWL) writes “We’re setting up a forum just for young people - and we need your help.

We want to hear about your experiences of CAMHS (Child and Adolescent Mental Health Services), find out what’s going on in your local area, and get your advice on new developments”. Visit the website now to find out more. ➤ [More](#)

➤ Need Help to Make an NHS Complaint?

Local support service, Advocacy First writes “If you are unhappy with the service you have received from the NHS, an advocate can help you to make a complaint.



A complaints advocate can help!

Our advocates are independent from the NHS and provide a free, confidential service to help you with the complaints process.

Our advocates will listen to you, help you understand the complaints process, explore the options available to you, support you with the complaints letter and support you at any meetings about your complaint.”

To find out more, get in touch:

☎ 020 3948 0597

✉ advocacy@communityconnex.co.uk

“Parking at the hospital can be a challenge.”

Join us today and have your say!

➔ Cost of Living Guide

With cost of living pressures affecting millions of people, website 'Money Saving Expert' has compiled a comprehensive guide, on ways to save money, and possibly top-up on your entitlements and benefits.

Topics include heating and fuel, pensions, minimum wage, repair cafes, broadband and mobile, bank accounts, free or reduced cost meals, 'period poverty' and much more.

As well as tips and advice, the website includes stories and experiences.



Could you be saving money?

The resource is available now. ➔ [More](#)

Latest Newsletters

- ➔ Harrow Council - Harrow People Newsletters ➔ [More](#)
- ➔ Harrow Rethink Support Group - Newsletter, March 2023 ➔ [More](#)
- ➔ London North West University Healthcare NHS Trust - Our Trust Newsletters ➔ [More](#)

News Summary

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- ➔ The latest from the Recovery News Channel ➔ [More](#)
- ➔ NHS launches photograph competition to celebrate 75 years of NHS staff and volunteers ➔ [More](#)
- ➔ Life-saving NHS test helping to diagnose thousands with cancer-causing syndrome ➔ [More](#)
- ➔ 'World-leading' NHS virtual wards treat 100,000 patients in a year ➔ [More](#)
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- ➔ Norovirus cases up 50% as NHS pressure significant ➔ [More](#)
- ➔ NHS launches spring covid jab campaign for five million most vulnerable people ➔ [More](#)
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- ➔ Social work leaders come together to tackle mounting workforce issues ➔ [More](#)



Social care. Who cares?

Are the social care needs of people in Harrow being met?

Join our forum to hear answers to your questions.

Thursday 27 April
1pm to 3pm

Harrow Baptist Church
College Road
HA1 1BA

Please email any questions in advance to info@healthwatchharrow.co.uk to ensure the key issues are discussed. There will also be the option to ask questions on the day.

**Click here to book your place
at the forum.**

www.healthwatchharrow.co.uk