

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: Harrow Station at Night

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... plus more!

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Available in additional formats

Contact Us

➔ Our Report on Community Pharmacies

During Autumn 2022, 69 local people completed our survey on community pharmacies.

A 'community pharmacy' is typically a service not in a clinical setting (such as a hospital) and widely includes local services in high streets, supermarkets and other community spaces.



Around 70 people completed our survey

We asked questions around access, medical and clinical advice, which services are currently utilised and preference for additional services. Participants also had the opportunity to share their general views and experiences.

We found a clear majority of respondents (91%) live within walking distance of a community pharmacy, however just a fifth (20%) say they know how to access out-of-hours (late night) pharmacy services. Two thirds of respondents (67%) trust their pharmacist to give advice on medical issues.

Staff are commented to be helpful, with telephone access, delivery services and extended opening hours appreciated. While a majority of respondents are happy to access advice, others doubt levels of training and qualifications, with staff turnover (limited continuity) and lack of privacy in-store also said to reduce confidence in asking questions. It is felt that pharmacies could 'do more' to help relieve pressure on GPs.

Read more in our full report, available now on the website. Paper copies on request. ➔ [More](#)

“The telephone just rings and rings.”

Join us today and have your say!

➔ London Ambulance Service Survey

If you have used the London Ambulance Service (LAS) in the last two years, please tell us about your experience. What was good about the service provided, and what could have worked better?

Do you have any thoughts on how the LAS can work more effectively with other services (such as hospitals)?

Your answers will help London Ambulance Service to improve the way they work.



Improving the LAS and NHS in London

Share your views by 20th January 2023. ➔ [More](#)

“The diabetes nurse was full of useful advice!”

Join us today and have your say!

➔ Recent Trends

Online booking systems, such as 'PATCHS' which is used widely by GP practices in Harrow are helping to get more patients seen quicker.

While convenient and 'straightforward' for some, other patients say the forms are complicated, contain too many - including 'irrelevant' questions, not always easy to find on the website, and can give misleading or inaccurate information. Having to remember passwords can be a challenge.

Help us to improve online systems, by telling us about your experiences, good and bad. All views are welcome!

➔ Boost Your Immunity This Winter!

The 'Boost your Immunity this Winter' campaign highlights the importance of the flu vaccine and the COVID-19 vaccine programmes in helping to stop the spread of flu and COVID-19, and reducing hospital-related admissions for both.

This is particularly important at this time when the health service is under severe strain.

The message is clear - if you're eligible for either the flu vaccine, COVID-19 vaccine, or both, boost your immunity this winter and take up the offer when invited.



Getting your vaccine is 'as important as ever'

If you are eligible you should hear from your GP, you can also find out more in the latest news article from the NHS. ➔ [More](#)

➔ The Coves - Mental Health Support

The Coves is a community-based crisis alternative service, provided by Hestia on behalf of Central and North West London NHS Foundation Trust (CNWL), offering non-clinical support to individuals experiencing a crisis or mental distress, following assessment by the CNWL services.

It offers urgent appointments to make sure each person gets dedicated time and support. The Harrow Cove is open access. This means anyone (16+) in the borough can just turn up without an appointment between 2pm to 10pm (Monday to Sunday). ➔ [More](#)

“I want a named social worker.”

Join us today and have your say!

➔ Taking Care of Yourself - Top Tips!

Central and North West London NHS Foundation Trust (CNWL) writes "Taking and making time for yourself can be tricky when we have many competing priorities and busy working lives. Here are a few ideas for how to figure out what 'carving out time for self-care' looks like for you and how you might do it at work.



Which activities do you benefit from most?

Consider your needs. What selfcare activities do you benefit from the most? More time in nature? Time with others? Exercise? Good food? We all need something slightly different to thrive. Once you have identified yours, think about how you can work it in to your journey to work or lunchbreak.

Can you introduce some simple relaxation exercises to a daily meeting? Or plan yours for just before or just after the meeting; adding new habits on to old ones makes it easier to build it in to your routine. Could the meeting you're going to be a walking or standing meeting? Or coffee and cake meeting? Think about what you and the person you're meeting would benefit from.

10 mins is better than 0 mins. Can you give one of the many apps a try that have 10-minute mindfulness, relaxation or workout programmes? ➔ [More](#)

➔ Maternal Mental Health Survey

Healthwatch England writes "If you have given birth since April 2020, we want to hear about your experience of mental health support throughout your maternity journey. Please give feedback and help us improve mental health support for new parents. This will only take five minutes of your time.

If you have had a miscarriage, experienced fertility issues that have impacted your mental health, or are a partner of someone who has given birth, we'd like to hear about your experience". ➔ [More](#)

➔ An Opportunity to Help the RNOH

The Royal National Orthopaedic Hospital (RNOH) Patient Group is looking to expand its membership.

They are an independent group of current or former patients, relatives, carers and interested members of the public who work in partnership with the RNOH Trust as a critical friend to provide a lay perspective on Trust services.



An opportunity to help shape the service

They meet regularly on the hospital site in Stanmore and the group's activities include undertaking regular ward and department visits; preparing reports of visits; attending committees; reviewing patient literature and assisting with audits and inspections

If you would be interested in learning more please contact the Chair, Mrs Pat Jones. All enquiries are welcome.

✉ pat.jones1@nhs.net

“Popping to the chemist did the trick!”

Join us today and have your say!

➔ 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. ➔ [More](#)

➔ Who I Am Matters - Report by the CQC

The CQC (Care Quality Commission) writes “Recently we have published a report on the hospital experiences of people with a learning disability or autism.

During February and March 2022, we visited eight hospitals in England which found that although there were pockets of good practice, people with a learning disability or autism are still not being given the quality of care and treatment they have a right to expect when they go to hospital.

Our report ‘Who I am Matters’ shines a light on the impact these failings have on people and their families.



‘All staff’ should have the training and skills

People told us they found it difficult to access care because there were no reasonable adjustments.

There is no ‘one-size-fits-all’ solution for communication. Providers need to make sure that staff have the tools and skills to enable them to communicate effectively to meet individual needs.

People are not being fully involved in their care and treatment. In many cases, this is because there is not enough listening, communication & involvement.

Specialist practitioners and teams cannot hold sole responsibility for improving people’s experiences of care. Providers must make sure that all staff have up-to-date training and the right skills”. ➔ [More](#)

“We need a single point of access.”

Join us today and have your say!

➔ Do You Have a Persistent Cough?

While we think of coughs as troublesome, they're actually your body's way of protecting your airways, getting rid of foreign bodies including germs.

Coughs lasting under three weeks are most commonly down to viral infections but when should you seek medical help?

As many as one in five of us have a persistent cough, which usually doesn't have a serious cause but can be exhausting - especially if it stops us sleeping.

The time your cough lasts is important because chronic coughs usually have different causes (and treatments) to others. Coughs lasting less than three weeks can often be dealt with by self-help remedies from your pharmacist



See your doctor if your cough persists

See your doctor if your cough persists for more than three weeks or you get other symptoms such as shortness of breath, chest pain or coughing up blood. Likewise, if you have a long-term condition such as asthma or other chest problems, you need to contact your doctor if the cough has made these symptoms worse. ➔ [More](#)

➔ Childhood Vaccinations

You want to do what is best for your child. You know about the importance of car seats, stair gates and other ways to keep them safe.

However, did you know that one of the best ways to protect them is to make sure that they have all of their vaccinations?

Vaccination can save your child's life, they are very safe and effective, and immunisation protects others you care about. ➔ [More](#)

➔ The 'Pressing Need' for Blood Donors

Many people simply would not be alive today if someone hadn't generously donated their blood. This simple gift is a lifeline in an emergency.

Over 6,000 blood donations every day are required to treat patients across England, which is why there's always a need for people to give blood. There's a particular requirement for more people from black, asian and minority ethnic communities to donate so that there is a supply of certain blood types.



The process takes less than an hour

Around 200,000 new donors are needed every year to replace those no longer able to donate. Most people over 17 can give blood and each donation can improve or save up to three lives. It's not painful in the slightest and there are plenty of free biscuits on offer, too!

Giving blood takes less than an hour, with the donation itself taking only 5-10 minutes. Making a donation for a person in need is likely to make you feel good as well. ➔ [More](#)

The features on this page have been provided by Enderley Road Patients' Association (ERPA).

ERPA is the 'voice of patients' at Enderley Road Medical Centre and all registered patients are automatically members. To find out more about how to get involved, please do get in touch:

✉ erpanews@gmail.com

“ Good communication on the ward is vital. ”

Join us today and have your say!

➔ LAS Awarded the NHS 111 Contract

The local NHS writes “The LAS has been awarded a three-year contract to provide the NHS 111 service to the two million people who live in North West London, as of Thursday 17th November 2022.

The LAS will also take on responsibility for running the North West London Clinical Assessment Service (CAS) which helps us decide where patients who call-in would be best cared for.



Providing the ‘best possible care’ for residents

The awarding of the contract marks an important step forward in our plans to bring alignment and integration of 111 and 999 pathways and making sure we provide the best possible care to North West London residents using the service.

The way 111 and CAS works with other parts of our NHS health care family, primary care, community and mental health will be key as we develop a fully integrated service that allows us to direct people first time to the most appropriate place for their care.

The new contract has been awarded to LAS and as a North West London Alliance, will be subcontracting to the Practice Plus Group (PPG) and London Central and West Unscheduled Care Collaborative (LCW) who will provide part of the service.

The contract has been awarded for three years with the option to extend for a further two”. To find out more, get in touch:

✉ a.pike@nhs.net

What is NHS 111?

To find out more about NHS 111 - when you should use it, and what it can provide, visit the official website. ➔ [More](#)

➔ Young Adult Community Navigator Service

Central and North West London NHS Foundation Trust (CNWL) writes “We have recently launched Young Adult Community Navigation services in partnership with organisations from the third sector. This provides emotional and practical support to improve the mental health and wellbeing of young adults aged 16-25.

Our newly appointed Community Navigators work with young adults to offer an individually tailored service to meet their needs. They take a holistic, non-clinical approach and support young adults with their goals, including offering help with wellbeing, benefits, housing, employment, education and access to local services.



Holistic support for local young adults

The service is provided by voluntary, community and social enterprise organisations, and supported by CNWL”. Find out more, including how to make a referral, in the full article. ➔ [More](#)

➔ Primary Care Frailty Service

Harrow Health CIC has been awarded the contract to deliver Harrow’s new enhanced primary care frailty services for the next three years. The new service will ‘transform’ the support for the frail population to ensure they receive a ‘wrap-around service by joining up care across all settings with a strong interface with primary care’. To find out more:

✉ a.pike@nhs.net

“ I need to be recognised as a carer. ”

Join us today and have your say!

➔ What is Intermediate Care?

Intermediate care services are NHS and local authority services that provide support for a short time to help you recover from illness and increase your independence.

This support could include support to settle at home after a spell in hospital, rehabilitation and/or reablement which enables you to do more things on your own.

This support is provided by a team of people who will work with you to achieve what you want to be able to do.

The team will work to help you remain at home when you start to find things more difficult; recover after a fall, an acute illness or an operation; avoid going into hospital unnecessarily; return home more quickly after a hospital stay.



Helping 'to increase independence'

This short-term support is free, although longer term needs will be assessed and may ultimately be chargeable.

If you are a carer or patient and have been discharged from hospital recently, and are receiving therapy or ongoing care, the service would like to hear about your experiences. You can be a part of the change for better care and better longer-term health and wellbeing. Please do get in touch:

✉ Harrow.Collaborating@nhs.net

“I can't go shopping without support.”

Join us today and have your say!

➔ Your Views on Improving Orthopaedic Surgery?

Patients and local people across North West London are being asked for their views on a proposal to create a centre of excellence for inpatient orthopaedic surgery at Central Middlesex Hospital, Park Royal.

The four acute NHS trusts in North West London would like to bring together most of their routine, inpatient orthopaedic surgery - primarily hip and knee replacements - completely separated from emergency care services.



There should be 'less chance' of cancellations

This would mean that patients would have faster and fairer access to surgery, care would be of a consistently high quality, benefitting from latest best practice and research as well as clinical teams highly skilled in their procedures.

“Receptionists do a difficult job.”

Join us today and have your say!

Care would be provided more efficiently so that more patients could be treated at a lower cost per operation.

Patients would also have better outcomes and experience, with much less chance of having their operation postponed.

A consultation began on 19th October 2022 and will run until 20th January 2023. ➔ [More](#)

Find out more in the official news release. ➔ [More](#)

➤ Warm Hubs from Help Harrow

Local organisation Help Harrow writes "The addition of Warm Hubs across the borough would make a significant difference for the residents of Harrow struggling with high energy bills.

The Warm Hubs will become important spaces within the community, increasing the community resilience within Harrow and allowing for those residents struggling to be connected to support and enabled to assist themselves to get through the winter.



Many people are struggling with high bills

The hubs will become important places to connect local residents together, helping with their mental health and wellness at a time that many will be struggling with the cost of living crisis, social isolation and loneliness".

Find out more about the project online. ➤ [More](#)

➤ Sangat Centre - Warm Bank

The Sangat Centre writes "In order to overcome the immediate impact of the cost-of-living crisis we are opening our doors to provide a safe and warm place this winter.

We offer tea and coffee throughout the day, a hot lunch between 12.00pm and 2.00pm and give energy advice and directly support people who might otherwise miss out on income support measures.

It's accessible for disabled people with free use of the iPad.

Opening hours are 10.00am - 4.00pm, Monday to Friday.

Sangat Centre, Sancroft Road, Harrow, HA3 7NS. You can call us on 020 8427 0659.

➤ Glaucoma Awareness

Robyn Asprey, Development Manager at Glaucoma UK writes "Between 2015 and 2035, the number of people living with glaucoma in the UK is expected to increase by 44%. With an ageing population and modern technology making earlier detection possible, more and more of us will find ourselves affected by glaucoma.

If you are living with or have recently been diagnosed with glaucoma you are not alone and Glaucoma UK are here to help you.

Glaucoma is a complicated disease. Put simply, it is a group of eye diseases that damage the optic nerve, usually because there is high pressure in the eye. Most people experience no symptoms in the early stages because usually, glaucoma affects your off-centre, or peripheral vision first.



Book regular eye tests

Often the only way to know if you have it is to have regular eye tests.

Being diagnosed with glaucoma might be unexpected and frightening but Glaucoma UK will give you all the information, advice and support you need to feel confident in your glaucoma journey.

Book your eye test today, even if you are not worried about your vision now, it may save your vision in the future. For more information on glaucoma, visit our website glaucoma.uk or call our helpline between 9.30am and 5.00pm on 01233 648170". ➤ [More](#)

“Getting physiotherapy has been a big help.”

Join us today and have your say!

➔ Keeping Well This Winter - Tips from Age UK

This winter might be even tougher than usual, but there are lots of practical things you can do to look after yourself.

Age UK has compiled an online resource, containing information, advice and tips - on topics including maintaining your mental and emotional wellbeing, managing your money, how to access booster jabs, looking after each other and staying well in colder weather.

The page also includes videos and downloads.



Helping you to keep well this winter

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

Latest Newsletters

- ➔ Harrow Council - Harrow People Newsletters ➔ [More](#)
- ➔ Harrow Rethink Support Group - Newsletter, November 2022 ➔ [More](#)
- ➔ Harrow Carers - Newsletter, October/November 2022 ➔ [More](#)
- ➔ London North West Healthcare NHS Trust - Our Trust Newsletters ➔ [More](#)

News Summary

- ➔ The latest news from London North West University Healthcare NHS Trust ➔ [More](#)
- ➔ The latest news from Central and North West London NHS Foundation Trust ➔ [More](#)
- ➔ The latest from the Recovery News Channel ➔ [More](#)
- ➔ Over 65s are concealing their accidents to avoid being a burden, study finds ➔ [More](#)
- ➔ NHS fast tracks life-extending prostate cancer drug to patients ➔ [More](#)
- ➔ Emergency funding is urgent for adult social care, says London Councils ➔ [More](#)
- ➔ Living with dementia virtual reality programme wins national award ➔ [More](#)
- ➔ NHS offers second monkeypox jab to everyone eligible ➔ [More](#)
- ➔ World's first drug to delay diabetes development has been approved ➔ [More](#)
- ➔ Dates have been announced for nurses 'biggest walk out in history' ➔ [More](#)
- ➔ Hundreds of beds taken up by flu patients every day ahead of winter ➔ [More](#)
- ➔ Parents of under-fives and pregnant women reminded of flu eligibility as hospitalisations rise ➔ [More](#)
- ➔ 1 in 5 patients with rheumatoid arthritis went undiagnosed during pandemic, study finds ➔ [More](#)
- ➔ NHS launches NHS 111 online campaign ahead of winter ➔ [More](#)
- ➔ Therapy campaign launched to improve health and ease loneliness ➔ [More](#)
- ➔ NHS delivers 15 million COVID-19 boosters ➔ [More](#)
- ➔ Dramatic drop in care vacancies urges the government to launch recruitment campaign ➔ [More](#)
- ➔ NHS gives GP teams direct access to tests to speed up cancer diagnosis ➔ [More](#)
- ➔ QC urges government to fund better pay for care staff to tackle 'gridlocked' system ➔ [More](#)
- ➔ NHS catching more cancers earlier than ever before ➔ [More](#)
- ➔ NHS strikes deal for potentially life-saving breast cancer drug ➔ [More](#)
- ➔ Average care worker earns less than over 80% of wider workforce ➔ [More](#)
- ➔ People with learning disabilities 'not always protected from abuse' - CQC ➔ [More](#)
- ➔ Care sector 'unsustainable' without more support, warn providers ➔ [More](#)
- ➔ NHS rolls out new electric vehicles to help patients and the planet ➔ [More](#)
- ➔ NHS set to boost GP workforce ahead of winter ➔ [More](#)

HOW ARE YOU?

In our adult years, the lifestyle choices we make can dramatically increase our chances of becoming ill later in life.

Making small changes now can improve your health right away and double your chances of staying healthy as you get older. It's never too late to start.

Talk to your doctor or nurse about your health today.

BECAUSE THERE'S ONLY
ONE YOU