

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: Canons Park Garden Temple

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➔ The Patient's Voice

Healthwatch Harrow will like to encourage residents to get involved with any groups that capture their experiences and any opportunities to feedback on health and social care services.

Providers of health and social care make efforts to consult with users periodically so that they co-produce new strategies and services and also make appropriate changes to improve the experience of residents.



Improvements are driven by feedback

Healthwatch Harrow are here to listen and make sure your views on local health and social care services are heard at borough level and fed back to commissioners, providers and regulators.

Your stories and feedback provide rich data which shows trends within the borough. The trends form intelligence which drives change. Feedback is anonymized and therefore your privacy is protected.

Our work is made possible by funding provided by the local authority from the Department of Health. In the present economic environment funding levels have not kept up with rising costs. It is important to work smartly to generate more information with existing resources.

In spite of stretched budgets there is a lot of information gathered by a variety of stakeholders. Without these stories and experiences, we would not be able to recognise local trends. We would also like to know how reduced funding is affecting service provision in statutory as well as voluntary sectors. We want to hear from providers too.

We are appealing to groups and individuals in Harrow to share the experiences that residents are having so that we can have a collective view of the effectiveness of health and social care provision. The intelligence derived from your feedback helps influence change in our communities.

➔ GP Access - What Have Local People Said?

Over the last year, we have collected the views of 1,076 local people, about GP services.

According to feedback, there are sustained and long term improvements on access. People are finding it easier to book appointments, and are waiting less, compared with this time last year.

Improvements in Online Access

There has been encouraging feedback about online systems.

'I made an appointment through PATCHS, the practice responded very quickly. It was just half an hour before I received a message which informed me that an appointment had been arranged for me. On the same day the doctor called.'



Patients are finding it easier, to book online

Telephone Issues Continue...

At the same time however, we have not detected improvements in telephone access.

'Both myself and my partner cannot get through to book an appointment over the phone. It's extremely frustrating and disheartening when you wait close to an hour for someone to pick up.'

While welcoming the overall improvements, there is certainly work to be done, to accommodate patients who, for whatever reason - rely on their phone.

“The phone is engaged constantly!”

Join us today and have your say!

➔ Introducing Talking Therapy

The NHS is encouraging anyone struggling with feelings of depression or anxiety to seek help through the free, confidential service, NHS Talking Therapies.

Talking therapies are delivered by trained clinicians, online, on the phone, or in person. They can help provide responsive, evidence-based interventions and support for common mental health problems such as anxiety, depression, stress, nightmares, panic attacks and obsessive thoughts.

Your GP can refer you, or you can refer yourself, you do not need to have a diagnosed mental health problem to do this. These services are available in all North West London boroughs, so you can find services near you.



Support that is built around you

Talking therapies are provided by two of our Trusts in North West London - West London NHS Trust and Central and North West London NHS Foundation Trust. To find out more and access the right service for you, visit the 'talk2us' website. ➔ [More](#)

More than two thirds of people who accessed help for their anxiety or depression saw an improvement in their mental health.

Comments include 'I was offered different tools to work with that helped with managing a stressful situation. I managed to take the concepts and tools and can use them in my daily life' and 'I feel more hopeful, having this service meant that I feel I'm not alone and my mental health matters.' ➔ [More](#)

“Our dentist explained all the costs.”

Join us today and have your say!

➔ Share for Better Care

Healthwatch England writes “Last year, Healthwatch received nearly 400,000 experiences of health and social care.

When services are under pressure, feedback on care can be crucial to identify what is working and what issues need fixing.



Healthwatch aims to improve services

But not everyone's voice is being heard. 'Share for Better Care' aims to help more people give feedback about their care, especially if their community experiences poor health outcomes.

“Hospital letter arrived late, again.”

Join us today and have your say!

The simple act of sharing feedback is already helping to improve care for the people who use it. We want people to know that their feedback, no matter how small, has the power to transform health and social care across the country.

Together we can improve health and care, but we can only make a difference if we know about your experience.

Please share your experience and help us make NHS decision-makers aware of what needs to change to improve access to care, for everyone.

We're completely independent and impartial, and anything you say is confidential." ➔ [More](#)

Remember, all feedback matters!

➔ Start Well - Public Consultation

The local NHS writes “There are just a few weeks left to share your views on proposed changes to how and where maternity, neonatal, and children’s surgical services could be provided in North Central London.

This could impact some pregnant women and people living in Harrow who choose to give birth at the Royal Free Hospital, Whittington Hospital or Edgware Birth Centre.



Helping children to start well

These proposals aim to improve access, experience and outcomes for pregnant women and people and their babies, and have been developed by NHS doctors, midwives, nurses, and other health professionals, working together with families with experience of these services. Hundreds of staff and local residents have already shared their views and we are keen to hear from as many people as possible about their experiences and views.

“My GP referred me without delay.”

Join us today and have your say!

No decision has been made yet and it would be some years before any of the proposed changes are implemented. Until then all services are running as normal.”

The consultation closes on 17th March. Take part online, or get in touch. ➔ [More](#)

☎ 0800 324 7005

✉ StartWellConsultation@ors.org.uk

➔ Measles on the Rise - Are You Vaccinated?

Central and North West London NHS Foundation Trust (CNWL) writes “Data published by the UK Health Security Agency shows there has been a steady rise in measles cases over the past year.

Indeed, there were more than 200 measles cases in the UK last year, compared to 54 cases in 2022.

Parents are advised to check their children are fully vaccinated with 2 MMR doses, which gives 99 percent life-long protection, by checking their red book or with their GP practice, which younger and older adults can also do; and, if necessary, make an appointment as soon as possible.

CNWL’s Child Immunisation Service works across London to offer the vaccine to children.



Get protected with the two doses

You can contact the team on 0203 317 5076 if you have queries and to book catch-up appointments for those aged 5-18.

Achieving high vaccination coverage across the population is important as it indirectly helps protect very young infants (under one) and other vulnerable groups.

All children and adults should catch up on any missed vaccinations and this is especially important if travelling overseas this summer.”

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

“A single point of access would be helpful.”

Join us today and have your say!

➔ Local Hospital Seeks Volunteers!

The Royal National Orthopaedic Hospital (RNOH) writes "Your local hospital in Stanmore is actively recruiting volunteers to support in a range of patient and non-patient facing roles. We are seeking reliable people to undertake regular 3 hour shifts once a week. Age range 16-100!

Join a supportive team, meet new people, be part of the NHS community and support our NHS. Utilise your existing skills and gain new ones!

We have early bird patient welcoming roles starting at 7.30am, weekend and evening shifts on the wards in addition to admin posts.



Could you be a volunteer?

We are a small but perfectly formed team who will do our best to find you the right role but don't just take our word for it this is what our volunteers say:

'I felt very emotional how well I am looked after by RNOH and you all!'

'I made up my mind there and then that this is what I wish to do.'

'I enjoy every time I help as a volunteer and look forward to continue!'

Get in touch to have an information chat about what you would like to do and what we can offer you!"

☎ 020 8909 5394 or ✉ diane.young1@nhs.net

“My vaccine was fast and efficient.”

Join us today and have your say!

➔ Good Neighbour Service (Harrow and Hillingdon)

Age UK Hillingdon, Harrow and Brent writes "Our volunteers can support you if you require occasional or one-off practical assistance or support such as learning how to use Information Technology in your home, attend a health appointment, sorting out paperwork, going for short walks or any other practical support that a 'good neighbour' would provide.



What could Age UK do for you?

“The receptionists do a difficult job.”

Join us today and have your say!

Tasks our volunteers may be able to help with include:

- Information Technology Training by Home Visit.
- Accompanying to a training class, club, social group, health appointment, trip/outing or short walk.
- Low level gardening (only in summer or spring) no electrical appliances are to be used.
- Reading letters/helping with paperwork.
- Providing transport.
- Collecting prescriptions, posting letters/parcels.
- Call chat care (6-8 weeks telephone calls) can include signposting.

Simply contact our Befriending Team and let us know what task you need support with and we will do our best to help."

☎ 020 3949 5782 or ✉ bf@ageukhbb.org.uk

➔ No Pain, No Sprain for Surgeons

London North West University Healthcare NHS Trust (LNWHT) writes "A robotic microscope is offering relief to patients and surgeons at Northwick Park.

The microscope is used in procedures to help restore people's hearing which usually involves surgeons having to crane their necks to see inside the ear.



Innovation at Ear, Nose and Throat

'Around 85% of ENT (Ear, Nose & Throat) surgeons report musculoskeletal tension from using the microscope for prolonged time' said consultant Bhav Patel who brought the new technology with him.

“The nurses kept us well informed.”

Join us today and have your say!

'It allows us to achieve an ideal view of the surgical field while ensuring that our necks and backs are comfortable throughout. This enables us to do more operations in a day.'

Patients have their operations while awake and are asked to choose their favourite piece of music which is then played during the procedure.

Bhav added: 'I never get tired of the look on a patient's face when their hearing is restored and the first thing they hear is their favourite song. We've had people laughing, crying or just looking plain surprised.'

Musical requests have included Bon Jovi, 50 cent, Bossa Nova along with audio recordings of religious texts such as the Koran." ➔ [More](#)

➔ When to Use NHS 111 and How it Can Help

Healthwatch England writes "The NHS wants to make it easier and safer for patients to get the right treatment when they need it, without waiting a long time to be seen in A&E.

If you have an urgent but not life-threatening health problem, you can now contact NHS 111 to find out if you need to go to A&E. Call 111 or use the online portal (111.nhs.uk).

They can book an appointment at your local A&E or emergency department (the time given will be a rough guide for when you will get seen). It allows the NHS to better manage patient flow and overcrowding at A&E, with the aim for people to get seen sooner.



Phone, or use the online portal

Your NHS 111 advisor or clinician could also make you a direct appointment with a GP, Pharmacist or Urgent Treatment Centre. They can also give you the advice you need without using another service.

If you need an urgent face-to-face assessment or treatment, they can arrange this immediately. No one who turns up in A&E should be turned away or asked to call NHS 111". ➔ [More](#)

What to do in an emergency?

In the event of a life-threatening emergency, you should call 999 or go straight to your nearest emergency department.

“My surgery has been cancelled, again.”

Join us today and have your say!

➔ OBE for Harrow Doctor!

London North West University Healthcare NHS Trust (LNWHT) writes " 'We spend the majority of our lives in the workplace but rarely think about its impact on our health,' says Dr Shriti Pattani, who has been awarded an OBE for her work on the subject.

Dr Pattani was included in the New Year's Honours List for her contribution to occupational health (OH) and is recognised as a leading authority by the World Health Organisation (WHO).

The honour almost passed her by when she belatedly opened a letter from the Cabinet Office, asking for confirmation that she was happy to receive the award the same day.



Championing the welfare of colleagues

Shriti says 'It was a total surprise but I managed to keep it a secret until Xmas Day when my children were unwrapping their presents. I told the family I had some news and they looked slightly concerned.

My son burst into tears he was so happy and I have had so many well-wishers contacting me since, it's been quite humbling.'

Shriti first became interested in OH as a trainee GP, when she accompanied a fellow doctor on his once-weekly visit to a Weetabix factory where he assessed and treated staff.

Shriti's opinions are sought after, with WHO inviting her to speak at several global events and a trip to Africa planned this year." [➔ More](#)

“Staff have a great sense of humour.”

Join us today and have your say!

➔ New Adult Autism Diagnostic Service

Central and North West London NHS Foundation Trust (CNWL) writes "From 13th November, a new Adult Autism Diagnostic Service will be available in Brent, Harrow and Hillingdon.

The service will offer quality and comprehensive autism diagnostic services for adults aged 18 years and over, who are registered with a GP, in these boroughs.



A new 'comprehensive service' for adults

It will also provide pre and post-diagnostic support; advice and signposting for individuals and their carers and families; and consultations and support for teams working with autistic people." [➔ More](#)

“Staff have a great sense of humour.”

Join us today and have your say!

➔ Age UK Good Neighbour Reconnection Club

Age UK Hillingdon, Harrow and Brent writes "Our Good Neighbour Reconnection Club (GNRC) is an extension to our connection service. The aim is to encourage service users to reconnect with their community.

The GNRC runs every last Wednesday of the month at Sevacare Café in Harrow (Recreation Ground Park, HA1 1RR). The club is volunteer led and prioritises the service users' ideas for the activities the club holds. During the winter months we may gather for tea/coffee and pastries, but in summer we may go on walks and exercise together. The idea is to come along, have fun and reconnect!"

➤ Free Events for Women in Harrow!

The Resourceful Women's Network, the new working name of Harrow Women's Centre, is excited to share details about their upcoming series of free-access events for women in Harrow.

The sessions cover various activities such as arts and crafts, exercise, wellness, and more, with soup, sandwiches and refreshments.

The series runs from January to March, taking place on Thursdays at Victoria Hall, 1-3 St John's Road, Harrow, HA1 6QT.



Free arts, exercise, wellness and more!

Upcoming activities include Relaxing Head, Feet, and Hand Massages, alongside NHS Health Checks (29th February, 1-3 pm) and Self-Defence Training with a Martial Arts Instructor (14th, 21st and 28th March, 6-8 pm). To book or to find out more:

☎ 07414 932902

✉ rwnadmin@harrowwomenscentre.org.uk

“As a deaf person I often feel dismissed.”

Join us today and have your say!

➤ Stay Active and 'Feel Great' in Harrow!

With plenty of green spaces around the borough, Harrow offers many opportunities to get 'out and about' and to do something fun and sociable.

Visit the council's online guide to staying active and building strength and balance, which will help you stay healthy and feel great! ➤ [More](#)

➤ Hospital Appeal for Free Books!

London North West University Healthcare NHS Trust (LNWHT) writes "Do you have any books you could donate to our hospitals?"



Give your old books a new life!

LNWHT Trust wants to reintroduce its book trolley service for adult patients after an absence of several years and is looking for donations to boost its stock.

Books should be in a reasonable condition with no broken spines or loose pages.

The preferred genres are classics, thrillers, romance, general fiction, young adults, large print and foreign language.

Donations can be left at Northwick Park Hospital (Pulse Finders Tea Bar), Ealing Hospital (Friends Café) and Central Middlesex Hospital (Main Reception).

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

➤ February is 'Celebrating Heart Month'

Heart and circulatory conditions affect people of all ages, and from all walks of life. But despite progress, there is still so much more to discover.

By Going Red this Heart Month, you could help power scientific breakthroughs that bring hope to people waiting for answers. You could help give them more time with the ones they love. Find out what you could do, and learn. ➤ [More](#)

“My pharmacist had the answers!”

Join us today and have your say!

➔ Introducing the Eatwell Guide

The Eatwell Guide outlines the recommendations for eating a healthy balanced diet.

The guide shows the different types of foods and drinks you should consume - and in what proportions - every day or over a week.

The recommendations apply to most people regardless of their weight, dietary restrictions or preferences or ethnic origin.

It has advice for people of all ages.



Helping you to eat well, every day

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

Latest Newsletters

- ➔ Harrow Council - Harrow People Newsletters ➔ [More](#)
- ➔ Harrow Carers - Newsletter, Winter 2024 ➔ [More](#)
- ➔ Royal National Orthopaedic Hospital - Articulate Newsletters ➔ [More](#)

News Summary

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- ➔ The latest news from Central and North West London NHS Foundation Trust ➔ [More](#)
- ➔ The latest from NHS North West London ➔ [More](#)
- ➔ Millions more dental appointments to be offered under NHS Dental Recovery Plan ➔ [More](#)
- ➔ King's diagnosis prompts 51% increase in searches for NHS cancer advice ➔ [More](#)
- ➔ NHS waiting list falls for third month in a row, thanks to efforts of staff ➔ [More](#)
- ➔ Councils given funding to train more staff as social workers through apprenticeships ➔ [More](#)
- ➔ NHS apprenticeship 'truly changed my life' ➔ [More](#)
- ➔ More people face self-funding care as means-testing thresholds frozen again ➔ [More](#)
- ➔ Norovirus and flu cases in hospitals surge to a new high this winter ➔ [More](#)
- ➔ The social worker advocating for people with learning disabilities ➔ [More](#)
- ➔ NHS launches national BRCA gene testing programme to identify cancer risk early ➔ [More](#)
- ➔ Four in ten adult care providers reduced services last year due to cost pressures ➔ [More](#)
- ➔ Over 10,000 NHS pharmacies begin treating people for common conditions ➔ [More](#)
- ➔ NHS warns of tough new year amid growing winter pressures ➔ [More](#)
- ➔ New breast screening figures prompt fresh uptake appeal ➔ [More](#)
- ➔ NHS exercise advice sought every 12 seconds at new year ➔ [More](#)
- ➔ Digital prescriptions go live in NHS App ➔ [More](#)
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- ➔ Thousands more young people urged to take up HPV vaccine ➔ [More](#)
- ➔ NHS helps tens of thousands of people with mental health problems into work ➔ [More](#)
- ➔ First patients with inherited blood disorders to get world-first NHS test ➔ [More](#)
- ➔ NHS launches catch up campaign for missed MMR vaccines ➔ [More](#)
- ➔ NHS boosts health support for new mums ➔ [More](#)
- ➔ New platform launched for retired consultants to return to NHS ➔ [More](#)



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NHS Trust



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