

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: St Andrews Church, Malvern Avenue

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➔ Learning Disability Week

Healthwatch Harrow, together with Community Connex celebrated Learning Disability Week, which took place from 20th - 26th June.

This year's theme was 'Living life with a learning disability'.

Meera Siyani and David House held an information stand at Northwick Park Hospital on 20th June with Learning Disability Nurses Hellen and Chris. They engaged with staff and patients to raise awareness of the services and support that is available to carers and people with learning disabilities.

On 21st June Community Connex also held their first face to face Learning Disability forum in over two years. The theme was empowering people to be safe in their community.



20th June at Northwick Park Hospital

We had over 70 people attend and everyone had the opportunity to ask questions to Kristina Dvorakova and her colleague from the Headstone South Safer Neighbourhoods Team on how to keep safe and report crime, and learn some self-defence techniques.

There was also a talk from the Harrow Council Learning Disability Team and the Learning Disability Nurses from Northwick Park Hospital. The day was interactive and engaging and was finished off with lunch.

We'd like to thank all who attended, and assisted!

**“ I need to be involved
in my care planning. ”**

Join us today and have your say!

➔ Introducing the Patient Experience Panel

Healthwatch Harrow is the 'official voice' across the borough for health and social care service users. Our database contains 1,000's of health and social care related issues, good and bad, about services ranging from GPs, Northwick Park Hospital (and other local hospitals), Care Homes, Adult Social Care, Mental Health Services, Dentists, Pharmacists and more.



We work to improve local services

We are looking for residents, and professionals, to join our Patient Experience Panel (PEP).

Meeting once a month, the PEP reviews service user experiences, applies coding (or theming), monitors equality and dignity, and discovers leading health and social care related trends. To find out more:

☎ 020 3432 2889

✉ info@healthwatchharrow.co.uk

➔ Your Voice Matters!

Healthwatch Harrow Manager, Yaa Asamany writes "We need to hear about your experiences with health and social care services.

Residents of Harrow have a role to play in helping providers make changes to services they provide. We want to encourage and remind you to use our channels to communicate with us. We do not share your personal details and all the data collected feeds into our reports - which are shared with commissioners and providers to shape change.

You can be a Healthwatch champion for your networks, social groups, school, mosque, church, care home etc. The important ask is that you share what you are hearing so we can include in our data and have a true picture of local trends."

➔ Advocacy 1st - Complaints Advocacy Service

Advocacy 1st supports Harrow residents to get their views heard. Self-referrals are welcome for the following services:

NHS Complaints Advocacy

If you have a complaint about an NHS service, an advocate can support you with this. They can help with writing letters, attending complaint meetings and helping you understand the complaints process.



Advocates give practical support and advice

Your advocate will meet with you to get an understanding of your complaint and make an action plan. Advocacy 1st does not deal with complaints, we are there to make sure that you are being heard.

Children & Young People's Advocacy

This service is for Young People aged 7 - 25 years who are involved with Children's Social Care Services including looked after children, children in need, care leavers, young carers and children with disabilities.

We support Young People to express their views, raise concerns, attend meetings including Child Protection Conferences, a make informed choices. Young people can refer themselves or be referred by someone else to this service.

To find out more, get in touch:

☎ 020 3948 0597

✉ advocacy@communityconnex.co.uk

“Unplanned discharge causes distress.”

Join us today and have your say!

➔ Nominate Your Community Hero!

Harrow Council writes “We are thrilled to announce that we are once again hosting our flagship community awards - Harrow's Heroes.

We want to hear about your local heroes and are inviting everyone to nominate an individual or team who have gone above and beyond to help make our borough a special place to live and work.

It may be a simple act of kindness, incredible courage and bravery shown in the face of adversity or even a battle against the odds to make a difference to your community or loved one. Harrow's Heroes celebrates and awards these amazing people - and now is your chance to nominate a team or individual for this year's awards.



Has someone you know 'gone the extra mile'?

Nominations are open until Sunday 24th July. ➔ [More](#)

“The automatic callback is a good idea!”

Join us today and have your say!

➔ SWiSH - Information and Advice Service

The SWiSH service is an information and advice service and open to anyone who lives or works in Harrow.

Call the SWiSH Team for support with accessing services in the community such as advocacy, housing, debt advice, legal advice, welfare and benefits, mental health and day services. Plus much more!

☎ 020 8423 7382 (option 1)

➔ Physical Activities Navigation Service

Rethink Mental Illness writes "Are you an unpaid carer to someone living with a mental illness? If you live in Harrow, Brent, Camden, Ealing or Haringey, we can support you to engage with physical exercise.

We provide opportunities for individuals to engage with a wide range of physical activities which have a positive impact on physical, social and mental wellbeing.

The service includes an initial physical activities assessment, one-to-one exercise programmes, a variety of group exercise activities based around your preferences, and activities to cater for individual needs - including physical disability.

It also supports to access physical health checks with a qualified professional and provides information on how to access activities in your local community.



Physical activity is good for our mental health

The service accepts self-referrals and referrals from key workers/professionals.

The Lead Physical Activities Navigator, named Luke, has a passion for supporting mental illness through physical activity. He has a background of working in the mental health sector.

To find out more, get in touch:

☎ 07918 186970

✉ luke.odam@rethink.org

“My surgery has been cancelled, again.”

Join us today and have your say!

➔ Services from Harrow Carers

Harrow Carers would like to highlight some of their services on offer.

Young Carers Assessments

“A young carer’s assessment is your opportunity to tell us about you and how we can help. We will talk with you and members of your family about how you help and the challenges you face as a young carer such as getting out to see friends.



Supporting the welfare of young carers

Assessments take place online or at the Harrow Carers Centre after school and on Saturday mornings. They can also be done in your home if you cannot get out. The assessment meeting will take approximately one hour”. For more information please get in touch or visit the website. ➔ [More](#)

☎ 020 8868 5224 (Ext 222)

“The dentist explained all the costs.”

Join us today and have your say!

Counselling Service

“Our counselling service offers a safe place for you to be listened to, without judgment, to help you understand your thoughts and feelings. We can help you make sense of what you’re going through and support you with the difficulties you’re experiencing.”

Please get in touch, for more information:

☎ 020 8868 5224 or ✉ talk@harrowcarers.org

➔ Does the NHS Have to Provide an Interpreter?

Healthwatch England writes “Good translation and interpretation are vital to ensuring that people access the health and care services they are entitled to and understand their treatment.

But did you know that healthcare providers must provide patients with translation and interpretation services?



The NHS should provide translation for you

Do you have a right to an interpreter?

It is your right to have a professional interpreter help you at every stage of your healthcare journey. It is the responsibility of your healthcare provider to arrange an interpreter for you.

“The ward nurses were very professional.”

Join us today and have your say!

The NHS has a legal responsibility to make sure that the services they provide are equally accessible to all sections of the community. Guidance to services also makes clear that a professional interpreter should always be offered where language is an issue in discussing health matters.

What should I expect?

You have a right to expect that the NHS provides timely interpretation support. Additional time should be provided at appointments when an interpreter is required.

Your healthcare worker should also record in your healthcare record your preferred spoken language (including dialect), your preferred written language and whether you require an interpreter.

This information should be passed on when you get a referral to other health or social care services. You should never have to pay for language interpretation services.

Can I provide my own interpreter?

You might think that it’s easier to ask a friend or family member to help translate or interpret important information. Sometimes this may seem like the simplest, most straightforward solution.

But this brings up a range of risks and issues, and it is safer to use interpreters provided by NHS services. Even a person with excellent English skills may not be able to understand health-related information very well.



It is important to use professional interpreters

This can create gaps in the information shared and increase the likelihood of something going wrong along the patient’s healthcare journey. Children should not be used to interpret or translate health or care information. Guidance states professional interpreting services should always be provided.

Should health information be translated for me?

Healthcare providers should provide you with written information about health and care services (such as leaflets) in a language and format that you understand.

When translated information isn’t available in your preferred language, it should be provided free.

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

“Not everyone can use a computer.”

Join us today and have your say!

→ London Loos

Age UK London writes “Good provision of public toilets is a hallmark of a civilised and welcoming place to be. Unfortunately the long-term decline in the number of public toilets has accelerated in recent years and the situation in London and elsewhere is much more than just an inconvenience.

As part of our ‘Out and About’ campaign we’ve launched London Loos - a call for better public toilet provision in the capital. London’s lack of toilets is a serious public health concern and it has already disadvantaged groups of Londoners such as those with health conditions requiring more frequent visits to the toilet that are most affected.



Better availability can reduce social isolation

Everyone benefits from good and available public toilets but tackling social isolation is the key reason why we have launched the London Loos campaign. That’s because too many older Londoners currently avoid leaving their home as much as they would like because they are not confident they will be able to access a toilet if they need to.

One in five of us experience ‘the loo leash’ where we don’t leave our homes as much as we might like because we are anxious that we won’t be able to find a toilet when we need to. The same concern can mean we drink less than we should, which can lead to dehydration. Dehydration is associated with a higher risk of ill health in older people, from having an infection, a fall or being admitted to hospital.

“I have no help to fill in the forms.”

Join us today and have your say!

For those that can’t walk or ‘wheel far or fast’ the lack of toilets can be more acute.

Three quarters of the population say that there are not enough toilets in their area.

There are around 1,500 public toilets in London but that’s not enough for a city of more than eight million people. In some parts of London you can walk for 20 minutes or more to reach a toilet and often the provision is poorly maintained or made inaccessible through design or opening times.



Sign up to be a Campaign Champion

Increasing public toilet provision would reduce social isolation for thousands of older Londoners and is fundamental to London becoming an age-friendlier and therefore people-friendlier city.” → [More](#)

“Popping to the chemist did the trick!”

Join us today and have your say!

→ The Community Kitchen

Introducing the Community Kitchen, every second Saturday of the month, 1pm - 3pm at Rayners Lane Baptist Church, Imperial Drive, Harrow, HA2 7HW.

The kitchen serves food, friendship and community at a time where we need it the most.

Everyone is welcome and there is no charge for the food! To find out more:

☎ 020 8868 6772

✉ churchoffice@rlbc.org.uk

➔ Support and Treatment for Long Covid

Healthwatch England writes "It's easy to feel isolated and alone when struggling with Long Covid, but we are here to help to you find the support and treatment you need.

Should I speak to my doctor about my symptoms?

If you are concerned about any of your symptoms contact your doctor. You can also speak to other healthcare professionals like pharmacists.



Speak to your doctor about any concerns

If your doctor thinks you have Long Covid, they will look at your medical history and ask questions about your symptoms and the impact they are having on your day-to-day life.

They may also examine you and arrange for tests to be undertaken, such as blood tests, measuring your blood pressure, measuring your oxygen levels or a chest X-ray.

What support should I receive after I've seen my doctor?

After you have seen your doctor, they will talk to you about what they think is happening and discuss any support they think you need. They will also rule out any other conditions or illnesses that might be causing your symptoms.

Your doctor may give you advice about how to manage and monitor your symptoms at home.

If your symptoms are having a big impact on your life, you may be referred for support from primary care services, community services or mental health services, and specialist care. If you need specialist care you may be referred to a Post Covid Service, where you'll be looked after and supported by a range of health professionals.

Do I need to attend a Post Covid Service?

Post Covid Services were launched in December 2020, bringing together a wide range of healthcare professionals including doctors, nurses, physiotherapists and occupational therapists.

The clinics offer physical, psychological and rehabilitation needs assessments, with the aim to bring a more holistic diagnosis and referral for Long Covid treatment, management and support.



Online resources are now available

Referrals to the specialist services are made based on someone's ongoing symptoms and the impact on their daily life. They are not based on the severity of the initial illness, or a positive Covid-19 test.

Your Covid Recovery

The NHS has also launched an online resource called 'Your Covid Recovery' which is available in two parts. The first part of the platform is designed to offer advice and guidance to support your physical and emotional recovery if you have Long Covid symptoms. You will need to get a referral from your doctor to access this online resource.

The second part can be accessed following referral from a Post Covid Service. Through this platform you can get advice and support from health care professionals on your mental health, physical activity, managing your symptoms and diet. You'll also be able to track your symptoms and set goals." Find out more in the full article. [➔ More](#)

“It's time to talk about mental health.”

Join us today and have your say!

➔ Local Trust's Engagement Events

London North West University NHS Trust (LNWHT) writes "We have begun developing a new strategy, which we have called "Our Way Forward".

As part of the strategy development work, we will be running three strategy stakeholder forums. These are an opportunity to hear from our stakeholders - from patients, staff to partners, and to share the evidence and ideas we have gathered as part of the trust strategy work thus far.

These stakeholder forums are taking place on 6th July, 2pm - 5pm (Kenton Hall), 19th August, 9am - 12pm (Ealing Town Hall) and 8th September, 2pm - 5pm (location to be confirmed).



Working to improve our local hospitals

We are also working to create hybrid options so people can participate remotely.

“My GP gave me options about my treatment.”

Join us today and have your say!

We really look forward to welcoming those who would be willing to share their thoughts and you don't need to be able to attend all of these events to participate.

If you are interested in attending could you please complete the form". [➔ More](#)

To find out more, get in touch:

[✉ lnwh-tr.ourwayforward@nhs.net](mailto:lnwh-tr.ourwayforward@nhs.net)

➔ Report on NWL Integrated Care System

Following a widespread engagement exercise North West London Integrated Care System has published an interim engagement outcome where local residents told them what is important to them about community-based specialist palliative care for adults.



Learning what's important to local people

Dr Lyndsey Williams, a North West London GP and Clinical Lead for End of Life and Care Homes, North West London Integrated Care System, said: "We have received a tremendous amount of feedback and we would like to thank everyone who has taken the time to contribute and share the good and bad experiences of care they and their loved ones received.

These stories are deeply personal, but we found that participants wanted to share them because they are passionate about improving the care and support that people receive in North West London. We have been humbled by this."

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.

We have seen what a difference specialist palliative care can make to a patient and their families and carers as they come to the end of their life.

Unfortunately we have seen what can happen if the care and support is not there and the damaging legacy for those left behind. [➔ More](#)

“I want a named social worker.”

Join us today and have your say!

➤ Community Advocates at St Johns!

St John's Ambulance writes "Do you want to play your part & build the confidence of your local community with first aid skills?"

A Community Advocate is a fantastic local, flexible volunteer opportunity, providing your community with first aid knowledge and confidence to act.

Community Advocate sessions are a great way to ensure local groups, clubs and organisations have access to short informal sessions, where they will receive up to date first aid information, discuss and challenge myths, and feel confident they could recognise and respond to an emergency.



Could you be a Community Advocate?

What could you do as a Community Advocate?

Your role is to raise awareness of the importance of first aid, increase confidence by addressing misconceptions and myths, so people feel competent to recognise and respond appropriately to situations they may come across.

You'll be sharing information and resources to the public and delivering sessions to community groups, you may know or discover, local to you.

Advocates may have the option to attend their local St John volunteer unit. This is a great opportunity to gain more skills, grow wider topic knowledge and confidence, meet other volunteers, and attend community events". [➤ More](#)

“GPs and pharmacists should work together.”

Join us today and have your say!

➤ Stay Healthy with Street Tag!

Harrow Public Health writes "We've joined forces with Street Tag - a family friendly app which launched on Monday 23rd May 2022 to help residents get out, explore the borough and win Tesco shopping vouchers worth up to £100.



Helping you to 'get out, and explore!'

The app will turn the parks and streets of Harrow into a virtual playground, with tag points up for grabs as residents explore their local area. It will reward schools, families and individuals for keeping active - making physical activity fun by converting walking, running, and cycling into Street Tag points (tags).

Residents can compete in teams or go at it alone to top the leaderboard and win prizes. Points are earned by actively walking, running or cycling to and from places, in addition to collecting virtual tags that have been scattered throughout the community.

“Booking online saves so much time!”

Join us today and have your say!

Tags can also be found on school routes, in local parks, at local events. Every 12 weeks, those earning the most points while collecting virtual tags will win a prize. There is also a bi-monthly prize draw, where 300 virtual tags need to be collected and 40,000 steps taken over two months."

Cllr Pritesh Patel, Cabinet Member for Adult Services and Public Health said "We all know about the benefits of regular exercise, but sometimes we need a little encouragement. Street Tag is a great way to motivate families, children and young people to both explore the borough & get active together." [➤ More](#)

➔ Eight Tips for Healthy Eating - A Guide!

This online guide, from the NHS outlines eight practical tips which cover the basics of healthy eating, and can help you make healthier choices.

The key to a healthy diet is to eat the right amount of calories for how active you are, so that you balance the energy you consume with the energy you use.

If you eat or drink too much, you'll put on weight. On the other hand, if you eat and drink too little, you'll lose weight.



Eat a 'wide range of food' for a balanced diet!

Eat a wide range of foods to ensure that you're getting a balanced diet and that your body is receiving all the nutrients it needs. ➔ [More](#)

Latest Newsletters

- ➔ Harrow Children and Young People's Public Health Newsletter, Spring/Summer 2022 ➔ [More](#)
- ➔ Harrow Carers - Newsletter, June/July 2022 ➔ [More](#)
- ➔ London North West Healthcare NHS Trust - Our Trust Newsletters ➔ [More](#)
- ➔ Keeping Well NWL - Newsletter, June 2022 ➔ [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](#)
- ➔ Government boosts nursing home payments as vacancies continue to mount ➔ [More](#)
- ➔ New review sets out action to improve patient access to primary care ➔ [More](#)
- ➔ Consultation opens on expanding the Ultra Low Emission Zone ➔ [More](#)
- ➔ NHS boosts care for mums and babies as hundreds of international midwives recruited ➔ [More](#)
- ➔ Proposed Mental Health Act overhaul included in Queen's Speech ➔ [More](#)
- ➔ One million checks delivered by NHS 'one stop shops' ➔ [More](#)
- ➔ Cap on care costs: government change reducing benefit for less wealthy becomes law ➔ [More](#)
- ➔ Open letter from NHS and community leaders to people with a weakened immune system ➔ [More](#)
- ➔ Social workers 'pivotal' to success of direct payments but need training, report finds ➔ [More](#)
- ➔ Checks for prostate cancer hit all-time high on back of NHS and charity awareness campaign ➔ [More](#)
- ➔ Debt support scheme for people in mental health crisis reaching just 3% of forecast number ➔ [More](#)
- ➔ Hundreds of patients to get life-extending lung cancer drug on the NHS ➔ [More](#)
- ➔ NHS fast tracks mental health support for millions of pupils ➔ [More](#)
- ➔ Peers overturn government cap on care costs change for second time ➔ [More](#)
- ➔ NHS rolls out life-saving arthritis drug to treat COVID ➔ [More](#)
- ➔ Babies to get new test for eye cancer in the womb to save their sight ➔ [More](#)
- ➔ Government Covid funding for adult social care ends ➔ [More](#)
- ➔ Maggie Keenan among millions given NHS spring COVID booster ➔ [More](#)
- ➔ It Doesn't Add Up - Urgent New Age UK Report on The Cost Of Living ➔ [More](#)
- ➔ New physical activity resource packs for people living with long term health conditions ➔ [More](#)
- ➔ Parkinson's patients benefit from revolutionary watch on the NHS to manage care at home ➔ [More](#)
- ➔ Mobile cataract units and same-day hip replacements helping thousands get NHS treatment ➔ [More](#)
- ➔ Further drop in number of people facing longest waits for NHS care ➔ [More](#)
- ➔ Adult social care vacancy rate hits 10% ➔ [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