

## 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: Grand Union Canal

## In this Issue!

Healthwatch Harrow Update!	2
Tuberculosis Needs Assessment - Your Say New Survey on Workplace Wellbeing in Harrow	3
Travel Vaccinations Harrow Healthy Weight - Resident Survey	4
Solving the 'NHS Maze' - New Report What Do People Want from NHS Communication?	5
Surgeon Embraces Robotic Surgery 'Tea-Powered Tablet' Helps Stroke Recovery	6
Transforming Clinical Spaces With Art Interim CEO Appointed at Local NHS Trust	7

... plus more!

020 3432 2889  
www.healthwatchharrow.co.uk  
info@healthwatchharrow.co.uk  
3 Jardine House, Harrovian Business Village, Bessborough Road, Harrow, HA1 3EX  
Twitter: @HealthwatchHarr

Available in additional formats

Contact Us

## ➔ Our New Report on GP Access in Harrow

During February - April 2026, 91 local people completed our survey on access to GP services.

What did we find out? Firstly, booking appointments is a challenge - while around half of respondents (46%) find it 'easy' to book, a significantly larger 54% do not.



We heard from 91 local people

Telephone access remains an issue. A quarter of respondents (26%) can usually make contact within one minute. A third (32%) usually wait five minutes and a sizeable 42% wait for 'at least' ten minutes, when phoning. Comments reflect congested lines, long queues, and faults (being disconnected).

Compared with last year, satisfaction with online booking has dropped. Respondents feel that online forms are more difficult to find (a 9% decrease in satisfaction) and use (22%).

When booking, two thirds of respondents (69%) have been offered a choice of consultation method (in-person, telephone, video) while a sizeable number (31%) have not. Just 31% are able to see their preferred GP or nurse.

A broad majority of respondents (84%) have experienced a remote appointment. Half (51%) feel that remote consultations have fully met their needs, while almost equally, 49% feel they have not.

Read more in the full report, which covers many more areas of access. ➔ [More](#)

**“The automatic callback is a good idea!”**

Join us today and have your say!

## ➔ Save the Date - Healthwatch Harrow Forum

Our next forum event takes place on 15<sup>th</sup> September, 1.30pm to 4.30pm, at Harrow Baptist Church.

This time, the theme is 'healthcare and the cost of living'. We will explore how high and rising prices on items such as medication, eye tests and dentistry are affecting local residents.

As usual, there will be stalls, opportunities to give your feedback, and questions for professionals.

## ➔ Social Media - Volunteer Required!

We are looking for a volunteer to create social media posts to help us promote the work of Healthwatch Harrow. You will be comfortable using X, Facebook and Instagram.



Help us to keep local residents informed

What's involved? Reading our website to identify content that can be repurposed for social media posts; drafting posts that include CTAs (calls to action); brief descriptions based on our website content; and links to relevant content.

Ideally, you would be proficient in Canva to create post images and graphics aligned with Healthwatch branding.

How much time is involved? Our volunteering roles are flexible and fit around your schedule. We will always work closely with you to ensure your volunteering role fits with your other personal and social commitments. Ideally we would want you to commit to 4-5 hours per month but, if you wish to apply, we can discuss further.

How to apply? Simply get in touch:

☎ 020 3432 2889

✉ [volunteer@healthwatchharrow.co.uk](mailto:volunteer@healthwatchharrow.co.uk)

### ➔ Tuberculosis Needs Assessment - Your Say

Harrow Council writes "Tuberculosis (TB) can affect anyone, and it is important that we understand how it impacts people and communities in Harrow.

Although TB rates in England are generally low, London continues to have some of the highest rates in the country, which is why understanding local experiences and awareness is important.

The number of people with latent TB in Harrow has risen due to migration from countries with high rates of TB. Whilst people with latent TB cannot infect others, latent TB can progress to active TB if left untreated. Latent TB screening is offered to people aged 16-35 years who were born in, or spent more than six months in, a country with a high incidence of TB and who entered the UK within the last five years.



Cases have increased in recent years

Harrow Council and local NHS partners are carrying out a needs assessment to learn more about awareness of TB, experiences of diagnosis and treatment, and any barriers people may face in accessing support and services.

To support this work, we have created a short survey to help us gather views and experiences from local residents and organisations.

We welcome responses from residents, community and voluntary organisations, faith groups, healthcare professionals, and local services working with Harrow communities. Please take a moment to complete the survey. The closing date is 8<sup>th</sup> July." ➔ [More](#)

“Appointment cancelled without notification.”

Join us today and have your say!

### ➔ Workplace Wellbeing in Harrow - New Survey

Harrow Council writes "Public Health Harrow is developing a 'Workplace Wellbeing' offer to support local businesses in improving employee wellbeing and reducing sickness absence.

We are inviting businesses to complete a short survey (5-7 minutes) to help us understand support needed for workplace wellbeing, approaches to improving employee wellbeing and priorities for healthier workplaces.



Improving your 'workplace wellbeing'

Your feedback will shape the support offered to local businesses. The survey is open until 6<sup>th</sup> July." ➔ [More](#)

“Care workers are good at keeping in touch.”

Join us today and have your say!

### ➔ Let's Talk Health and Care - Your Say

The local NHS writes "Health matters to all of us. We want to make it easier for you to share your feedback and ideas about the NHS so that we can make improvements that will help people get fairer care and have better experiences.

We have launched a survey, open to residents in North and West London.

Your ideas will help improve how we listen to, involve and act on feedback. We particularly want to work with people who are often furthest from decision-making and communities affected by health inequalities."

The survey closes on 9<sup>th</sup> July. ➔ [More](#)

## ➔ Travel Vaccinations

Harrow Council writes "If you are planning to travel outside the UK you may need to be vaccinated against some serious diseases found in other parts of the world.

Travel vaccines, for diseases including polio, typhoid, hepatitis and cholera are available free on the NHS from your GP surgery.



It's important to be protected

These vaccines are free because they protect against diseases thought to represent the greatest risk to public health if they were brought into the country.

Please contact your GP or pharmacist, to find out more." ➔ [More](#)

## ➔ Carers Week 2026

Carers Week 2026 ran from Monday 8<sup>th</sup> to Sunday 14<sup>th</sup> June.

The theme this year was building carer friendly communities, highlighting the importance of making spaces, services, and local organisations more understanding and supportive of unpaid carers.

For local carers, the Conversation Café is a weekly event. It offers face-to-face support focused on Social Care, unpaid carers and improving health and wellbeing. ➔ [More](#)

“ I had both jobs at the same time! ”

Join us today and have your say!

## ➔ Harrow Healthy Weight - Resident Survey

Harrow Council writes "A healthy weight matters to all of us - help us understand what this means for people in Harrow.

Being overweight can increase the risk of many health conditions including heart disease, type 2 diabetes, and some cancers. Being underweight can also contribute to health issues including nutritional deficiencies, a weakened immune system and conditions such as osteoporosis, although this is less common than overweightness and obesity.

In Harrow, levels of overweightness and obesity remain a significant public health concern.



Helping to influence healthy weight

Harrow data shows that obesity or overweightness rates are 17.6% for reception-aged children, 35.8% for Year 6 children and 58.5% for adults.

These figures show that prevalence increases with age. It is important to understand the factors that influence healthy weight, including access to healthy food, opportunities for physical activity and social and environmental influences.

Harrow Council is gathering views and experiences to better understand residents' behaviours, barriers, and suggestions related to maintaining a healthy weight. We have created a survey to gather views and experiences from local residents. We also welcome responses from people who work, study, or regularly visit Harrow. The survey closes on 8<sup>th</sup> July, please take a moment to complete." ➔ [More](#)

## Healthy Weight Stakeholder Event - 8<sup>th</sup> July

Join us in person to explore how we support healthy weight in Harrow through 'whole systems thinking'. 10.00am to 2.00pm at Victoria Hall, Sheepcote Road, HA1 2JE. Book online now. ➔ [More](#)

## ➔ Solving the 'NHS Maze' - New Report

The Patients Association writes "General practice is the front door to the NHS for most people. Yet for many patients, accessing care can feel far from straightforward, with complex processes, long waits and uncertainty about what happens next.

This joint report from the Patients Association and the Royal College of General Practitioners (RCGP) brings together the experiences of patients and the perspectives of GPs from across the UK. It highlights how both groups are often navigating the same challenges, with patients facing confusing systems and clinicians working within structures that make care harder to deliver.



GPs and patients 'should be partners'

We drew on evidence from previous work and held focus groups with a diverse group of patients, while the RCGP engaged GPs to reflect on patient experiences and contribute their insights.

We made several recommendations. Every patient should be able to navigate their care - patients and GPs must be equal partners in co-designing care pathways so they reflect experiences and needs.

Every patient should be able to access information about their care - patients and GPs must be equal partners in designing simpler, user-friendly systems to allow patients to see key information about their care, including being able to easily track specialist referrals. And, every patient should be able to see their GP when they need to." ➔ [More](#)

**“Hospital letter arrived late, again.”**

Join us today and have your say!

## ➔ What Do People Want from NHS Communication?

Healthwatch England writes "People tell us that clear communication from the NHS helps them understand their care and feel heard. They are also more likely to follow advice, make care choices that suit them and feel supported by services.



Initial information can lack clarity

Unfortunately, many people do not experience good NHS communications. Changing this would benefit both patients and health services.

**What do patients want?** Clear updates about results, wait times and what to expect next. People are often just not given the information they need in the first place. In our research on GP referrals to specialist care, 21% of people were not given the information they needed about their referral.

**“Excellent hygiene at the hospital.”**

Join us today and have your say!

To be listened to and taken seriously. When we ask people about communication with health services, one issue stands out - the impact of not feeling listened to or taken seriously during appointments.

To get information they can understand and act on. Taking charge of your health is hard when the information you get is unclear or not in a format you can use.

Information is shared in the most appropriate way. Not all communication is the same, and the way it is delivered matters as much as what is said."

Read more now in the full article. ➔ [More](#)

### ➔ Surgeon Embraces Robotic Surgery

London North West University Healthcare NHS Trust (LNWH) writes “One consultant who has embraced the arrival of robotic surgery is Hemant Sheth. Hemant is one of four surgeons at Ealing Hospital trained to use the De Vinci robot.

‘There's a lot of excitement about it in the hospital at the moment’ said Hemant who has used the robot in 19 procedures since it arrived a month ago.



Embracing technology to improve outcomes

‘It's a big investment but offers minimally invasive surgery so patient recovery times are faster and there is reduced risk of infection.’

Hemant and his colleagues will help train other surgeons with hospital bosses expecting the robot and its sibling at neighbouring Northwick Park to be used in up to 700 procedures by 2027.

“Our dentist explained all the costs.”

Join us today and have your say!

‘The training is relatively straightforward but the 3D vision and fact that you can rotate the surgical instruments through 360 degrees with the turn of the wrist took a bit of getting used to.

We'll be focusing on high volume, low complexity cases to reduce the backlog of cases and free up more bed space in the hospital. I really enjoy using it and it is the future.’

The robot also brings benefits for surgeons who often struggle with musculo-skeletal problems from leaning over an operating table for hours.” ➔ [More](#)

### ➔ ‘Tea-Powered Tablet’ Helps Stroke Recovery

London North West University Healthcare NHS Trust (LNWH) writes “Stroke patients on Northwick Park Hospital's hyperacute and acute stroke units are the first in the UK to benefit from Swedish designed software that cognitively screens patients via a tablet.

It marks a major step towards integrating digital and AI-enabled assessments into routine stroke care.

Vidya Rajbhoj and senior occupational therapist Jacqueline Fischer secured funding for the project from the innovation and transformation team along with support from Pulse Finders Tea Bar.



Assisting recovery from stroke

The touchscreen software, which reduces the need for traditional ‘pen and paper’ and manual assessments, helps improve clinical accuracy and patient outcomes as well as saving time.

Patients complete a series of tasks on the tablet that are automatically scored allowing therapists to give immediate feedback on how the patient is progressing and the next step in their rehabilitation.

Senior Occupational Therapist Jacqueline Fischer said ‘I've found it really useful when working with patients both in terms of insight and making the most of my clinical time. I can give my patients feedback on the spot compared to the existing pen and paper approach.’”

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

“A single point of access would be helpful.”

Join us today and have your say!

## ➔ Transforming Clinical Spaces With Art

Central and North West London NHS Foundation Trust (CNWL) writes “Young people receiving support from Harrow CAMHS ((Child and Adolescent Mental Health Services) have helped inspire a creative collaboration with Harrow College to make our space more welcoming.

The project was developed in response to feedback from young people, who shared that therapy rooms felt “too clinical”. They wanted brighter and more engaging spaces.

Caitlyn Green, Participation Worker, reached out to Harrow College, who were enthusiastic about co-producing the project with their Foundation Learning department, which supports learners with Special Educational Needs (SEN).



One of the featured art pieces

Service users and students chose themes such as nature, sunsets, animals, dolphins, and butterflies to reflect calming, uplifting feelings.

Students from the Foundation Learning department designed and created a range of original artworks, which they generously donated.

Sonya Lewin, Participation Lead, said “The artwork not only enhances the environment but also reflects the personality, warmth, and values of our staff and the care they provide.”

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

“The nurses kept us well informed.”

Join us today and have your say!

## ➔ Interim CEO Appointed at Local NHS Trust

London North West University Healthcare NHS Trust (LNWH) writes “We’re delighted to announce that Mark Titcomb has been appointed interim chief executive of LNWH following a competitive process.

He will start in post when CEO Pippa Nightingale leaves for Bedfordshire Hospitals NHS Foundation Trust at the end of July.



Mark Titcomb, Interim CEO

Mark joined team LNWH in 2022 as the managing director of Ealing and Central Middlesex hospitals and the North West London Elective Orthopaedic Centre (EOC).

Pippa said ‘Congratulations to Mark as he takes on this important challenge. Leading LNWH has been a genuine pleasure, so I will be watching with pride as you all continue with the successes we’ve made.’

“My GP referred me without delay.”

Join us today and have your say!

During his time at the trust, Mark has led on the introduction of the EOC and the Ealing Community Diagnostic Centre, both of which have improved access to vital healthcare for North West Londoners.

He has previously held senior operational roles at West Middlesex University Hospital, Chelsea and Westminster Hospital NHS Foundation Trust, and elsewhere in the NHS.

Mark said ‘I’m excited to step into this role at such an important time. We have a superb workforce delivering such great care.’ ➔ [More](#)

### ➤ Safe Havens - More Places, More Safety

Harrow Council writes "Harrow has welcomed five new Safe Havens to the borough - Citizens Advice Harrow, Hillview Family Hub, Buchanan Court Care Home, Crowning Greatness Community Hub and The Moat Café (at Headstone Manor).



Helping to keep residents safe

This brings the total number to 26. Safe Havens are trusted places where anyone who feels scared, unsafe or threatened can go for immediate support. Whether it's making a quick phone call, charging a mobile, waiting for transport, or simply taking a moment to feel calm and reassured, trained staff are on hand to help. They are free to use, confidential, and open to everyone.

**“The receptionists do a difficult job.”**

Join us today and have your say!

Safe Havens help to improve the safety for women and girls, while offering support to anyone who needs it. Building our network of Safe Havens is one of 30 flagship actions set out in the corporate plan to restore pride in Harrow and keep Harrow clean and safe.

Our Safe Havens include community organisations, libraries, voluntary groups and local hubs across the borough, with trained staff ready to help. You can spot a Safe Haven by the sticker displayed in the window - a clear sign that help is available.

The programme is delivered in partnership with the Safer Business Network and was shaped by collating feedback from residents about how we can make Harrow feel safer." ➤ [More](#)

### ➤ Suicide and Self Harm Prevention Strategy Event

Harrow Council writes "We are pleased to invite partners, professionals, and community members to the launch of Harrow's Suicide Prevention Strategy.

This event will highlight Harrow's approach to preventing suicide and supporting those at risk of self-harm. Many of you contributed through the workshops that helped shape the strategy, and we look forward to sharing how your feedback has informed its development.



Strengthening early intervention and support

We hope you will join us to celebrate this milestone and continue supporting this important work together.

When? Wednesday 15<sup>th</sup> July, 2.30pm to 4.30pm.  
Where? Victoria Hall, Sheepcote Road, HA1 2JE.

You will hear from lived experience voices, understand local need and why this strategy matters, find out our priorities for prevention and early intervention and hear from a panel of experts. Book or find out more now." ➤ [More](#)

### ➤ Patient Information Resources Translated

The Patients Association writes "With funding from GSK and Novartis, we've translated two of our factsheets - 'Knowing your rights and accessing support as a patient' and 'Getting the most out of your appointments' into Arabic, Bengali, Portuguese, Romanian and Urdu. To view or to find out more, visit the website." ➤ [More](#)

**“My surgery has been cancelled, again.”**

Join us today and have your say!

### ➔ 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 Council - Harrow People Newsletters ➔ [More](#)
- ➔ Harrow Carers - Newsletters and Bulletins ➔ [More](#)
- ➔ Royal National Orthopaedic Hospital - Articulate 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 news from NHS West and North London ➔ [More](#)
- ➔ NHS heroes recognised after accelerating cancer diagnosis and transforming patient care ➔ [More](#)
- ➔ The Supreme Court's reversal of the Cheshire West judgment explained ➔ [More](#)
- ➔ NHS to offer 'multi-beam' precision radiotherapy to thousands with prostate cancer ➔ [More](#)
- ➔ Keir Starmer appoints new health and social care secretary to replace Wes Streeting ➔ [More](#)
- ➔ 500,000 NHS staff to get new artificial intelligence tools to free up more time for patients ➔ [More](#)
- ➔ Attachment and caregiving by parents with learning disabilities: lessons from research ➔ [More](#)
- ➔ NHS rolls out life-extending drug for hundreds of women with ovarian cancer ➔ [More](#)
- ➔ Supermarket scans spotting thousands of cancers ➔ [More](#)
- ➔ Chair of new NHS online hospital trust is named ➔ [More](#)
- ➔ 'Why adult social care must play a bigger role in tackling rough sleeping' ➔ [More](#)
- ➔ "Huge moment" as the health service hits 18-week target amid half-a-million waiting list drop ➔ [More](#)
- ➔ NHS overhauls clinical standards to reduce maternal deaths ➔ [More](#)
- ➔ Councils to face full adult social care assessments every 3 to 4 years, CQC confirms ➔ [More](#)
- ➔ Thousands recruited for "new era" severe mental illness study ➔ [More](#)
- ➔ "Life-changing" SMA therapies to be available on NHS in long-term ➔ [More](#)
- ➔ NHS detects tens of thousands of bowel cancers thanks to screening programme ➔ [More](#)
- ➔ NHS urges 'tap the app' as 1 in 4 miss appointments ➔ [More](#)
- ➔ People searching NHS advice on high blood pressure skyrocketed last year ➔ [More](#)
- ➔ Why treating providers as equals is key to improving adult social care ➔ [More](#)
- ➔ '1-minute' immunotherapy jab rolled out on NHS for tens of thousands with cancer ➔ [More](#)
- ➔ 'The worrying lack of legal literacy when using AI in social care' ➔ [More](#)
- ➔ Hospital patients can now check appointments in the NHS App ➔ [More](#)
- ➔ Hundreds of thousands of young children now to be protected against chickenpox ➔ [More](#)
- ➔ Social care practitioners to form part of neighbourhood health teams ➔ [More](#)

Pregnancy | Postnatal | Parenthood  
Education, support and community for new and expectant families



**Blossom**



# Sling Meet & Library

Get advice from  
babywearing consultants  
on safely carrying your  
baby, fit checks on your  
own slings/carriers or  
hire slings/carriers.

TO BOOK YOUR SLOT

[www.blossomantenatal.com/sling-meet](http://www.blossomantenatal.com/sling-meet)



First Tuesday of each month  
(Term Time only)



11:00am-1:00pm



North Harrow Community  
Library, 429-433 Pinner Road,  
North Harrow, HA1 4HN



One Thursday a month  
(Term Time only)



11:30am-1:30pm



Cedars children's centre  
Whittlesea Road  
Harrow, HA3 6LS



Follow us on Instagram @stan.and.flo & @blossomantenatal

# Harrow TB Resident Survey

**Help improve local services**

**We want to understand how  
Tuberculosis (TB) affects  
people in Harrow**

**We would like to hear about:**

- 1. Awareness of TB**
- 2. Experiences of  
diagnosis & treatment**
- 3. Access to support and  
information**

**We want to hear from:**

- 1. Harrow residents**
- 2. Community and  
voluntary organisations**
- 3. Faith groups**
- 4. Healthcare  
professionals**
- 5. Local services  
working with Harrow  
communities**



Respond by 8 July at [talk.harrow.gov.uk/tb](https://talk.harrow.gov.uk/tb)  
Or Scan the QR code to take part

**Your responses are confidential  
and will be used to help improve  
local TB services in Harrow.**



LONDON BOROUGH OF  
**HARROW**