

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: The View, Harrow-on-the-Hill

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... plus more!

➔ Healthwatch Forum - You and Your GP

Over 100 people attended an information-packed health forum in Harrow on 14th September 2022.

Organised jointly by Healthwatch Harrow and Community ConneX, You and Your GP brought together a diverse audience and a panel of GPs from Harrow's 5 Primary Care Networks (PCNs).

A PCN brings together a group of GP surgeries to deliver health services in collaboration to achieve better impact and economies of scale.



Our in-person event on 14th September

The purpose of the event was to provide the opportunity for residents to engage with GPs to get their voices heard, to get answers to their concerns and to hear what is being done to improve access.

We also took the opportunity to raise awareness of the importance of testing for cervical and bowel cancer and informed those attending of how they can test, the process and the benefits of regular testing and how it saves lives.

GP Access...

Prior to the forum, Healthwatch summarised the most common areas of concern for residents, based on the feedback of over 700 local patients and carers.

The GPs were asked to provide a response on what they are doing to best address these areas.

“Physiotherapy helps me stay independent.”

Join us today and have your say!

The key questions included:

- What action is being taken to improve the GP online booking system for patients?
- What steps are being taken to improve phone access to GPs?
- Do patients have the right to ask for a face-to-face appointment?
- How do you support vulnerable or non-English speaking patients who are not able to access GP systems online/digitally?

The resulting discussion highlighted challenges for both patients and GPs and potential solutions. To find out more, read our full event report. ➔ [More](#)

Your Views on Pharmacies and Medication?

We have recently launched our survey on community pharmacies and medication.



We want your views on pharmacies and medication

A 'community pharmacy' is typically a service not in a clinical setting (GP or hospital) such as your local high street service. We want to find out what people think of their pharmacy generally, how easy it is to access, whether people get clinical advice from their local pharmacist, and what other services they would like to see offered. Please complete our survey, which closes on 31st October. ➔ [More](#)

➔ Recent Trends

On page 7, Healthwatch England writes about public confidence in Urgent Care services. Locally, waiting times at Northwick Park - at A&E and the Urgent Care Centre have been the subject of much negative feedback, and this level has increased. While staff are working hard, comments suggest there is unprecedented demand on urgent care locally.

Please tell us your experiences, in confidence!

➔ Introducing Healthy Start

If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk.

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. We'll add your benefit onto this card every 4 weeks.

You can use your card to buy plain liquid cow's milk; fresh, frozen, and tinned fruit and vegetables; fresh, dried, and tinned pulses and infant formula milk based on cow's milk.



Get off to the healthiest start!

You can also use your card to collect Healthy Start vitamins - these support you during pregnancy and breastfeeding; vitamin drops for babies and young children - these are suitable from birth to 4 years old.

Find out more on the website. ➔ [More](#)

“Our social worker is very informative.”

Join us today and have your say!

➔ Friends and Family Test - Now on SMS!

London North West University Healthcare NHS Trust has launched the Friends and Family Test (FFT) SMS service.

It gives people the chance to offer feedback about the service they have received and help the trust improve its services.

Find out more on the website. ➔ [More](#)

➔ Local GPs on Online Booking

The local NHS writes “GP Practices across Harrow are working to increase access to care and make it as convenient as possible for patients and carers. A big part of this is improving their online consultation service.



Online systems ‘will not replace in-person appointments’

We have worked with patients and healthcare staff to develop and select an online consultation service that is accessible and simple to use, and together we have decided on a tool called PATCHS.

The new service offers a secure and confidential way for patients to contact their GP.

By registering, patients will have access to a range of services including booking virtual appointments, accessing health advice and medication information.

Patients can use the service for themselves, or on the behalf of somebody they care for.

This new service can save the hassle of travelling in or waiting for a GP appointment. It will not replace face to face appointments, it is simply an addition to them so that patients have flexibility in accessing timely care.”

Your Views?

Healthwatch Harrow would like to hear your views and experiences of booking, or using services online. Contact the office today, in confidence!

“I wish mum's home was a little closer.”

Join us today and have your say!

➔ Getting Social Care Right

Healthwatch England writes "Adult social care services help people with the practical support they might need to live independently. Many people benefit from social care support in different ways, including older people, those living with a physical or learning disability, and those who need short-term help after a stay in hospital.

In England, local authorities are responsible for providing their communities with information and advice about local social care services. They also organise and support care for those unable to fund it themselves, and can organise care services for self-funding individuals who may require assistance.



Social care helps people to live independently

This care can change people's lives. But our latest findings show that people don't always know where to turn for help. And when they do access services, they're not always fully supported.

“ NHS 111 were fast and efficient. ”

Join us today and have your say!

We polled a representative sample of 1,800 adults and found many people don't know where to go if they need social care support. And those who do are more likely to come from more well-off households.

When people do have to try to access support, they're more likely to speak to someone in the NHS. The number of people seeking support from GPs and NHS staff, rather than their council, indicates a potentially unnecessary burden is being placed on NHS services.

There's also a risk that if people are not going to the right place for information, they may miss out on the support they need.

Why it's time for better information?

It's vital that people can find accurate information on social care in a format suited to communication preferences, from a source they can trust.



Finding information can be a challenge

This advice is critical in helping people understand what help services can provide for them and their loved ones and how social care support is paid for.

We want to see councils given the resources to be more proactive in their communication about social care and provide advice to people who may be living with their needs in silence.

Better integration

This can be achieved through better integration between health and care services, and the sharing of different types of data across the NHS and councils. Better integration is essential in targeting and providing support to unpaid carers and helping tackle health and care inequalities.

From April 2023, good signposting & communication will be even more important with local authorities carrying out new social care assessments following the introduction of a cap on personal care costs in the Government's plan." [➔ More](#)

To find out more about social services in Harrow, visit the website. [➔ More](#)

“ Parking at the hospital can be difficult. ”

Join us today and have your say!

➔ Harrow Citizen's Voice Representative Roles

The local NHS writes "Harrow Borough-based Partnership (Harrow BbP) brings together our NHS organisations, Harrow Council, our GPs, and local Voluntary & Community Sector.

We strive to support each other & our communities as equal partners focussing on better health and wellbeing for all.



Could you be a Citizen's Voice Representative?

The Harrow Borough-based Partnership operates within the Integrated Care System for North West London and works to support delivery of the wider system objectives.

We do this alongside being clear about the needs of Harrow - what is unique about our borough, what the health needs of our population are and how as a local partnership, we become the 'engine room' for delivery and service reform for Harrow citizens.

“I can't go shopping without support.”

Join us today and have your say!

To help with this initiative, we are recruiting Citizen's Voice Representatives, an exciting opportunity for local people to get involved.

Citizen representatives are valued members of the Joint Management Board."

The closing date for applications is 7th November 2022.

Find out more online. ➔ [More](#)

➔ Let's 'Chat Together' This November

Bowel Cancer UK writes "Join our online support groups for people living with and beyond cancer. Chat Together is a welcoming place to talk to others with bowel cancer and to meet new people.

It's a chance to share experiences in a friendly, supportive and informal environment.

Join us for a free one-hour weekly call on Zoom, over six weeks, with a small group of other people who are affected by bowel cancer.

Chats are hosted by a member of our team and our trained volunteers who've had bowel cancer themselves. You'll need a smartphone, tablet or computer with an internet connection & somewhere quiet to sit. We'll send you the instructions on how to join us for our weekly call on Zoom.



Get understanding, empathetic support

Please note spaces are available on a first come first served basis. For a group to take place we need a minimum of five people."

One attendee says "I felt very welcomed and I think we all felt comfortable very quickly to be open and to be able to discuss sensitive things.

Many of us were comfortable to be emotional and the group was very understanding, supportive and empathetic."

Find out more on the website. ➔ [More](#)

“We need constant and reliable information.”

Join us today and have your say!

➔ Heart Service Shortlisted for Award

London North West University Healthcare NHS Trust writes "A hospital service pioneering the use of an app allowing heart failure patients to self-monitor their condition at home has been shortlisted for an international award.

Northwick Park Hospital looks after one of the highest concentrations of heart failure patients in the UK and says remote monitoring platform LUSCII is a game changer welcomed by patients and hard-pressed clinical staff.

The app allows patients to monitor their blood pressure, heart rate and weight and send them to cardiac nurses who can provide advice and support, such as upping their medication."



The app facilitates timely information and support

Emil Elias, Advanced Nurse Practitioner in Cardiology, said:

"Data has shown a significant reduction in the 30-day readmission rate and outpatient attendances for our heart failure virtual ward patients.

The optimisation of heart failure therapy has also been more effective and higher than the national average resulting in improved patient and staff satisfaction with improvement in clinical outcomes and better service delivery."

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

"I was involved in dad's care planning."

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

"Receptionists do a difficult job."

Join us today and have your say!

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

A consultation begins on 19th October 2022 and will run until 20th January 2023. The first meeting is taking place at Harrow Civic Centre, 2pm - 4pm on Tuesday 1st November. [➔ More](#)

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

➔ Public Confidence in Urgent Care Services

Healthwatch England writes “Our latest findings reveal what people have been telling us about their experience of urgent and emergency care services. The pressure on urgent and emergency care services has been a big story recently, with significant press coverage of ambulance delays and long waits in accident and emergency departments (A&E).

This is backed up by the official performance statistics, which paint a grim picture as we head into winter.

To understand how the pressures have affected patients, we looked back at the experiences of urgent and emergency care services people shared with us between December 2020 and August 2022.



Confidence in the quality of care remains high

More than 3,000 people gave us feedback, and the number of cases shared grew over time.

Nearly two-thirds of people agreed that they were confident they would receive high-quality care, treatment or support at an emergency department such as A&E or a minor injury unit. However, just three in eight people said they felt they would be seen in a reasonable time at an emergency department or that an ambulance would arrive in a reasonable time.

We asked people whether their overall confidence in urgent and emergency care services had changed throughout the pandemic.

“The automated callback is really good!”

Join us today and have your say!

72% of the people who said their confidence had changed said it had decreased.

Our data also indicates that stories about urgent and emergency care services in the media are a key driver of people’s change in confidence. 30% of people whose confidence had changed told us it was due to television, radio, or newspaper stories.



70% of people expect services to be busy

Older people have lower confidence in urgent and emergency care services than younger people.” Find out more in the full article. ➔ [More](#)

“I wish the letter was more detailed.”

Join us today and have your say!

➔ HeadsUp Harrow Conference, 17th November

Mental Health charity HeadsUp writes “How can an integrated approach to mental healthcare improve and empower the lives of our young people?”

This free conference will focus on the importance of using social prescribing as key to the support of mental health in young people.

Join us on Thursday 17th November, 4.00pm - 7.30pm at Victoria Hall, Harrow, HA1 2JE.

The event features a keynote speech from Professor Sir Sam Everington, a young persons' panel with the opportunity to submit questions, specialist workshops delivered by our service providers and much more.”

Book or find out more online. ➔ [More](#)

➤ Harrow Talking Therapies

Central and North West London NHS Foundation Trust writes "Harrow Talking Therapies are part of the national NHS 'Improving Access to Psychological Therapies' (IAPT) service.

We provide a range of therapies for people who feel anxious and worried or down and depressed.



It's good to talk about your mental health

If you think you might be anxious or depressed, then you can refer yourself by giving us a call, sending us an email, or using our online self-referral form. Or if you prefer, you can ask your GP, or any health professional, about the service and they can refer you to us.

If English is not your first language we will provide interpreters, including British Sign Language interpreters for all your appointments". [➤ More](#)

“Online prescriptions save time!”

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)

➤ Stay Healthy with Street Tag!

Harrow Public Health writes "We've joined forces with Street Tag - a family friendly app which launched in spring this year to help residents get out, explore the borough and win Tesco shopping vouchers worth up to £100.

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.



Helping you to 'get out, and explore!'

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](#)

“It's good talk about mental health.”

Join us today and have your say!

➔ A Guide for Carers in Harrow

Getting the right advice and support as soon as you start caring can make all the difference.

Even if you have been caring for a long time it's important to make sure you are aware of all the help and support you are entitled to.

This comprehensive local guide, by Harrow Carers, details what help might be available, gives tips, advice and information on a broad range of topics, and includes stories from local carers, as well as articles from health and care leads.



A useful guide by Harrow Carers

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

Latest Newsletters

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

News Summary

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- ➔ 24/7 control centres among new plans to step up NHS winter preparations [➔ More](#)
- ➔ CQC urges government to fund better pay for care staff to tackle 'gridlocked' system [➔ More](#)
- ➔ No adult social care minister appointed during Truss premiership [➔ More](#)
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- ➔ Cap on care costs: government reportedly planning delay of a year [➔ More](#)
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- ➔ NHS set to boost GP workforce ahead of winter [➔ More](#)
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- ➔ High street pharmacists treat thousands more people for minor illnesses [➔ More](#)
- ➔ Average care worker earns less than over 80% of wider workforce [➔ More](#)
- ➔ NHS launches new online site finder for Monkeypox vaccines [➔ More](#)
- ➔ People with learning disabilities 'not always protected from abuse' - CQC [➔ More](#)
- ➔ World-first national genetic testing service to deliver rapid checks for babies and children [➔ More](#)
- ➔ NHS urges parents to book children in for essential MMR vaccination [➔ More](#)
- ➔ Care sector 'unsustainable' without more support, warn providers [➔ More](#)
- ➔ Coffey unveils £500m adult social care grant to free up hospital beds [➔ More](#)
- ➔ NHS delivers on elective recovery plan with progress on treatment and tests [➔ More](#)
- ➔ Record seven million people awaiting hospital treatment [➔ More](#)
- ➔ NHS expands lifesaving home testing kits for bowel cancer [➔ More](#)
- ➔ New NHS programme to find and cure hidden Hepatitis C [➔ More](#)
- ➔ NHS rolls out new electric vehicles to help patients and the planet [➔ More](#)
- ➔ NHS trials smart goggles to give nurses more time with patients [➔ More](#)

HAVE YOUR SAY

Help us improve planned surgery for adults with bone and joint problems in north west London

Public consultation - 19 October 2022 - 20 January 2023

The four acute NHS trusts in north west London have come together to propose a new way of organising planned orthopaedic surgery for adults. Our aim is to provide better, fairer and more timely care for adults needing bone and joint surgery across north west London. About 4,000 adults per year could see a change to where and/or how their inpatient orthopaedic surgery would take place.

Events in Harrow

We want to hear from you, our patients, residents and staff. Join us for one of the community events in Harrow to share your views on our proposal.

Community meeting

Tuesday 1 November, 14:00 - 16:00 - Harrow Civic Centre, Harrow, HA1 2XY

Join our doctors, nurses and therapists to hear more about our proposals.

Register online by scanning the QR code or visit: bit.ly/nwl-eoc-harrow



Community drop-in sessions

Thursday 17 November, 10:00 - 15:00 - Old Lionians Sports Centre, Harrow, HA1 4QF

Wednesday 18 January, 09:00 - 13:00 - Northwick Park Hospital, Harrow, HA1 3UJ

No need to sign up - just come along on the day at a time that works for you to speak to our friendly staff and complete a short survey.

To find out more and to complete the online survey, scan the QR code

or visit: bit.ly/EOC-NWL-Consultation

