

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: Centenary Park, Stanmore

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... plus more!

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Available in additional formats

Contact Us

➔ Healthwatch Harrow Update

Manager, Yaa Asamany writes "A lot has happened since the last newsletter.

On the 1st of September, Julian Maw, one of our longest serving volunteers, sadly passed away. His invaluable knowledge was second to none and he was able to confidently present the patients voice during his volunteering at key strategic meetings within Harrow. He will be sorely missed.

Early September saw us hosting a forum themed 'Your Hospital, Your Health' chaired by Ash Verma, Chairman of Healthwatch Harrow and attended by over 70 people. The guest speaker, Paul Joynson-Robbins - Director of Nursing and Lisa Knight - Chief Nurse of London North West Hospital Trust (LNWH) informed us that the Trust is in a much better place than previously with investment going into capital projects and quality staffing to ensure a safe and quality experience for patients.



4th September, Harrow Baptist Church

The full report for the forum will be out soon. There were other speakers, Karen Gilchrist from Harrow Carers showcasing the Hospital discharge service, Annika Towell from LNWH talking about Patient Participation and the Patient Advice Liaison Service (PALS) and Vrinda Saidiwaker from Advocacy 1st publicising the NHS complaints advocacy service available to Harrow residents. In general Dignity for patients clearly stood out as being important."

Our new website was also launched in September, which contains news, views and reports. ➔ [More](#)

“The health visitor is very good!”

Join us today and have your say!

➔ GP Access Survey - Your Views Matter!

The local NHS writes "GP practices across Harrow are seeking your views, on service access.

Practices have asked their patients to complete a survey. If you have not received a text message, please do visit your GP surgery website for the survey or pop into the surgery to scan the QR code on their posters. If you need a paper version, one can be requested.



Your feedback is important

Your views will help us to better understand what is working and how we improve services for you."

➔ Insights from Healthwatch Harrow

Healthwatch Harrow reviews patient feedback all year round. View our latest insight reports on GPs, hospitals and other local services. ➔ [More](#)

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

Join us today and have your say!

➔ North West London - Health Equity Awards

The North West London Health Equity programme is seeking nominees for awards.

If you would like to nominate a person/organisation from the North West London voluntary sector, NHS or local authority who has contributed to reducing health inequalities in their communities, please share your nomination by 6th November 2024.

The website is open for nominations. ➔ [More](#)

➔ How to Register with a GP Surgery

Anyone in England can register with a GP surgery to access NHS services. It's free to register.

GP surgeries are usually the first contact if you have a health problem. They can treat many conditions, give health advice and refer you to other services.



GP registration - what you need to know

Do I need ID or proof of address? You do not need ID, an NHS number or proof of address to register.

Some GP surgeries ask for supporting documentation as it can:

- Help the surgery find your medical records or transfer them from your current GP.
- Confirm that you live in the surgery's area (or "practice boundary") if they do not accept patients from outside this area.

If you do not have a permanent address you can still register using a temporary address or the address of the GP surgery.

Can a GP surgery refuse to register me? Yes, if:

- They're not accepting new patients.
- You live outside their area and they only accept patients inside this area.
- You have been removed from that surgery before.

If a GP surgery refuses to register you, they must write to you within 14 days explaining why.

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

Download the NHS App!

The NHS app can help you to find, and register with a GP practice. Find out more in the video. ➔ [More](#)

➔ Adult Community-Based Palliative Care

The local NHS writes "Since December 2021 we have worked with local people on a programme to shape the future of Adult (18+) community-based specialist palliative care in North West London.

We want residents and their families, carers and those important to them to have equal access to high quality community-based specialist palliative care and end-of-life care and support, that is coordinated, and which from diagnosis through to bereavement reflects their individual needs and preferences.

We want to make sure service provision is sustainable and that we can continue to deliver the same level of high quality care in the future.



Securing 'high quality' care and support

This involved a lot of conversations and engagement events and we are incredibly grateful to all our patients, families and carers and wider stakeholders including our partner hospice providers, both NHS and charitable, for their feedback, comments & support.

During this period, we developed a new model of care and looked at the services and support that would be needed to best deliver it and what needed to change.

In the next few months our plan is to consult with local residents on the options for how services can be delivered. To find out more, visit the website or get in touch." ➔ [More](#)

✉ nhsnwl.endoflife@nhs.net

“ I prefer to see my own GP. ”

Join us today and have your say!

➔ Help us Shape Your Local Pharmacy Services

Harrow Council writes "Healthy Dialogues is writing a pharmaceutical needs assessment (PNA) which looks at health needs of the people who live in your area.

As part of this we invite you to share your views around how you use your local pharmacy.

Please take a moment to complete this brief survey, which takes no longer than ten minutes. ➔ [More](#)

Your input is invaluable in helping to shape the future of your local pharmacy services.

The survey is open until the 20th December 2024."



How do you use your local pharmacy?

If you have any questions, please get in touch with Healthy Dialogues:

☎ 07825 571498

✉ PNA@healthydialogues.co.uk

➔ View Your Hospital Records Online

You can view your recent test results, letters, discharge summaries and appointment dates on your computer, phone, or tablet with Care Information Exchange.

Care Information Exchange is powered by Patients Know Best.

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

“The food was fantastic and the ward clean.”

Join us today and have your say!

➔ Winter Vaccinations and Services

The local NHS writes "Cold weather can be hard on our health, so it's really important we take steps to look after ourselves and prepare for our winter wellness.

There are lots of things you can do to keep well and the NHS is here to help you.



It's important to attend, if invited

One of the most important things you can do is have your winter vaccinations.

When you receive an invite, book your vaccination appointments as soon as possible to give you the most protection over the colder months.

“As I get older, I get more worried.”

Join us today and have your say!

Respiratory Syncytial Virus - New Vaccine

For the first time this year there will also be the new rollout of the Respiratory Syncytial Virus (RSV) vaccine.

This will be for those aged over 75, and pregnant women (over 28 weeks) to help protect their newborn babies.”

To find out more about the vaccines and local services, visit the website.

The website also contains useful information on pharmacies, self-care, mental health support, GPs, what to do in a medical emergency, and children and young people. ➔ [More](#)

➔ NHS 111 - Patient Questionnaire

We hear from Dal Jammu, Patient Engagement and Stakeholder Lead for London Integrated Urgent Care services - which includes the NHS 111, Out of Hours services, and the Primary Care Centres.

Dal writes "My role is a new role and I am hoping to bring together engagement and insight from across all patient groups, staff, partners, and wider stakeholders, to improve the quality of the health and care services we provide.

By working more closely, we can better understand people's needs, provide safe and effective services, and support local people to access the services they need, at the right time and in the right place.



What's your experience of NHS 111?

Patient engagement is a key requirement for all NHS services and is vital to ensure that the voice, opinion, and feedback of all people & communities are heard and influence how we plan, deliver, and develop services.

“ My GP gives me plenty of time. ”

Join us today and have your say!

We have launched a new Patient Satisfaction Questionnaire to review the quality of the service we provide.

Have you used the NHS 111 or Out-of-Hours service? Whatever kind of experience you have had with our services or staff, we would love to hear from you. Please give us your feedback on any improvements, concerns, or compliments you have. ➔ [More](#)

➔ Employment Support Services - WorkWell

The local NHS writes "We are pleased to announce that WorkWell was launched in North West London on 1st October 2024.

WorkWell serves as a 'front door', streamlining access to various employment support services and embodying our belief that 'good work supports good health outcomes'.



Employment that 'matches your skills'

As one of 15 WorkWell participants nationally, North West London Integrated Care System has secured £3.8 million over two years to support those in our population at risk of unemployment due to sickness and individuals out of work for less than six months due to health conditions.

This approach tackles health problems early, preventing long-term inactivity and addressing the growing issue of long-term sickness absence.

This groundbreaking programme marks a significant step forward in our mission to improve health outcomes through supporting our North West London communities in gaining employment that matches residents' skills and expertise.

The programme provides 8-16 weeks of support, making sure there's 'no wrong door' for those seeking help. It will integrate with other solutions your GP and other health professionals use."

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

“ I want a named social worker. ”

Join us today and have your say!

➔ Healthwatch England on Pharmacy Closures

Healthwatch England writes "Our Freedom of Information request sent to all 42 Integrated Care Boards (ICBs) in England investigates the issue of pharmacy closures. Between 1st January and 31st December 2023, we found that:

436 pharmacies closed permanently in England. This amounts to more than eight pharmacies closing every week.



We're losing pharmacies, and with it expertise

There is significant variation in the rate of permanent pharmacy closures. At the lower end, some ICBs saw only 1% of their pharmacies close permanently, while at the upper end, one ICB saw 11% of its pharmacies close permanently.

46,823 hours were lost to temporary closure, the equivalent of 5,852 standard pharmacy working days.

At the ICB level, the number of hours of temporary closure ranged from 0.42 hours per pharmacy to 17.48 hours per pharmacy.

The main reason for temporary pharmacy closures across England is a lack of available staff.

Higher rates of both permanent and temporary closure were recorded in areas that were rural, had older populations, and had fewer GPs per head.

We have made several recommendations, to reduce the impact of pharmacy closures." ➔ [More](#)

“I have to wait 3 weeks to see my GP.”

Join us today and have your say!

➔ Menopause Awareness Month

The month of October is Menopause Awareness Month, and World Menopause Day is held annually on 18th October. It aims to break taboo and improve women's health and wellbeing by raising awareness about the symptoms and the support available.

National organisation Wellbeing of Women says "Women make up nearly half of the UK workforce, yet many feel forced to reduce their hours, pass up promotions, or even leave their jobs due to lack of menopause support.

This is why we are calling on employers to sign the Menopause Workplace Pledge and take positive action to make sure everyone going through the menopause is supported.



Helping employers to be 'menopause aware'

Small and medium sized enterprises face particular challenges in supporting women at this life stage.

“The dentist put me at ease.”

Join us today and have your say!

We've launched a toolkit of resources tailored for staff to create menopause positive workplaces. All workplaces whatever their size could benefit from the tips and guidance.

After signing the pledge, employers are encouraged to take at least one positive action a year towards becoming a menopause positive workplace.

Since the campaign launched, more than 3,100 employers have signed the pledge, including Bupa, BSI, BBC, Tesco and Royal Mail." ➔ [More](#)

➔ Early Stroke Discharge Service for Harrow

London North West University Healthcare NHS Trust (LNWT) writes "Harrow is getting its own dedicated early stroke discharge service helping reduce the time patients stay in hospital and provision of community-based rehabilitation.

The service in neighbouring Brent offers a reminder of the gap in service provision with someone leaving hospital seen within 24 hours compared to a 6 - 8 week wait in Harrow.



Reducing the time spent in hospital

The new service will ensure patients whose stroke has caused mild to moderate disability will be assessed and treated within 24 hours and will receive the same level of rehabilitation at home as they would have in hospital.

“We can visit mum and take her out.”

Join us today and have your say!

The rehabilitation will support independence and reduce the risk of readmission to hospital with stroke related problems for up to six-weeks after acute discharge.

Pippa Nightingale, Chief Executive said 'Harrow has a higher-than-average incidence of stroke given the age and ethnicity of its population and I'm delighted the integrated care board has made this happen.

The community rehab programme will also be available in residential and nursing homes and the team will be working towards the gold medal standard of care'. " [➔ More](#)

➔ Perinatal Mental Health Service

Research shows that up to one in five new and expectant mothers experience perinatal mental illness. However, many find it difficult to come forward and ask for the help they need.

Local support is available. The Brent and Harrow Perinatal Mental Health team support women with their mental and emotional wellbeing during pregnancy and up to two years after having a baby.

The service is now open for people to self-refer.

When you self-refer to the service, you will be asked some questions to determine the type of support you need. Please leave your contact details so that one of the team can get in touch with you to find out how you can be best supported.




Local support is available - get in touch

You need to be aged over 18 years and a resident in Brent and Harrow to receive support from the service.

Please be aware that the perinatal mental health service is open Monday to Friday, 9am to 5pm. If help is required urgently or outside of these times, please contact your GP or the advice and crisis support line on 0800 0234 650. [➔ More](#)

You can also get in touch for general information:

 020 8869 2308

 cnw-tr.brentharrowperinatal@nhs.net

“Not everybody can use a computer.”

Join us today and have your say!

➔ A&E Focus on Frequent Attenders

London North West University Healthcare NHS Trust (LNWT) writes "Patients who repeatedly use A&E are coming under the spotlight as part of an initiative to understand why they attend so frequently.

Harshal Goswami is one of two High Intensity User Case Workers employed by the trust's emergency departments earlier this summer.

High intensity users who attend A&E at least six times in as many months include those living with mental health conditions, alcohol and substance abuse, long term medical conditions, dementia and frailty, and medically unexplained symptoms.



Dedicated staff can identify frequent attenders

It is part of a year-long pilot across eight London boroughs and seven emergency departments.

Harshal said 'We have one individual who has come in more than 50 times but when under observation shows no signs of distress or ill health.

We look into a patient's medical history and socio-economic situation to see if there are underlying patterns to their behaviour and what we can do to help. It involves some detective work and I liaise with everyone from housing and social services to community and voluntary groups if we spot a trigger which may be causing frequent attendances.

It can be something as simple as loneliness or poor living accommodation and we work with agencies to address that'." [↪ More](#)

“ I got my referral for a scan within days. ”

Join us today and have your say!

➔ Ealing Community Diagnostic Centre

London North West University Healthcare NHS Trust (LNWT) writes "The new £30 million Community Diagnostic Centre (CDC) has opened at the Ealing Hospital site.



A 'state of the art' diagnostic centre

The state-of-the-art centre will help ease pressure on existing hospital services and reduce waiting times for diagnostic tests. GPs can make direct referrals to the centre, offering a faster and more convenient service as well as helping reduce unnecessary hospital visits.

Ealing CDC has its own separate entrance to the right of the main hospital entrance. It is run separately from the main hospital and is therefore more resilient to the risk of cancelled appointments due to emergency care pressures.

“ The welfare of carers is very important! ”

Join us today and have your say!

Although it is a standalone facility, staff are employed by LNWT and follow Trust policies and guidelines.

The centre is strategically situated to help combat health inequalities and improve healthcare in communities that need it most.

It primarily serves communities in Hanwell, Southall and Greenford, as well as supporting Brent and Harrow boroughs, whilst providing the North West London Integrated Care Service with additional capacity." [↪ More](#)

➤ Getting Help with Health Costs (New Study)

Healthwatch England writes “The NHS offers support for people on low incomes to help with care costs. We looked at how easy it is to access this help and how it can be improved.

Our research into the impact of the cost of living on people's health found some people avoid getting medications, visiting the dentist, or travelling to care appointments because of the cost.

Support does exist. If you have a low income, the NHS Low Income Scheme can help you pay for prescription costs, dental charges, eye care costs, travelling to receive treatment, and wigs and fabric supports.



Support with costs is available

To qualify, you must receive certain means-tested benefits or fill out a 19-page form asking for information about your personal situation, income, and savings.

“I can't go shopping without support”

Join us today and have your say!

A separate scheme also provides free prescriptions to specific groups based on age, pregnancy, recent maternity, or certain medical conditions. Some of the same groups are also entitled to free dentistry.

The experiences people have shared with us suggest that awareness of help with NHS costs, especially help with travel and prescriptions, is low. The rules about eligibility can also be confusing.”

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

➤ Community Hubs are Open!

All across the borough, community hubs provide shelter from the weather. They also become places of friendship, support and encouragement. They provide a warm welcome, where it is needed most.



Helping you to keep warm this winter

Find a community hub, near you, now. ➤ [More](#)

➤ Keeping Well Over the Colder Months

Harrow Council writes “With the colder weather comes sniffles, flu and Covid. However, vaccinations can offer protection and help people stay well.

Adults can now book a free NHS flu or Covid vaccine if they are aged 65 and over, a resident in an older adult care home or have certain underlying health conditions. In addition, the respiratory syncytial virus (RSV) vaccine is available to people aged 75 to 79 or those more than 28 weeks pregnant. Book a vaccine online today. ➤ [More](#)

The MMR (Measles, Mumps, and Rubella) programme continues and Mpox vaccinations are available to those most at risk. Vaccines can be given at GP surgeries, pharmacies, maternity units or schools.

Children aged 2-3 who are registered with a GP are invited to have their flu vaccine at a surgery. Primary school aged children (from Reception to Year 6) and secondary school aged children (from Year 7 to Year 11) can also have the needle-free flu vaccine”. Get more information on the website. ➤ [More](#)

“I got useful advice from Age UK!”

Join us today and have your say!

➤ Harrow Art Showcase

Central and North West London NHS Foundation Trust (CNWL) writes "On Monday 2nd September 2024, an art showcase was held in West House in Harrow to display the power of art, creativity and connection through building community in our local areas.

The art group started in January 2024, and gathered every Friday leading up to the showcase. It wasn't exclusive to those who were naturally gifted at art, but everyone that had an interest in it. A key objective of the art group was to help revamp our services in Harrow.



Showcasing art and creativity

The aim was to make the environment have more of a therapeutic feel and less of a clinical one. By doing so, it would give them a visually appealing appearance and attract others to explore them. Moreover, it helped to build a weekly safe space for the service users and ultimately a community.

Borough Lead Occupational Therapist for Harrow, Lilly Mandal, mentioned how the art group aligns with general wellbeing. 'The art contributes positively to wellbeing by addressing the five ways of wellbeing: connecting, being active, take notice, learning and giving'." [➤ More](#)

➤ Survey on Mental Health Crisis Care Services

This survey is specifically intended for individuals who have accessed crisis care services through the NHS 111 'select mental health option' service. Its purpose is to gather feedback on your experience and the support you have received.

Responses collected through this survey will be analysed to identify areas where improvements can be made to enhance the quality of care provided.

The survey closes on 15th July 2025. [➤ More](#)

➤ Quit Smoking this Stoptober!

This October, join the 2.5 million people who've been inspired by Stoptober.

Even if it's your first time or you've tried before, Stoptober gives you the perfect opportunity to quit smoking. Stay smoke-free for 28 days, and you're 5 times more likely to quit for good.

With the right support, quitting is easier than you think. Start planning today by checking out the free tools and tips to help you stay on track. You've got this!

Many people try to quit smoking with willpower alone, but it's much easier to go smoke-free with the right help.

There are lots of support options available to help you on your quitting journey. You might want to consider the cost of different aids and the side effects.



It's easier to quit, with support

If you've tried to quit before, think about what methods worked for you and what you might want to do differently.

The key is not to give up, try different combinations until you find the one that works for you. Visit the website to get information, tips and support. [➤ More](#)

Local Support:

You can also get local support from the Harrow Smoking Cessation Service. [➤ More](#)

“I need to be involved in care planning.”

Join us today and have your say!

➔ What is Pension Credit?

Pension Credit is a means-tested benefit for people over State Pension age who have a low income. It comes in 2 parts - Guarantee Credit and Savings Credit. It's separate from your State Pension.

Guarantee Credit tops up your weekly income to a guaranteed minimum level. Savings Credit is extra money if you've got some savings or if your income is higher than the basic State Pension.

By claiming Pension Credit, you might become eligible for other benefits too, such as help with health and housing costs



Are you eligible for Pension Credit?

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

Latest Newsletters

- ➔ Harrow Council - Harrow People Newsletters ➔ [More](#)
- ➔ Harrow Carers - Newsletter, Summer 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](#)
- ➔ NHS diagnoses thousands more cancers as cases rise by 5% ➔ [More](#)
- ➔ Renewed call for millions to take up NHS breast screening invites ➔ [More](#)
- ➔ Learning hub on supporting people with executive dysfunction launched ➔ [More](#)
- ➔ Paralympian joins NHS call for students and children to get protected against meningitis ➔ [More](#)
- ➔ Review of carer's allowance overpayments announced ➔ [More](#)
- ➔ England's NHS mental health services treat record 3.8 million people last year ➔ [More](#)
- ➔ NHS rolls out free eyesight, hearing and dental checks for residential special schools ➔ [More](#)
- ➔ Fall in number of personal assistants 'a significant concern', warns sector body ➔ [More](#)
- ➔ Pressure on A&E continues with 1.2 million extra attendances so far this year ➔ [More](#)
- ➔ NHS announces plans to prepare for busy winter period ➔ [More](#)
- ➔ Number of overseas care recruits plummets as report highlights sector's reliance on them ➔ [More](#)
- ➔ NHS kicks off COVID and flu jabs to protect against 'triple-demic' ➔ [More](#)
- ➔ Government to create body to set adult social care pay and conditions ➔ [More](#)
- ➔ Thousands more people with type 1 diabetes to get artificial pancreas in NHS roll out ➔ [More](#)
- ➔ Overdue £22m adult social care innovation funding 'risks disappearing', warns charity ➔ [More](#)
- ➔ One in eight toddlers and primary school aged children obese ➔ [More](#)
- ➔ Creating online reflective spaces when working from home ➔ [More](#)
- ➔ NHS cancer advice page sees a visit every 16 seconds following Jamie Theakston's diagnosis ➔ [More](#)
- ➔ Mirrors in leisure centres across the country to reflect important NHS reminder ➔ [More](#)
- ➔ NHS England fast-tracks new life-extending blood cancer treatment ➔ [More](#)
- ➔ National shortlist of exceptional NHS staff announced ➔ [More](#)
- ➔ Parents urged to get children MMR jab as one in six not fully vaccinated ➔ [More](#)
- ➔ NHS announces plans to prepare for busy winter period ➔ [More](#)
- ➔ Landmark moment as NHS kicks off first ever RSV jab rollout ➔ [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