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Contact a Family

...plus more!

020 3886 0830
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Martin House, 1 Swift Road, UB2 4RP
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Welcome to the NEW Healthwatch Ealing!

From concerned mums to passionate pensioners, thousands of ordinary people all across the borough are sharing their experiences to help hard-pressed hospitals, GP surgeries and care homes find ways to improve.

Do you have opinions on any of the local health and social care services you use? If you do, why not tell us?

Share your experience of local services with Healthwatch!

We have been newly commissioned by Ealing Council to act as the borough’s independent consumer champion and my team and I are here to talk and listen to people from every part of the community about health and social care services.

Get in touch and keep an eye out for the team at community events and at health and social care services in the borough.

We look forward to hearing from you and helping to ensure your voice can make a difference. To keep up to date with our work and news please sign up via our website.

The team includes Jaime Walsh (Director), Oyinkan Adesiyan (Research & Policy Officer), Patricia Kouadio (Patient Experience Officer) and Thais Curia (Engagement & Volunteer Officer). Get in touch on:

📞 020 3886 0830
✉️ info@healthwatchealing.org.uk

"The community midwife was fantastic!"

Join us today and have your say!

GP Access in Ealing

One of our first pieces of work at Healthwatch Ealing was to undertake a survey around GP Access in the borough. Commissioned by Ealing Clinical Commissioning Group (CCG), we collected feedback from 2,000 local residents.

The findings include...

Most people surveyed are able to obtain urgent appointments on the same day, when they need them.

Many people not yet using online booking services indicated they would do so in the future. It was also clear that a large majority of the predominantly ‘older’ population are not online or IT literate.

Residents who knew about the new GP Access centres - weekend GP appointments - gave overwhelmingly positive feedback on the service.

Access to appointments is a significant issue for many residents.

Many respondents described difficulties in getting through to practices on the phone, which was the most significant barrier to accessing appointments.

Some people experience long waiting times (sometimes up to a month) to see a GP, especially their ‘preferred’ GP.

The voices of local people gathered through this piece of work have already fed into the ‘Ealing Standard’, which is a new set of criteria and services which Ealing GPs will be commissioned to deliver over the next 3.5 years. The ‘Access’ standard will be one of the first Standards to be implemented later this year. To see the full report findings please see our website.

Healthwatch - Share your Experiences

What do you think of local health and social care services?

Visit the Share your Experiences section on our website to share your views and experiences on the local services that you use. Every single comment captured will be reviewed and fed into our quarterly Patient Experience Report which goes to the Health & Wellbeing Board and Ealing Clinical Commissioning Group (CCG). Your Voice Counts!

Visit our website or call the office. More
**Get Involved!**

**Volunteer with Healthwatch!**

Want to help improve Health & Social Care services but don't know how to do it?

This is your chance! Being part of the volunteer team at Healthwatch Ealing, you'll play a role at both local and national level to make sure that people’s experiences of health and social care are taken into account.

We speak to patients and local groups anonymously to find out what their health issues and priorities are, and listen to people across the Borough of Ealing.

Volunteer with us and help to improve services!

The patient experiences we gather are fed into reports for health and social care commissioners and providers (e.g. hospitals, GPs, care homes etc.) and summarise the main themes and issues raised.

We also make recommendations and ensure our partners respond to reports stating how they are going to address any issues or concerns highlighted.

Our two current volunteer roles are “Patient Experience” and “Enter & View”.

What are you waiting for? We look forward to hearing from you! Visit the website or contact the office.

📞 020 3886 0830
✉️ info@healthwatchealing.org.uk

**Your Say on Booking and Reception!**

Help Ealing Hospital to improve their outpatient booking and reception areas.

Join a small group session at Ealing Hospital to share your experiences & help the hospital plan how they can improve outpatient booking & reception areas:

📆 Monday 11th September, 2.30pm - 4.00pm
📍 Ealing Hospital (Room TBC)

Topics include centralised booking - when do patients want to call about appointments? In the evening? Until what time? On Saturdays?

The hospital also hopes to reduce the number of small receptions and instead have better resourced main ones at the front and back of sites.

To avoid any challenges with finding your way from a main reception desk to a clinic, they are planning to include maps and directions with appointment letters, improve signage, recruit more wayfinding volunteers to help.

Please note registration in advance of attendance is essential. Light refreshments will be available. Directions to the room will be provided when numbers are known. To book or to find out more:

📞 020 8869 3638
✉️ huzaima.rahim@nhs.net

**Ealing CCG Annual General Meeting**

NHS Ealing Clinical Commissioning Group (CCG) warmly invites you to attend their Annual General Meeting (AGM):

📆 Wednesday 20th September, 4.30pm - 6.30pm
📍 Ealing Town Hall, New Broadway, W5 2BY

Information stalls from 4.30pm and presentations start at 5.30pm, followed by questions and answers. They look forward to meeting you!

📞 020 8869 3638
✉️ huzaima.rahim@nhs.net

“A lack of privacy in reception.”

Join us today and have your say!
Multiple Conditions in Later Life Survey

Many older people live with several health conditions or illnesses. Much research has focused on specific single illnesses, but living with multiple conditions, especially at older ages, has received less attention. Many questions about it remain unanswered.

A closer look at multiple conditions in later life

For the first time ever, a national survey is taking place to find out what the important issues are from the point of view of older people aged 80 plus living with 3 or more conditions, and their carers.

This will help researchers identify the top 10 priorities for research on living with multiple conditions in later life.

Choosing Wisely - Changes on Prescriptions

Ealing Clinical Commissioning Group (CCG) alongside CCGs across North West London, have agreed to changes in the way medicines are prescribed.

Before implementation of the new proposals, North West London CCGs wish to ensure a more robust understanding of which groups may be affected by these changes and what mitigations could be put in place to prevent any disadvantage.

Help them to understand how communities in Ealing may be affected by feeding back by 18th September.

Dementia Peer Support Resource Pack

From the Health Innovation Network, a new pack, bringing together in one place evidenced-based resources to help community groups and funders set up and run peer support groups, as well as guidance on how to make older peoples’ groups more dementia friendly.

It includes films, case studies, policy and research related to the benefits of peer support, as well as resources on funding, staff training and evaluation of groups. It has been developed for those who work with, or fund or commission services for people with dementia.

The welfare of carers is very important!

Join us today and have your say!
Local News

GP Extended Access Services

Need to see a GP or nurse in the evening or at the weekend? Evening and weekend GP and nurse appointments are now available for people that live in Ealing or are registered with a GP in the Borough.

Your practice receptionist can book an evening or weekend appointment for you at the Sunrise Medical Centre in Southall, Elmbank Surgery in Hanwell, or Florence Road Surgery at Ealing Broadway.

When your practice is closed, you can dial 111 to be assessed and you may be offered an evening or weekend appointment if appropriate for your needs.

Introducing evening and weekend appointments

You can access these services at the following locations:

- The Sunrise Medical Centre (UB1 1HS)
  Monday to Friday 6.30pm to 8.00pm
  Saturday & Sunday 8.00am to 8.00pm

- The Elmbank Surgery (W7 3DD)
  Monday to Friday 6.30pm to 8.00pm
  Saturday & Sunday 8.00am to 8.00pm

- The Florence Road Surgery (W5 3TX)
  Monday to Friday 6.30pm to 8.00pm
  Saturday & Sunday 8.00am to 8.00pm

Ask the receptionist at your GP practice for more details of this new service.

Survey on Older People’s Care Services

The NHS in Ealing is looking at how best to provide care for older people in hospital and throughout the community.

To provide better support for older residents, they want to further develop services for older people at Ealing Hospital.

Aiming to provide ‘better support for older people’

To get this new service right they want to hear from local residents, staff and patients. They also want to hear from people who don’t currently use health services in Ealing.

Please take a moment to complete an online survey, which will be open until 1st November.

What You ‘Need to Know About Ealing Hospital’

London North West Healthcare NHS Trust (LNWH) says that Ealing Hospital is not closing, and advise residents ‘not to worry, or to do anything differently’.

They say that new services will be developed and some existing services will change, so that residents may ‘get the best care, when they need it’. They are keen to engage with local residents and community groups, and would like to hear from you.

My pharmacist had the answers.

Join us today and have your say!
Strategic Outline Case Update

North West London’s NHS has submitted the first of their Strategic Outline Cases (SOC1) for capital funding to NHS England. This bid was for just over £500m to invest in buildings and facilities for GP practices and hubs across North West London and acute hospitals in outer North West London.

The bid was considered by NHS England’s Investment Committee and received a positive response. It now moves forward to the next stage of approval, which is consideration by NHS Improvement’s Resources Committee.

Addressing physical access to GPs, and more

The SOC investment consists of:

£69m for GP practices, to make it easier for patients to physically get in and out of practices; better waiting rooms and more consulting rooms across all eight boroughs.

£141m for out of hospital hubs to modernise eleven existing community hubs; build seven new ones; increase capacity and enable people who have multiple health and care needs to have those dealt with in one place.

£304m for acute hospitals to support Ealing’s change to become an excellent local hospital; expand A&E and provide more beds at West Middlesex Hospital; expand A&E and maternity at Hillingdon Hospital; provide more primary and community care services at Central Middlesex Hospital and provide more post-op recovery and critical care beds at Northwick Park Hospital, and improve some existing buildings.

Local GP Practice Rated Inadequate by CQC

An Ealing GP practice has been rated Inadequate overall by the Care Quality Commission (CQC) and has been placed into special measures. This is a deterioration since the previous inspection in 2015, when it was rated as Requires Improvement.

Dr Nader Lewis’s practice in Brunswick Road, which looks after 1,650 people, was rated Inadequate for being safe, effective, caring and well-led. It was rated Requires Improvement for being responsive following an inspection in May 2017.

The CQC’s key findings included:

Patients were at risk of harm because systems and processes were not in place to keep them safe.

Governance arrangements were insufficient to provide a safe, effective service. Inspectors were particularly concerned about the quality and integrity of patient record keeping.

The practice received mixed patient feedback. The national patient survey results were consistently below average for patient experience of GP consultations and patient involvement in decisions.

“I feel involved in my care planning.”

Join us today and have your say!

The practice had a large working population but offered restricted opening hours. Also, it had not established a patient participation group.

Professor Ursula Gallagher, CQC Deputy Chief Inspector of GP Practices, said: “I am very concerned that we have found so many problems at Dr Lewis’s practice and we are placing it in special measures in order to help the practice improve.

Where necessary, another inspection will be conducted within six months, and if there is not enough improvement we will move to close the service by adopting our proposal to remove this location or cancel the provider’s registration.

Special measures will give people who use the service the reassurance that the care they get should improve.” More
CAIA Health & Care Support Service

The Centre for Armenian Information & Advice (CAIA) Health & Care Project offers support to Armenians and those connected to them who live in the Ealing Borough.

The project enables a trained CAIA worker to visit a client at home, provide awareness/information or attend hospital visits where necessary in order to enable the client to understand and discuss their health care needs. The service is provided to allow those who are vulnerable greater access to mainstream services.

The CAIA can support clients by liaising with their GP, Dentist, Optician, District Nurse, Chiropodist, Social Workers, Hospitals and any other health or care professional. Clients are also informed of access to taxi card, Dial a Ride and blue badge which help reduce isolation and improve health.

Supporting Armenians to access health and other services

The CAIA can enable clients to make complaints about health and care services on a confidential basis, working in partnership with Healthwatch.

They also run health related workshops with the aim of educating and informing the Armenian community at their Elders Day Centre, meeting every Friday 12-4pm which also provides respite to carers.

To find out more, get in touch:

☎ 020 8992 4621
✉ info@caia.org.uk

Introducing BriteLives

BriteLives is a ‘Social Impact’ Company working in Ealing, helping older people reconnect with their community.

They are prototyping (just in Ealing for the moment) some ideas to combat chronic loneliness by ‘putting all of the services for older people in one place’ and helping older people, families, carers and professionals understand the range and nature of local services.

A project to ‘combat chronic loneliness’

They also provide an opportunity for feedback and recommendations to capture service user insights and provide a service listing for health and social care professionals from which they can socially prescribe to, and help providers connect and integrate services across the community.

“A lovely experience at maternity.”

Join us today and have your say!

By helping older people to stay active, keep learning, stay connected and meet new people and find professionals and experts, they think they can increase local participation and self-reliance and reduce the burden on statutory services.

This is a pilot, and they have been invested in by Bethnal Green Ventures and UnLimited (the Millennium Trust Fund).

If the trial is successful, they will increase the service area to include West London and then across the rest of London and beyond.

“The surgery is too overcrowded!”

Join us today and have your say!
Solace Centre and Marron House Launch

The Solace Centre is a daily out-of-hours mental health resource centre. The service offers a safe, accepting and inclusive environment for people with mental health problems (and dual diagnosis) who live in the London Borough of Ealing.

The centre is open to people aged 20 and over and is a place where people with mental illness can meet in a relaxed environment, build confidence and make new friends. More

Contact a Family

Contact a Family is a charity that provides support and information to families with disabled children, whatever the condition or disability.

Introducing ‘Birth to Five’ - welcoming & informative sessions for parents and carers of children aged 0-5 who have additional needs.

There for parents of children with additional needs

All sessions are 10am -12.30pm at Georges Community Centre, 8-12 Lancaster Road, UB1 1NW.

11th September, Support and Information

Know about support services for you and your family and understand how to get support.

13th September, Building Parental Confidence

Develop better communication skills, feel more confident to make decisions and about your child, prepare for meetings with professionals.

18th September, Encouraging Positive Behaviour

Understand the reasons for behaviour, working with others to encourage positive behaviour.

20th September, Money Matters

Know how to improve your finances, understand what you’re entitled to, know where to get support.

Childcare costs will be reimbursed. To find out more:

07458 046 075
vicky.keeping@cafamily.org.uk

Solace Centre and Marron House Launch

The Solace Centre and Marron House service users and staff would like to invite you all to their official 'Opening Launch':

Tuesday 10th October, 1pm - 6.30pm
58 Bowmans Close, W13 9YT
020 8567 6189 (please call after 3pm)
natalie.crank-burnet@equinoxcare.org.uk

The event coincides with World Mental Health Day 2017, with the overall objective of raising awareness of mental health issues around the world and mobilising efforts in support of mental health.

World Mental Health Day provides an opportunity for all stakeholders working on mental health issues to talk about their work, and what more needs to be done to make mental health care a reality for people worldwide.
Introducing HeadsUp

HeadsUp is an initiative that gets people who use mental health care involved in the development and improvement of services.

Rates of volunteering among 16-25 year olds rose by 50% between 2010 and 2015. Millions of young people have been mobilised. It’s a ‘great success story’.

But at the same time, and without any of the same kind of attention, people at the other end of the age spectrum have continued to do their bit. Those aged over 75 are just as likely to volunteer once a month as people aged 16-49.

HeadsUp currently runs in Ealing and Hammersmith & Fulham. It is facilitated by Hammersmith and Fulham Mind in collaboration with Mind in Ealing and Hounslow.

Why join HeadsUp?

By joining HeadsUp you have the opportunity to get your voice heard and for the right people to hear it. You can be a part of their community and make new friends, while working towards the same goal. There are opportunities to build your skills and confidence, and some of the opportunities are paid.

Ealing Carers Forum

Are you caring, unpaid for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without your support?

Are you interested in what Ealing Council, the Ealing Clinical Commissioning Group (CCG) and others are doing to support carers and those they care for?

Would you like to give feedback on issues that concern you?

Come to the Ealing Carers Forum run by Ealing Carers Service, with meetings once a month.

To find out more:

020 31376194
ecsmanager@carerstrustthames.org.uk
Vteam Volunteering Service

The Vteam is the University of West London Volunteering Service.

They help students find different volunteering opportunities during their time at University that will help them gain experience, build their CV, develop new skills, meet new people and have fun.

Volunteering is a great thing to do while at University and they have plenty of opportunities that fit around students’ busy schedules, from one day challenges to regular volunteering with a local community organisation. There really is something for everyone!

Helping students volunteer

Drop them an email if you’d like to know more, or if you’re a local organisation looking for volunteers. You can follow them on Twitter (@The_Vteam), Facebook (@uwlvolunteering) and Instagram (UWL Volunteering).

✉️ thevteam@uwl.ac.uk

Latest Newsletters

✈️ NICE Public Involvement Update, August 2017 🌐 More

Please send us a link to your latest newsletter!

News Summary

✈️ Latest news from West London Mental Health NHS Trust 🌐 More
✈️ Latest news from London North West Healthcare NHS Trust 🌐 More
✈️ Latest news from Ealing Council 🌐 More
✈️ Save our hospitals petition launched 🌐 More
✈️ New scheme launched to help NHS whistleblowers 🌐 More
✈️ Social worker recruitment and retention among biggest risks facing children’s services 🌐 More
✈️ Chief nurse to lead NHS England’s London team 🌐 More
✈️ Apprenticeships will not ‘dumb down’ social work, say backers 🌐 More
✈️ Hundreds more people surviving heart failure, independent study finds 🌐 More
✈️ Study finds high rate of repeat referrals in children’s services 🌐 More
✈️ National survey shows cancer patients feel increasingly positive about their NHS care 🌐 More
✈️ Social care co-operatives can create more flexible support, finds report 🌐 More
✈️ UK health system comes out on top in new report 🌐 More
✈️ Thousands of new roles to be created in mental health workforce plan 🌐 More
✈️ 8 out of 10 patients are positive about GPs - new survey 🌐 More
✈️ ‘Social work in London opened my eyes to the world’ 🌐 More
✈️ More people will be able to give blood following scientific review 🌐 More
✈️ Government eyes emergency measures to ease DoLS pressures 🌐 More
✈️ £86 million funding announced for new medicine and technology 🌐 More
✈️ Government responds on cyber security and data 🌐 More
✈️ Key reforms mean big difference to sight impaired 🌐 More
✈️ Secondary school staff get mental health ‘first aid' training 🌐 More
✈️ 'Exercise pill’ could potentially help people with heart failure 🌐 More
✈️ NHS Digital launches e-nursing week campaign 🌐 More
✈️ Software used to screen social media photos for depression signs 🌐 More
Want to be part of Health and Social Care change?

Join our volunteer team!

Three reasons you should become a Healthwatch volunteer:

- Learn new skills
- Help your community
- Meet new people

What are you waiting for? We look forward to hearing from you:

☎ 020 3886 0830

✉️ info@healthwatchealing.org.uk

🌐 www.healthwatchealing.org.uk