

# healthwatch

## Central West London

### Welcome to our first Healthwatch update for 2017

We have been busy over the last few months building our staff team, moving offices and engaging with local residents across our three boroughs. We are also currently updating our website to make it easier for you to find information and share your experiences electronically.

We thought you might like to see some details of what we have been doing in your local area and attached is a summary of some of our work.

As you will see we are running a series of events aimed at talking to local residents about how they can get involved in our work. We would love to see you at one of the events, either to meet our new team, share your experiences of health and social care or talk to us about what our future work should focus on. With so much news around health and social care in the media we are keen to pass on your views to decision makers and **make your voice count** so please do come and talk to us.

Take a look at the **Dates for you Diary** below and see what is happening locally. We look forward to meeting many of you over the coming weeks at one of our events but feel free to call us if you have suggestions or would like further information.



#### Our new office:

5.22 Grand Union Studios  
332 Ladbroke Grove  
London, W10 5AD

#### Transport:

Kensal House Bus Stop,  
served by bus nos. 23, 52,  
70, 228, 295, 316, and 452



## Dates for Your Diary

**3rd March** –Café Talia Drop-In

**7th March** – GP Practice PPG Workshop: Building Membership and Representation

**29th March** – Meeting the Needs of Socially Isolated Older People in Kensington & Chelsea

**30th March** – Westminster Info and Engagement Day

**4th April** – Spring Family Health Fair, Holy Apostles Church Hall

**11th April** – Signposting Case Studies, Presentation and Workshop

For more information about these events, please email Flora or Tsveta at: [info@healthwatchcentralwestlondon.org](mailto:info@healthwatchcentralwestlondon.org) or phone 020 8968 7049

## Volunteer with Us

Are you looking to meet new people, gain experience or be involved in your community? Do you think that people should have a say in the care they receive?

What ever your motivations for volunteering we would like to hear from you. We are always looking for volunteers to help us reach more people, spread the word about our work and listen to what current and prospective users think of health and social care services.

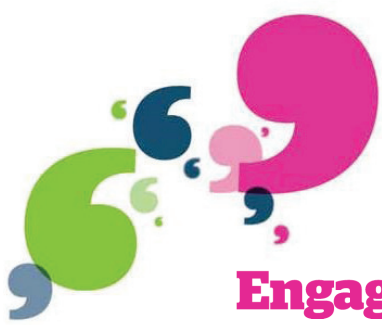
We have two exciting and ongoing roles: **Community Listeners** and **Dignity Champions**

- **Community Listeners** are out and about in Hammersmith & Fulham, Kensington & Chelsea, and Westminster, conducting interviews and surveys to gather views, and representing Healthwatch at local events.
- **Dignity Champions** visit health and social care services, such as care homes, to understand the experiences of those who are staying there and their visitors.

You can also contribute to our work in other ways by taking an action. For example, **writing a story** on a health or social care issue for our blog, **helping us at a stall** or **distributing leaflets** for an event in your local area!

If you would like to get involved, please get in touch with our new Tri-Borough Engagement and Volunteer Coordinator **Eva**:  
[Eva.Psychrani@healthwatchcentralwestlondon.org](mailto:Eva.Psychrani@healthwatchcentralwestlondon.org)





## Engagement and Volunteer Work

Engagement work in Hammersmith & Fulham has continued with **Pam** meeting local organisations and people, including the Carers Network, the Refugee Forum, Charing Cross Cardiac Club, and Connecting Care for Children.

On the **30th January** we also held an Info and Engagement evening. The event was a great success, due to the enthusiasm and input of those who attended.

Together we discussed:

- **Mental Health** and the types of questions you would like us to be investigating
- The North West London **Sustainability and Transformation Plans**, and how local communities can be involved in the process
- **Your experiences** of local health and social care services

Around the **priority of younger people** in the White City Estates, Pam has met with the White City Enterprise and the local Community Champions, as well as attending the Youth Forum, which provided feedback on some of the issues highlighted by younger people in the Borough.

We are also in the early stages of researching the health and social care needs and issues on the **Edwards Woods Estate**. So far, we have been informed of concerns regarding young people and mental health, and we will be exploring this further in the coming months.

Pam and Eva attended the **Canberra & Old Oak PPG meeting** on the White City Estate, following the merger of the two surgeries. Although the main purpose of this meeting was to re-establish a regular PPG group, it was also an opportunity to gather feedback, experiences and opinions of the people who attended.

### Other Projects:

We are currently scoping for two enter and view visits at mental health residential homes in the borough.

The PPG contact with Hammersmith & Fulham has now finished and the report will be available by the end of February. However, we will continue to provide some support to PPGs by, for example, inviting them to PPG Events in other boroughs.

For more info contact **Pam**

[Pam.Bardouille@healthwatchcentralwestlondon.org](mailto:Pam.Bardouille@healthwatchcentralwestlondon.org)

*Hammersmith & Fulham Engagement and Volunteer Co-ordinator*







Shortly before Christmas Healthwatch Central West London welcomed a new Engagement and Volunteer Co-ordinator for Kensington & Chelsea, **Bonnie Studd**. In her role so far, Bonnie has been visiting some of the voluntary organisations in Kensington & Chelsea to find out more about the great initiatives available and how Healthwatch can work with them to collect the views and experiences of all people within the community.

At the end of February Healthwatch Central West London held an Engagement Day and had stands at various locations across the borough (including our new office). Healthwatch took the opportunity to collect information about how much people know about the new Healthcare plans being introduced locally. Healthwatch will circulate the results.

Earlier on in the year the Local Committee identified two priorities to focus on:

- **The social isolation of older people**
- **Mental health in Kensington & Chelsea**

Healthwatch recognises that there are a lot of organisations in the borough working to reduce social isolation for older people, and therefore have decided to host an event that brings together each of these service providers. The aim of the events is for organisations to share what services they provide and as a group identify gaps and recommendations. Healthwatch will also talk to people with lived experience of social isolation to collect their stories and thoughts. If you would like to help Healthwatch by listening to people's stories, please contact us

Healthwatch are also planning an event around Mental Health - all are welcome! There will be an update on the changes that are taking place in mental health support and an opportunity to feedback.

- Provide mental health service users, carers and local people in K&C with an overview of the changes that are taking place in mental health support
- To identify what is working well, what needs improvement and where the gaps are

If you would like to talk **Bonnie** her email is;  
[Bonnie.Studd@healthwatchcentralwestlondon.org](mailto:Bonnie.Studd@healthwatchcentralwestlondon.org)  
*Kensington & Chelsea Engagement and Volunteer Co-ordinator*





**Carena** has been out and about visiting different organisations and taking part in events to hear the views and experiences of all people within the community.

Healthwatch has also told the Health and Wellbeing Board and the Overview and Scrutiny Committee in Westminster about your concerns regarding lack of information about the **Sustainability and Transformation Plans** for North West London. We will continue to push for more opportunities for people in Westminster to have their say.

In July 2016 the Healthwatch Local Committee in Westminster identified two priorities:

- **Changes to care coordination services** and support for people with long-term conditions
- **Reconfiguration of mental health day services** in Westminster

**Primary care coordination services** have changed in Westminster and we want to find out whether the new way of working is improving people's lives.

People living with a long-term health condition can get extra support through their GP practice. This could be through having a named contact who coordinates all your referrals, books your appointments and answers your care plan queries. It could be someone who encourages self-management of your health condition or offers extra help if you feel that your health is getting worse.

Have you received **extra support**, either from your GP or another health professional from your surgery to manage your long-term condition? **Tell us** about the care and support that you receive and to help shape local services in the future.

**Mental health day services** are currently being transformed. Healthwatch has been involved in the transformation steering group and is supporting a process of co-design with service users, services providers and commissioners that is developing the way support will be offered in the future to people in Westminster.

### **Want to know more about what we are doing?**

We will be out and about in Westminster in various venues and times on the **30th March** to hear your views and experiences of health and care services and to tell you more about Healthwatch. Look out for more details soon!

Contact **Carena** if you would like more info or to arrange a time to talk:  
[Carena.Rogers@healthwatchcentralwestlondon.org](mailto:Carena.Rogers@healthwatchcentralwestlondon.org)  
*Westminster Engagement and Volunteer Coordinator*



# Dignity Champions



Our most recent focus has been to

- Update our volunteer training sessions and recruit more Dignity Champions
- Plan 6 visits of publicly funded care facilities—these are called Enter & View visits

Eventually we will prepare action plans based on the feedback from these visits. This will contribute to a final report, which will include **recommendations** for improvements if needed.

These reports will be brought to the attention of the borough Commissioners then circulated wider. The Overview and Scrutiny Committee will aim to follow up on the areas of concern.



## Current Developments Have Been:

- Training sessions held last December and at the beginning of this month
- Recruited four new Dignity Champions
- Met with three care homes in Kensington & Chelsea
- Created new publicity materials

## You Can Help By:

- **Becoming a Dignity Champion**
- Encouraging others to be a Dignity Champion
- Providing a story of your personal experience of a care home
- Letting us know of any health and social care facility you feel we should visit

If you are interested in this project please contact Heather:  
[Heather.Stlouis@healthwatchcentralwestlondon.org](mailto:Heather.Stlouis@healthwatchcentralwestlondon.org)

*Dignity Champion Project Coordinator*



## Patient Participation Groups

We are currently producing a resource pack for GP practices and PPG members. It will include useful information about patient participation, GMS contracts and CQC monitoring requirements. The pack will also contain templates for PPG posters and leaflets

We are also developing workshops for PPG members and GP practice staff. The first workshop will focus on building PPG participation and representation.



## PPGs in Kensington & Chelsea, Queen's Park and Paddington

Healthwatch Central West London and West London Clinical Commissioning Group are offering a **free one year membership** to the National Association of Patient Participation (NAPP). Membership to NAPP provides GP Practices and PPGs with practical help and advice, and guidance on maintaining a PPG group. You will also receive an e-bulletin and printed copies of the quarterly newsletter.

If you would like to become a member of NAPP, or would like any further information about our PPG work, please contact Odeta Pakalnyte:

[Odeta.Pakalnyte@healthwatchcentralwestlondon.org](mailto:Odeta.Pakalnyte@healthwatchcentralwestlondon.org)

*Patient Participation Group Project Coordinator , Kensington & Chelsea*



## Contact Us

If you would like to get in touch, or share your story of health and social care, please contact us via the details below!

**Email:** [info@healthwatchcentralwestlondon.org](mailto:info@healthwatchcentralwestlondon.org)

**Telephone:** 020 8968 7049

**Freephone:** 08800 088 7455

**Website:** [www.healthwatchcwl.co.uk](http://www.healthwatchcwl.co.uk)



@healthwatchcwl



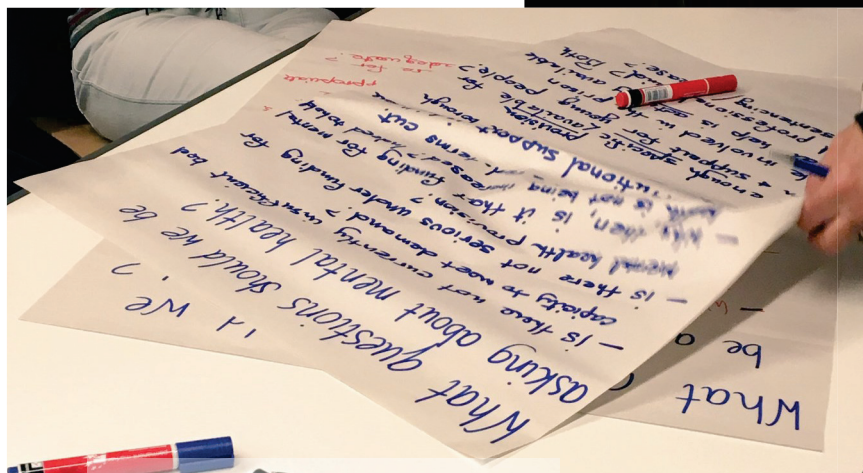
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## Hammersmith & Fulham Info and Engagement Event



## K&C Engagement Day: Eva, MP for Kensington Victoria Borwick and volunteer Maria



## K&C Engagement Day: Bonnie at Dalgarno Trust

