



## Newsletter August 2015

Dear Friends,

Welcome to your new look Healthwatch Brent. We have successfully moved offices and the contract is now being managed by CommUNITY Barnet. We have had a very busy 5 weeks getting to grips with the new structure and managing new IT systems. At the same time we strived to continue working on our actual Healthwatch business which is being your consumer champion for health and social care in Brent.

Our team has shrunk a little and we are busy recruiting volunteers for some exciting new tasks. This is to make sure that we have the maximum amount of money in our Community Chest to commission work.

Considering that all of us at Healthwatch Brent work part time we think that we have come a long way in the past 5 weeks.

Nicola has been busy setting up the Advisory Board and recruiting Promotion and Reach Partners. Read more about it below.

Elaine has been recruiting volunteers for a number of roles. See more details below.

Claudia has been setting up information systems.

Ian has been doing everything else, including attending the CCG Governing Body and the Health and Wellbeing Board.

Our colleague Jennifer from Healthwatch Barnet is answering the information and signposting line. Please note new times and number:

**Healthwatch Brent information and signposting line: 020 3598 6414.**

This line is live every Monday, Tuesday and Wednesday from 10 am to 1 pm. If you call at any other time you will be directed to voicemail and are welcome to leave a message.

Our new offices are at **3 Rutherford Way, Wembley HA9 0BP.**

We now have a permanent office telephone number.  
020 8912 5830 (If you want advice or information please call the information and signposting line above).

### [Healthwatch Brent Public Meeting](#)

We would like to invite you all to our next public meeting.

When: Thursday 1<sup>st</sup> October, 5 pm – 7 pm

Where: Training room, 5 Rutherford Way, Wembley HA9 0BP

Some of the speakers will be:

- Julie Pal, CEO CommUNITY Barnet
- Melanie Smith, Director of Public Health Brent (tbc) – public health priorities – to be confirmed
- A Healthwatch Brent volunteer - Enter & View programme
- Ian Niven, Head of Healthwatch Brent – HWB work programme

There will be opportunities for questions.

### [Healthwatch Brent Priorities](#)

The initial Healthwatch Brent priorities for the coming year are:

- Female genital mutilation (FGM)
- Phlebotomy – the patient journey / patient experience
- Mental Health – keeping well in the community

We are also waiting to see which priorities the Health and Wellbeing Board is going to set so that we can directly feed into their work.

### [Healthwatch Brent Advisory Board](#)

Healthwatch Brent held an introductory meeting for potential Advisory Board members on 30<sup>th</sup> July. 6 people attended the meeting to discuss Healthwatch Brent's new structure and the role of the Advisory Board. The intention is that members will represent some of Brent's diverse community users of health and adult social care. Members will contribute to an overview of Healthwatch Brent and advise on its work during the year.

We are also looking for organisations to sign up as Promotion and Reach Partners to help us spread the word. We will ask you to promote our work through your activities and website and provide us with information about the number of people you are reaching. We will be encouraging Promotion and Reach partners to undertake small research projects on behalf of Healthwatch Brent. Promotion and Reach Partners will receive a payment for their participation.

Please contact Nicola Mills on [nicola.mills@healthwatchbrent.co.uk](mailto:nicola.mills@healthwatchbrent.co.uk)  
Telephone: 020 8912 5830 for further information.

### Volunteers wanted

Healthwatch Brent wants to see local people engaged in shaping Brent's health and social care services. We have a range of exciting new roles and opportunities for you to do just that. We are looking for volunteers from a wide range of backgrounds to be able to reach the large and varied population of Brent. So if you are interested in becoming more active with Healthwatch Brent there are many ways to get involved to improve health and social care in Brent. You will also have the opportunity to gain further experience and take part in relevant training.

- Primary Care group
- Research
- Communication and Engagement
- Enter & View
- Administration

If you are interested to volunteer or just want to find out a bit more before you make a decision please contact:  
[elaine.fletcher@healthwatchbrent.co.uk](mailto:elaine.fletcher@healthwatchbrent.co.uk) or telephone 020 8912 5830.

You can also log onto our website [www.healthwatchbrent.co.uk](http://www.healthwatchbrent.co.uk) to find out more information.

Thanks for your continuing interest and support.

Please keep in touch – we will!

The Healthwatch Brent team