

Dear Friends,

### Healthwatch Brent Event

We held our public meeting on 18<sup>th</sup> May.

Thank you to each of you for the part you have played in Healthwatch Brent over the last 9 months. This is the story we presented on Wednesday - the value of our partnerships and ever growing network. That is clearly what came over to the audience.

A range of partners outlined their work in each of the areas of our partnership -

Lukasz from Mosaic LGBT Youth Centre, our **Advisory Board**, gave a very clear and powerful presentation on new Transgender guidance for GPs - his case study and how it added weight to our presentation of this guidance to NHS Brent CCG.

Anne-Marie from Brent Carers Centre, one of our **Promotion and Reach Partners** – raised an important question and opportunity **question** - "How do we get our residents' concerns to the decision makers' meetings?"

**Answer** - Let Healthwatch Brent know about the concerns of the people you support, their experiences, and we will find the best meeting to present this. We can do that as Healthwatch Brent or we can make it possible for you or a user of services to present this. Note - it is not realistic to expect the council, hospitals, CCG and others to invite all local groups to meetings - they can and do invite Healthwatch Brent, and we need to spread the message throughout the borough to raise concerns with us.

Amani, our researcher, clearly laid out our commitment to **evidence based patient experience reports**.

Helen from Brent Centre for Young People showed how they have been able to use their expertise and their contacts to a less often heard part of our community to produce such a report funded by a **Community Chest**

**large grant.** This is another way of presenting patient and service user experience.

Btisame from Al Bahdja gave a presentation on their work, partly supported by our **Community Chest small grant**, on their women only fitness group on South Kilburn. This was an inspiring example of community action to improve health and wellbeing in Brent.

And Colin described how active **volunteering** with Healthwatch Brent increases the voice of local people - he sits on the Patient Experience Committee at Northwick Park Hospital.

Each of these was just an example of how our partnerships work. Each of you know the contribution you make. Together we have established a network that can really start to amplify the voice of our residents - if you share these with us.

Thanks to those of you who attended, encouraged your members to attend, and those of you who sent a representative. I hope that the range of presentations gave you a better sense of the breadth of work going on and how your part fits in.

You can read our 9 month report here

<http://www.healthwatchbrent.co.uk/sites/default/files/uploads/Healthwatch Brent Annual Report 2016.pdf>

**We always want to hear your views – what is good about your services and what needs to be better. Without knowing about your experiences we have nothing to say to – your voice counts!**

**Ian Niven – Head of Healthwatch Brent –**

[ian.niven@healthwatchbrent.co.uk](mailto:ian.niven@healthwatchbrent.co.uk)

### **Healthwatch Brent priority service areas - update**

#### **Female Genital Mutilation (FGM) –**

We are talking with FORWARD (Foundation for Women's Health Research and Development) about engaging young Brent men about FGM using our Community Chest.

FORWARD is a leading African diaspora women's campaign and support organisation. We work through partnerships in the UK, Europe and Africa to transform lives, tackling discriminatory practices that affect

the dignity and wellbeing of girls and women. Our focus is on female genital mutilation (FGM), child marriage and obstetric fistula.

You can read more about FGM on this UN website

<http://www.unfpa.org/resources/female-genital-mutilation-fgm-frequently-asked-questions>

## **Phlebotomy (blood tests)**

In phlebotomy or blood testing, we looked into concerns raised by the public and GPs about having blood test results that are missing or false results. So I looked in a number of quality reports, and an investigation that was run by the CCG, called root-cause Analysis where they looked at the reasons as to why this was happening. I also interviewed a number of GP practice managers, and hospital ward managers, pathology, and phlebotomy staff who analyse blood samples. That is to understand the process of blood testing from referrals to sending samples to the lab, to informing patients of their results. I did a comparison between GP and hospital patients, how they both experience the process in phlebotomy clinics. Between me, my colleague who is an engagement officer, and a Healthwatch volunteer, we made around eight visits; 4 to GP practices, and 4 to Northwick Park and Central Middlesex hospitals, between late February and mid May.

Our reports and the reports from our Community Chest will be published later in June and presented to the relevant commissioners and providers.

## **Community Chest grants**

Healthwatch Brent approved another community chest application:

A health needs assessment of the Somali community in Brent by the Help Somalia Foundation.

There are still some funds available ranging from £100 to £3000 to organisations to support Healthwatch Brent's work to allow our diverse communities to have their say on health and social care issues.

Larger grants will provide clear evidence to support good practice or the needs of a service group. For example - surveys, reports and/or case studies based on patient and service users' views that demonstrate a need and/or good practice.

Small grants will raise awareness of the role of Healthwatch Brent. For example - Sponsorship of your local event – we pay for the food – you help raise awareness of Healthwatch Brent.

Successful applications will collect the views of less often heard groups on health and social care services as a way of getting views heard by decision makers.

Contact Ian Niven: [ian.niven@healthwatchbrent.co.uk](mailto:ian.niven@healthwatchbrent.co.uk)  
You can telephone the office on: 020 8912 5831

### [Healthwatch Brent information and signposting line: 020 3598 6414](#)

Our Information and Signposting service –  
**020 3598 6414**

**[info@healthwatchbrent.co.uk](mailto:info@healthwatchbrent.co.uk)**

You are welcome to leave a message and a member of the team will get back to you as soon as possible.

We are looking for people who can spread the word or distribute a flyer about this service to lots of different places such as their local supermarket, their GP or pharmacy, community services and many more. Do let us know if you can help.

### [Volunteers](#)

We really appreciate all the help that our volunteers provide through their efforts.

Our volunteers get the opportunity to join events and committees, take part in outreach visits or help in the office.

We are always keen to visit groups who find it harder to be heard, harder to get to meetings and events, who maybe don't use email or the internet. If you know of any such groups please hand their contacts on to us.

There are currently opportunities for someone interested in pharmacies.

If you'd like 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 5831.

## Sustainability and Transformation Plan (STP)

This is an update on our previous 2 newsletters.

The status of plan was discussed at the Health and Wellbeing Board and the documents can be found here -

<http://democracy.brent.gov.uk/ieListDocuments.aspx?MIId=3259&x=1&>

It was reported that the NW London STP is one of the best in the country. The final plan will be submitted later in June. Whilst NW London has its overall priorities, the Brent team is committed to making the plan work for Brent. This is a 5 year plan and will continue to develop in the months and years ahead. This is now the overarching plan for Brent involving health and social care. Healthwatch Brent is part of the Brent STP planning group.

The London Evening Standard wrote an article about the STP in which Healthwatch Hillingdon said ““We understand that this will not just be general hospital beds, but include reductions in beds for treating acute mental health patients.”

“As we are currently seeing, hospitals across north-west London are operating under extreme pressure, with an unprecedented number of people attending A&Es, with current bed capacity already maximised.

“We are therefore sceptical that providing more services in the community and delivering care closer to patients’ homes will alleviate the need for these 500 acute beds, given the forecasted population growth in north-west London.”

A spokeswoman for the North-West London strategy and transformation team said: “A hospital is not always the best place to treat people.

“Our ambition in north-west London is to provide the right care in the right place and the NHS and local authorities are working closely together to provide more care closer to home, as well as to take advantages of developments in care that mean people don’t always require lengthy hospital stays.

“This is a long-term aim and no beds would be removed from hospitals until alternative services were in place.”

## Self-Care Steering Group

Our volunteer Meena sits on this steering group and writes -

### Questions from Healthwatch Brent

- Need to know what information is going out to the public?
- Health professionals see new self-care initiative as essential, but patients' still seeking care directly from GP's and nurses. What is the new process for patients?
- Have any patients been consulted recently?

Self-Care is a way of empowering patients to live well and to manage more of their own care without being totally dependent on health professionals. The intention is that patients will report a better sense of wellbeing and health professionals will be able to respond only when required.

A Patient Activation (PAM) is being introduced. This will assess how ready and able an individual patient is to self-manage their own care.

Care Navigators are being developed as a new team in Brent, involving local voluntary sector partners. These Navigators will help patients to access appropriate services and reduce dependence on health professionals. The Navigators will help patients with PAM.

### Main points discussed

1. It's been decided that there will be 2 meeting groups – a six weekly Self-Care Steering Group and a separate quarterly Lay partner Advisory group.
2. To raise awareness there was a Clinical Leaders meeting held on 9<sup>th</sup> May at Wembley Stadium which comprises mostly of GP's.
3. All North West London NHS staff will be trained on the new system. No dates were mentioned.
4. Brent CVS are also co-ordinating Care Navigators.
5. Potentially tricky for patients with lower literacy levels or English as a foreign language.
6. Results of questionnaire calculates the risk and score and suitability of patients to be referred.
7. CVS – have a plan and are working with CCG to launch a pilot scheme in September. They have identified 3<sup>rd</sup> sector providers. A briefing will go out to lay partners.
8. Discussion on people who self-care have better overall outcomes as it's positive and pro-active. An empowering message is needed.
9. A newsletter is being put together that will be available to the public in libraries and GP practices. This is to raise awareness with patients. Patients can ask their GP to get involved in the programme – GPs will initially decide which patients meet the criteria.

## **The Experts Network (of people who use adult social care services and their family carers)**

The Experts Network is our list of volunteers who will help to shape and develop future support services in Brent and provide feedback on those that we already provide. If you sign up to the Network, you could be called upon to discuss a range of issues which involve people who use adult social care services and their relatives and carers.

**If you are interested in joining our Experts Network to share your views on a range of adult social care services, please contact the Engagement and Involvement Officer:**

- **Caroline Powls 2<sup>nd</sup> Floor (2A)  
Adult Social Care  
Community and Wellbeing  
Brent Civic Centre  
Engineers Way  
Wembley  
HA9 0FJ**
- **By email: [caroline.powls@brent.gov.uk](mailto:caroline.powls@brent.gov.uk)**
- **By telephone on 020 8937 4136**

### **Why do we need customer involvement?**

People who use services and the people who have caring responsibilities for them are experts in their own care and support needs and your involvement at all stages of planning and designing future services is essential in making those services effective.

Our vision is to increase the level of involvement of “experts by experience” in the way services are run, in the shaping of services we will deliver and in working with us to improve.

The Experts Network is our list of volunteers who will help to shape and develop future support services in Brent and provide feedback on those that we already provide. If people sign up to the Network, they could be called upon to discuss a range of issues which involve people who use adult social care services and their relatives and carers.

As a member of the Experts Network you can be involved as much or as little as you wish; by correspondence through the post by email or phone or by attending council events or meetings.

Support will be provided to enable you to participate where necessary and the Council will refund your travel expenses for attending events.

# 10 Facts about the PARAMEDIC2 Trial



**1 Cardiac Arrest**  
A “cardiac arrest” is when the heart suddenly stops beating and the patient is unconscious.

**2 Re-starting the Heart**  
“Resuscitation” also known as CPR (Cardio-pulmonary resuscitation) is an attempt to restart the heart with the ultimate goal of saving the person’s life so that they go home and resume their usual day to day activities

**3 Treatments we know work**  
**Treatment for cardiac arrest is URGENT**  
Research has shown that **early chest compressions and defibrillation** (electric shocks) save lives.

**4 Treatments we don’t know work**  
Sometimes drugs, such as adrenaline, are given as part of the resuscitation. It has never been proven whether adrenaline is helpful or harmful.

**5 1 in 10 people**  
(who suffer a cardiac arrest out of hospital) **survive to go home**

**6 Improving care**  
Clinical trials are part of everyday healthcare in the NHS and help us to work out which treatments work and which do not.

**7 Out of nine research studies testing the effect of adrenaline on survival:**

- 1 showed an increase in survival
- 4 showed no effect on survival
- 4 showed fewer people survived after being given adrenaline

*However this is still not enough evidence to know if adrenaline is helpful or harmful and a large clinical trial is needed.*

**8 PARAMEDIC2 Trial**  
It is essential that we find out if adrenaline is helpful or harmful when used during resuscitation. The National Institute for Health Research is funding The University of Warwick Medical School to carry out a large clinical trial to answer this question. This means that if you were to have a cardiac arrest, you may receive adrenaline as part of your treatment or you may not. You will receive all treatments that are proven to work.

**10 If you don’t want to be involved contact the trial team.**

**9 Patient & Public Consultation**  
has helped and advised us on many aspects of the trial design, including development of this poster.

**Team Contacts:**  
**E** paramedictrial@warwick.ac.uk  
**W** www2.warwick.ac.uk/PARAMEDIC2  
**T** 024 761 51164  
Warwick Clinical Trials Unit, Gibbet Hill Road, University of Warwick, Coventry, CV4 7AL

Organiser: 	Funder: 	Research Partners: 
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“This project is funded by the National Institute for Health Research’s Health Technology Assessment programme (project number 12/127/126). The views and opinions expressed therein are those of the authors and do not necessarily reflect those of the Health Technology Assessment Programme, NIHR, NHS or the Department of Health.”

## Child and Adolescent Mental Health Services (CAMHS) Survey

The Collaboration of North West London Clinical and Commissioning Group (CCG) commissioned the Anna Freud Centre to carry out a needs assessment and service mapping in relation to children and young people's mental health and wellbeing. This will inform a CAMHS redesign in Brent, Ealing, Harrow, Hillingdon, Hounslow and Tri-Borough (Westminster, Hammersmith & Fulham, and Kensington & Chelsea).

Please see the letter below from the North West London Collaboration of CCGs' Strategy and Transformation Team:-

“It is vital that any service changes are made based on a comprehensive knowledge of what is being done now.

Therefore we are asking all local organisations which work with children and young people, parents, carers and families to complete the following surveys. Please distribute these links to the relevant members of your team:

1. To be completed by a member of the senior management team. This survey asks questions about the service provided by your organisation, and the workforce you employ. For more information and to complete the survey click here:

[https://www.surveymonkey.co.uk/r/NWL\\_Brent](https://www.surveymonkey.co.uk/r/NWL_Brent)

2. To be completed by all other members of staff, particularly those who provide training. This survey asks questions about your role in the organisation, any training you have provided, and training you have received. For more information and to complete the survey, click here:

[https://www.surveymonkey.co.uk/r/NWL\\_Training\\_Brent](https://www.surveymonkey.co.uk/r/NWL_Training_Brent)

We would like to thank you in advance for your support. And of course we are keen to hear your views too. Your help in completing both of these surveys is crucial.

If you have any questions, please do not hesitate to get in touch with us (Nuno Nodin, Research Manager, [Nuno.Nodin@annafreud.org](mailto:Nuno.Nodin@annafreud.org), 020 7443 2983; Jeni Page, Project Manager, [Jeni.Page@annafreud.org](mailto:Jeni.Page@annafreud.org), 020 7443 2221)”

## Care Quality Commission

Dear all,

The Care Quality Commission (CQC) is the independent regulator of health and social care services in England. We make sure that hospitals, care homes, dental and GP surgeries and other care services in England provide people with safe, effective, compassionate and high-quality care, and we encourage them to make improvements.

We are today publishing a report into the extent and quality of [people's involvement in their health and social care](#), based on new analysis of CQC's national reports and inspection findings and on national patient surveys (please see the attached for more details). People's right to being involved in their own care is enshrined in law in the fundamental standards of care. It is an essential part of person-centred care and leads to better and often more cost effective outcomes. This is particularly true for those with long term conditions or people who need to use services more intensively.

We wanted to share this report with you and also to ask you to share it with anyone you work with and may be interested. Additionally If you are able to support the launch of the Better Care In My Hands report on social media it would be great if you could tweet some of the following and/or use the hashtag #CareInMyHands:

- #CareInMyHands finds 57% of people reported they definitely felt involved in their care <http://www.cqc.org.uk/careinmyhands> via @CarequalityComm
- People with physical & mental health conditions feel less involved in their care <http://www.cqc.org.uk/careinmyhands> #CareInMyHands @CareQualityComm
- People over 75 feel less involved in their care <http://www.cqc.org.uk/careinmyhands> #CareInMyHands @CareQualityComm
- People with a learning disability feel less involved in their care <http://www.cqc.org.uk/careinmyhands> #CareInMyHands @CareQualityComm

- Flexible advocacy provision is crucial for people to feel they have #CareInMyHands <http://www.cqc.org.uk/careinmyhands> @CareQualityComm
- Community & peer support programmes help people manage their care <http://www.cqc.org.uk/careinmyhands> #CareInMyHands @CareQualityComm
- Supported involvement of families & carers is crucial to ensure people have #CareInMyHands <http://www.cqc.org.uk/careinmyhands> @CareQualityComm

**Samuel Wallace**

**Senior Regional Public Engagement and Involvement Officer (London & South East England)**

## Events

Healthwatch Brent would like feedback from you if you go to any of these events. If you do attend as a representative of Healthwatch Brent please adhere to our code of conduct.

### Dementia Café – Cricklewood

The dementia café is run by the charity Ashford Place and if you are affected by memory loss, dementia or forgetfulness you are free to drop-in. The café is open every Tuesday.

**When:** Tuesdays, 2 pm to 4 pm

**Where:** Ashford Place, 60 Ashford Road, Cricklewood NW2 6TU

For more information contact: [danny.maher@ashfordplace.org.uk](mailto:danny.maher@ashfordplace.org.uk) or telephone: 07595 631 167

### Alzheimer's Society Dementia Cafe - Kingsbury

The dementia café is a friendly meeting place for anyone affected by memory loss, dementia or forgetfulness and their carers. The café is run by the Alzheimer's Society every Wednesday - free to drop-in.

**When:** Wednesdays, 2 pm – 4 pm

**Where:** Kingsbury Resource Centre, 364b Stag Lane, NW9 9AG

For more information email: [adrian.pennington@alzheimers.org.uk](mailto:adrian.pennington@alzheimers.org.uk)  
or telephone: 07740 433472/ 01923

Philomena Mitchell from the Alzheimer's Society also holds a regular advice surgery for people living in Brent if you or your carer would like more information and guidance contact: [Brent@alzheimers.org.uk](mailto:Brent@alzheimers.org.uk) or telephone 01923 824 329.

### **Monthly Cancer Support Group (MCSG)**

Date: 11 June, 2016 (Sat)

Time: 10:30AM – 12:30PM

Venue: Soho Outreach Centre 166A Shaftesbury Avenue, London WC2H 8JB

Topic: 3rd Anniversary

MCSG is open to individuals touched by cancers. It aims to give support and strength to patients, survivors, family, friends and carers so they can move forward together.

Contact person: Pang Sham 07938969187

Facebook: Chinese Association for Cancer Care

Website: [www.cacaca.org.uk](http://www.cacaca.org.uk)

### **Brent Deaf Club**

Brent Deaf Club welcomes all BSL users and their family and friends in Brent and the surrounding areas.

For more information contact: (SMS) 07983 591 079

or email: [brentdeafclub@hotmail.co.uk](mailto:brentdeafclub@hotmail.co.uk)

## Expert Patients Programme – long term conditions

This expert patients programme is for anyone living in Brent who has a chronic condition such as arthritis, chronic pain, diabetes, depression, high blood pressure or any other long term condition and wants to be able to live proactively and positively.

**When:** 13 September 2016

**Where:** CVS Brent, 5 Rutherford Way, Wembley HA9 0BP

Contact Jill on 020 8964 6678 or [jill@livingwellcic.com](mailto:jill@livingwellcic.com) for more info and to register

The programme involves –

- A group of 10 – 15 people all living with long term conditions
- Meeting once a week for 2.5 hours for 6 weeks
- Fully trained tutors who are living with long term conditions themselves will lead the groups
- A comfortable environment to learn how to cope with the condition
- Support and a social network for participants

The programme includes the following subjects: action planning, physical activity, diet and nutrition, pain and fatigue management, meditation, depression management, positive thinking and much more.

## NHS 111 public event

We are ready to update local people on our plans for a new NHS 111 service in the North West London. We would like to invite local people to a public event where we can set out how the new system is going to work across North West London and get your views about our plans.

This event is being held to develop the specification for the new service and find out how the service should be accessed by patients.

**For Brent residents:**

**14 June (5pm - 9pm)**

**Sattavis Patidar Centre, Forty Avenue, J/W The Avenue, Wembley Park, HA9 9PE**

**Spaces are limited and you are advised to book early. To request a place at the event on Tuesday 14 June, book [here](#).**

# PATIENTS' FORUM

FOR THE LONDON AMBULANCE SERVICE

**Dr ANDY MITCHELL**

**MEDICAL DIRECTOR FOR LONDON**

**NHS ENGLAND'S PLANS TO  
ERADICATE AMBULANCE QUEUING  
OUTSIDE LONDON'S HOSPITALS**

**YOU ARE WELCOME TO ATTEND.**

REGISTER AT: [PATIENTSFORUMLAS@AOL.COM](mailto:PATIENTSFORUMLAS@AOL.COM)

**MONDAY – JUNE 13<sup>TH</sup> - 2016**

**5.30 – 7.30pm**

**CONFERENCE ROOM, LONDON AMBULANCE  
SERVICES, 220 WATERLOO ROAD, SE1**

**CHAIR: Malcolm Alexander  
VICE CHAIR: Sister Josephine Udie  
VICE CHAIR: Angela Cross-Durrant**

**[PatientsForumLAS@aol.com](mailto:PatientsForumLAS@aol.com)  
[Sisterjossi@hotmail.com](mailto:Sisterjossi@hotmail.com)  
[Acrossdurrant@yahoo.co.uk](mailto:Acrossdurrant@yahoo.co.uk)**

**[WWW.PATIENTSFORUMLAS.NET](http://WWW.PATIENTSFORUMLAS.NET)**