

Dear Friends,

This last month has been pleasantly warm considering it is still winter and I hope this has helped to keep you warm and healthy. Especially the more vulnerable amongst us must try to stay well wrapped up, keep moving and active to prevent colds and other nasties.

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

If you have any queries or comments regarding health and social care issues you can contact our information and signposting line. We would love to hear from you.

We would also like your help to distribute a flyer advertising our Information and Signposting service - **020 3598 6414** [info@healthwatchbrent.co.uk](mailto:info@healthwatchbrent.co.uk)

This line is live every Monday and Wednesday from 10 am to 2 pm. If you call at any other time you will be directed to voicemail and are welcome to leave a message. A member of the team will get back to you as soon as possible.

Do let us know if you can help.

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

Our office telephone number is 020 8912 5831 (If you want advice or information please call the information and signposting line above).

[Community Chest grants](#)

Grants are still available from £100 to £3000 to organisations to support Healthwatch Brent's (HWB) work to allow our diverse communities to have their say on health and social care issues. We prioritise seldom heard voices.

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

## Volunteers

We would like to say a big thank you to our growing number of volunteers who are helping us in many different ways, for example through outreach, visiting groups, helping in the office, attending meetings, Enter & View visits, research and much more.

We are 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 pass their contacts on to us.

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 5831.

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

## Healthwatch Brent Enter and View

We made an Enter and View visit to a care home at the end of February. 3 new Enter and View volunteers will be trained in March by our partner organisation Healthwatch Barnet.

## Healthwatch Brent Advisory Board

Our Advisory Board continues to help with their ideas and contacts. For example, they were able to put us in contact with a range of small groups who do not often get the chance to be heard, or are not linked in to local forums. At the next meeting we will be discussing how we might develop our work and if we should do things differently in the future.

## Healthwatch Brent news

Better Care Fund (BCF) update - at the last BCF meeting Ian raised the need for an update that could go out to the public. They are progressing this with the BCF.

The joint Clinical Commissioning Group (CCG) and Council team are working on a 'roadmap' that outlines the next steps for the fund - this will show the opportunities for future public engagement, and future feedback to residents. This should be coming your way soon.

See also: <http://brentccg.nhs.uk/en/about-us/our-plans/better-care-fund>

Primary Care Co-commissioning - We let NHS England know that we expected them to answer residents' questions about the re-tendering of GP practices in Brent. We have also asked them to collate these questions and make them available to all interested parties via their website.

We have not had the opportunity to follow this up in detail.

Please note that HWB involvement is to ensure that residents' voices are heard and responded to. It is not the role of HWB to campaign for or against any particular decision.

Working together - We have been working hard to establish good working relationships with local partners. For example, our relationship with Brent CCG is developing well through our joint communications on Access to Health Services and through the Patient and Public Engagement Committee. Such relationships take time to establish, but it is through these relationships that we can more effectively bring the experiences of local people. As always, this relies on local people telling us their stories - so please, please encourage people to contact us.

Patient Experience Committee (PEC) – Colin Hurst, a HWB volunteer writes: 'The recent PECs have been ruthlessly run with a focus on achieving commitments and delivering on promises. Things have changed since the new Chief Nurse, Amanda Pye, joined the London North West Healthcare NHS Trust (LNWH) last year. Since December 2015 she has been the chair of the PEC. Amanda has been impressive with her focus and determination on getting the right things done to improve patients' (and carers') experiences during their stay/interaction with the Trust. She holds the members of the PEC (even patient representatives and Healthwatch volunteers) accountable for outputs and outcomes (outcomes = those things that can be measured). Recently, rather than just focusing on a 10-12 point item agenda for a 1 ½ hours meeting, the last meeting focused on two things: Patient Experience Strategy and the NHS Trust Development Authority Patient Experience Self-Assessment. The Patient Experience Strategy lacked key data and this is being addressed in the coming months. The self-assessment is being continued at the next PEC. This has been a great improvement in focus and deliverables since my first PEC in November, and I am sure that there will be a visible improvement in the Patient Experience.'

#### London Ambulance Service (LAS) quality summit

Ian attended the LAS quality summit in December giving ideas and feedback to contribute to their agreed plan of action with the CQC. This was in response to the CQC inspection and being put into special measures and as a way of being able to offer additional support to the Trust.

HWB has received an update on LAS actions and pledges. You can find details on the LAS website: [http://www.londonambulance.nhs.uk/about\\_us.aspx](http://www.londonambulance.nhs.uk/about_us.aspx)

## General information

Research questions effectiveness of online cognitive behavioural therapy (CBT) The National Institute for Health Research (NIHR) published the results of a study in February that looked into online CBT and usual GP care for people with depression. They write:

'Computerised CBT in addition to usual GP care was no more effective than usual GP care alone at four months or at 24 months. It was also not a popular treatment for patients with mild to moderate depression who typically only used the

programme once or twice. Indeed, more than four out of five patients did not complete the course.

Depression affects large numbers of people in the UK. Other research shows that CBT is effective in treating depression, but it is expensive to provide and people sometimes have to wait for treatment due to limited numbers of therapists. CBT delivered online or via a computer was thought to offer a potential low-cost alternative. This new NIHR evidence suggests support for patients using these programmes will be needed to improve adherence to treatment.

This finding came from a large UK-based trial of 691 patients in 100 practices. Two online programmes, one free to use and one commercially available, were tested.'

Click here to read the full report:

<https://discover.dc.nihr.ac.uk/portal/article/4000199/online-cognitive-behavioural-therapy-is-no-more-effective-than-usual-gp-care-for-people-with-depression>

### Confidentiality Advisory Group (CAG) – new members wanted

Access to confidential patient information without consent

The key purpose of the CAG is to protect and promote the interests of patients and the public. At the same time there needs to be access to confidential patient information for purposes beyond direct patient care, such as research. There are essential activities of the NHS, and important medical research, that require the use of identifiable patient information but it is not always practical to obtain consent.

The CAG is currently looking to appoint new members to help deliver its existing and future functions. Click here to find out more and see how you can apply if you are interested in becoming a member: <http://www.hra.nhs.uk/about-the-hra/our-committees/section-251/>

If you want to apply you should read the information pack and submit a completed application form, equal opportunities monitoring form and CV – deadline: 3 pm, Tuesday 8 March 2016.

### London Sexual Health Transformation Programme

The Programme was set up to work in partnership with local authorities across London to deliver a new commissioning model for open access sexual health services. This includes Genito-Urinary Medicine (GUM), services for the screening and treatment of Sexually Transmitted infections (STIs) and Sexual and Reproductive Health Services (SRH) (community contraceptive services).

Brent is one of 28 London boroughs in the collaboration. 19 councils are looking to procure the pan-London online e-service and re-procure sexual health services; the other 9 are taking part in the programme for the pan London online e-service procurement only.

You can read more about the project on the West London Alliance website:

<http://www.wla.london/wla/wlanew.nsf/pages/WLA-385>

There are five key drivers for change:

1. The need for sexual health services in London is significantly higher than the England average, and has risen significantly in recent years.
2. There are noticeable variations in access and activity across London boroughs, with high numbers of residents from across London accessing services in central London.
3. Given London's complex pattern of open access services, there are important advantages for London boroughs to transform and commission services together
4. Making sure that ongoing strong clinical governance, safeguarding and quality assurance arrangements are in place for commissioning open access services
5. Response to current and future financial challenges making the best use of resources available

You can take part in a survey to gauge people's views and gather opinions. This survey will help to frame more detailed meeting and discussions with providers and others. Click here to access the survey:

<https://www.surveymonkey.co.uk/r/T3QSC9N>

### [Equal access to IVF for women in North West London \(NWL\)](#)

Healthwatch Hillingdon has been working on trying to improve women's access to NHS-funded in vitro fertilisation (IVF) treatment that meets the national NICE (National Institute of Clinical Excellence) clinical guidelines for fertility.

In NWL the NHS funds only 1 round of treatment compared with 3 rounds in neighbouring Buckinghamshire.

With information from you Healthwatch Hillingdon are trying to build a better picture of some of the issues surrounding equal access to IVF in NWL. So please get in touch if you have any comments to make or any feedback regarding IVF treatment in Brent.

You can read a bit more in this news story from getwestlondon after a BBC Inside Out report: <http://www.getwestlondon.co.uk/news/health/west-london-patients-suffer-mounting-10843434>)

### [Consultations](#)

#### 1. Mental wellbeing and independence for older people

NICE would like to receive suggestions about quality improvement in the areas of mental wellbeing and independence for older people, in particular improvements which would be considered to have the greatest potential to enhance the quality of care.

Deadline: Wednesday 24 February

Click here to find out more: <https://www.nice.org.uk/guidance/indevelopment/gid-qs10008/consultation/html-content>

## 2. Clinical Commissioning Group Improvement and Assessment Framework

NHS England is introducing a new framework to enable local health services and communities to assess their own progress. Find out more about the new framework and feedback your views.

Deadline: Friday 26 February

Click here to find out more: <https://www.england.nhs.uk/commissioning/ccg-improvmnt/>

## 3. Specialised Services clinical commissioning policies and service specifications

NHS England has opened a consultation on a proposed number of new products for specialised services commissioned on a national level, including policy and commissioning proposals for the use of robotic assistants in some surgical cancer operations, and is seeking the views of services users, professionals and members of the public.

Deadline: Sunday 6 March

Click here to find out more: <https://www.engage.england.nhs.uk/consultation/clinical-commissioning-wave2>

## 4. Migrant and visitor charging

Overseas visitors and migrants, or in some cases their home countries, are already charged in various ways for the cost of healthcare they receive in NHS hospitals. The Department of Health is seeking views on proposals to further extend this charge, including exploring changes in primary care, secondary care, community healthcare and current residency requirements.

Deadline: Monday 7 March

Click here to find out more: <https://www.gov.uk/government/consultations/overseas-visitors-and-migrants-extending-charges-for-nhs-services>

## 5. Dementia – assessment, management and support for people living with dementia and their carers

NICE has launched a consultation on dementia - assessment, management and support for people living with dementia and their carers, focused on the use of certain medications.

Deadline: Monday 7 March

Click here to find out more: <http://www.nice.org.uk/guidance/indevelopment/gid-cgwave0792/consultation/html-content-2>

## 6. New support role for nurses

Health Education England is looking for people's views on the scope and design of a new role for nursing. The new role is designed to provide a route to nursing for those who want to become a registered nurse.

Deadline: Friday 11 March

<http://www.hee.nhs.uk/our-work/developing-our-workforce/nursing/have-your-say-new-support-role-nursing>

## 7. Plans to reform fitness to practice

The General Dental Council plans to modernise its fitness to practice process. It proposes introducing Case Examiners, in order to deal with complaints more quickly and efficiently, making it safer for patients and a less stressful experience for dentists or dental care professionals. Share your views on the proposed changes. Deadline: Monday 14 March

Click here to find out more:

[http://www.gdcuk.org/GDCcalendar/Consultations/Pages/Consultation-on-guidance-on-agreeing-Undertakings-and-issuing-Warnings-for-Case-Examiners-\(Amendments-to-the-Fitness-to-Pra.aspx](http://www.gdcuk.org/GDCcalendar/Consultations/Pages/Consultation-on-guidance-on-agreeing-Undertakings-and-issuing-Warnings-for-Case-Examiners-(Amendments-to-the-Fitness-to-Pra.aspx)

## **News from around Brent**

### Response to report of Independent Healthcare Commission

Healthwatch Brent received the following letter regarding the recent report by the Independent Healthcare Commission for Northwest London ('Mansfield Commission'). The letter is from Dr Mark Spencer, Lead Medical Director, Shaping a Healthier Future, after the Northwest London Clinical Board had discussed the report at their Board meeting:

"Independent Healthcare Commission for NW London, final report – Summary of NW London Clinical Board discussion

Dear colleague

On Thursday 14 January, the NW London Clinical Board considered the Independent Healthcare Commission for North West London's final review of the Shaping a Healthier Future (SaHF) programme. Their report was published in early December last year. The report was considered by the Clinical Board as our remit includes providing clinical leadership to strategy, service delivery and proposed changes to health services across the eight boroughs of NW London; making recommendations to the programme on clinical best practice and; providing clinical oversight as part of the implementation of agreed service changes.

The Clinical Board discussed the report and its recommendations and the overall conclusion of the Board is that the report lacked substantive material, such as new clinical data or evidence that we should take into account within the current programme. The view of the clinicians on the Board is that the current programme, which was designed by doctors based on significant clinical data, evidence and experience, continues to offer the best outcomes, experience and equality of access to NHS services for all our patients. The Board noted that the report also included no new financial data to challenge the original decision-making business case for

the programme, and that the Implementation Business Case, due to be finalised in the summer, would include updated population growth projections for each borough.

The report covered a broad range of other issues. Some of these were not specific to the SaHF programme, such as greater clarity from NHS England on the role of Healthwatch and patient groups in scrutiny, as well as calls for increased social care funding and greater investment in primary care and prevention, which of course the Board welcomed. As clinicians, we welcome public scrutiny of our plans and therefore agree with the report that we should continue to engage with the public, local authorities, patient groups and other partners as the programme progresses.

In summary, the unanimous conclusion of the Board's clinicians was that the report offered no substantive evidence or credible alternative to consider that would lead to better outcomes for our patients above the existing plans we have in place."

You can read the full Independent Healthcare Commission report here:

[http://www.lbhf.gov.uk/Images/161\\_66\\_Independent\\_Healthcare\\_Commission\\_for\\_North\\_West\\_London\\_Report\\_FINAL\\_lowres\\_tcm21-199890.pdf](http://www.lbhf.gov.uk/Images/161_66_Independent_Healthcare_Commission_for_North_West_London_Report_FINAL_lowres_tcm21-199890.pdf)

### CQC reports

Peepal Care The Care Quality Commission (CQC) has rated Peepal care as 'requires improvement' in all 5 areas. The announced inspection took place on 21 December 2015.

Peepal Care is a small domiciliary care agency care agency registered to provide personal care to people in their own homes. The service mainly caters for the Gujarati community and some of the care workers are live in carers as well. The agency currently provides care to 28 people.

Some of the people being cared for were elderly people who had dementia or a specific medical condition. They could not always tell the inspectors what they thought about the service. Because of this the inspectors spoke to family carers and asked for their views.

Aspects of the service were not safe. Risks to people were identified and managed. Risk assessments did not clearly reflect the potential risks to people. People received consistency in the level of care. Recruitment and selection procedures were in place to help ensure suitable staff were employed.

Aspects of the service were not effective. Care workers received relevant training but the agency did not always assess the care workers' levels of competency effectively. Some arrangements were in place to get consent of people using the service and act accordingly. The care plans showed people's nutritional and health care needs.

Aspects of the service were not caring. There was no formal structure for review meetings conducted with people to discuss their car. People using the service and

staff had formed positive relationships. People were treated with respect and dignity.

Aspects of the service were not responsive. Information in people's care plans were more task focused. People's independence was promoted. The service had clear procedures for receiving, handling and responding to comments and complaints.

Aspects of the service were not well led. Systems were in place to monitor the quality of the service, however the inspectors found some deficiencies in the service had not been identified. There was feedback from people from surveys. There were no records to show that possible areas for improvement had been addressed. Care workers spoke positively about working for the service and the management.

Click here to read the full report:

[http://www.cqc.org.uk/sites/default/files/new\\_reports/AAAE7876.pdf](http://www.cqc.org.uk/sites/default/files/new_reports/AAAE7876.pdf)

### [CQC's new interactive map to see how care homes are performing where you live](#)

The CQC has a new online resource to make it easier for people to see which care homes have been rated as Outstanding, Good, Requires Improvement or Inadequate in their local area.

Click here for the map: <http://www.cqc.org.uk/carehomeratingsmap>

### [Central and Northwest London NHS Foundation Trust \(CNWL\)](#)

Following on from consultations with service users, carers, GPs, the police and others mental health services provided by CNWL are starting to change.

There is now a Single Point of Access (SPA) that offers mental health triage for routine, urgent and emergency referrals, information and advice 24 hours a day, 7 days a week, and 365 days per year. One telephone number where nurses and other professionals take referrals and calls for help: 0800 0234 650 or you can email: [cnw-tr.spa@nhs.net](mailto:cnw-tr.spa@nhs.net)

SPA is open to people and their carers and is also used already by a number of GPs (for patients sitting in surgeries), It means that people who may have been discharged can be hooked back into services without going through any preliminary stages – something that worries people.

Click here to find out more: <http://www.cnwl.nhs.uk/service/single-point-of-access-north-west-london-adult-community-mental-health-services/>

Anyone over 14 can call and be referred to the Early Intervention Service and this is specifically for people experiencing severe illness for the first time – “first episode psychosis”, as it is called. Early Intervention is quick and the evidence is that psychosis treated speedily, dramatically improves how the person lives their life afterwards.

There are inpatient wards and a Home Treatment Team for people in crisis,

providing the service best for that person, and they can be used interchangeably. New investment from Brent CCG has gone into a new Rapid Response Team and they can come out to see people at home.

The Rapid Response Team will respond within 4 hours if it is an emergency – they will go, in pairs, to a person's home and deal with the crisis and at any time of day or night. In the first month they have seen 6 - 10 people at home per week.

This helps avoid admission to a mental health inpatient ward by supporting people in acute mental health crisis in their homes.

Click here to read more: <http://www.cnwl.nhs.uk/services/mental-health-services/acute/home-treatment-teams/>

The Community Mental Health Teams provide the care for people with long term condition and they are being reorganised into a North and a South team (north and south of the North Circular road).

CNWL is arranging meetings for people, where an existing care coordinator introduces them to their new care coordinator.

Click here to read more about the service redesign: <http://www.cnwl.nhs.uk/about-cnwl/service-redesign/>

### Free online mental health support for Brent residents

Feeling down and need support? Big White Wall can help. They offer anonymous online support, free to Brent residents aged 16+, available 24 hours 7 days a week. Here you can talk to peers and professionals that can help you take control of your emotional health and wellbeing. Trained counsellors are online at all times. Big White Wall has courses available for anxiety and depression as well as managing weight through healthy eating, cutting down on drinking, and stopping smoking.

This service is safe and anonymous, so no one will know you have chosen to use it unless you tell them. If you would like to get support, simply go to:

[www.bigwhitewall.com](http://www.bigwhitewall.com) and enter your Brent postcode.

Brent residents can also access free online therapy, available weekdays, evenings and weekends.

To access free one to one therapy, simply select LiveTherapy in the drop down menu. Choose your therapist and session times to suit you. Therapy is delivered safely and securely via webcam, audio and instant messaging.

Watch this video to learn more about the service, and how it can help you:

<http://bit.ly/1MQoJMW>

### Free anxiety and depression workshops in Brent

Women's Consortium are delivering well-being workshops for people over the age of 18. People will learn how to stay mentally well and become resilient against anxiety and depression. Workshops are run by an experienced health practitioner and will last about 1 ½ hours.

Please contact Women's Consortium if you want to book a place on 0843 8866 771 or email Khaleda Khan: [khaleda@womensconsortium.org.uk](mailto:khaleda@womensconsortium.org.uk)

You can also get counselling sessions – call 0843 8866 71 for more information

## Events and opportunities

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.

### **Referral Optimisation Service – Procurement Evaluation Patient Representation**

Brent CCG has decided to procure a Referral Optimisation Service (ROS) that will handle the booking of outpatient appointments and optimise referral patterns across Brent.

We are looking for a patient representative from Brent to participate in the scoring and evaluation of different bidders for ROS service. This will involve reading the terms of reference, service specification and bidders detailed responses.

It is likely that the evaluation will start to take place during early April 2016. A first meeting has been set for 8<sup>th</sup> March 12 – 2 pm.

We would be happy to meet with any patient representative wishing to volunteer for this work to explain the purpose of the procurement and talk through the specification and the process.

The individual concerned would need to be able to carry out the functions outlined above. In view of the potential for conflict of interest all individuals participating in this procurement process will be required to declare any conflict of interests at the outset.

It would be good if you could confirm to us no later than 1<sup>st</sup> March 2016 if you would be keen to participate. Please confirm to Jonathan Turner on [jonathanturner2@nhs.net](mailto:jonathanturner2@nhs.net) or if you would like an informal discussion please phone 0208 900 5423.

### Wellbeing Workshop followed by urgent care

**When:** Tuesday 1 March, 11 am – 1.30 pm

**Where:** The Chalkhill Community Centre, 113 Chalkhill Road  
Wembley HA9 9FX

### Wellbeing Workshop

**When:** Thursday March, 5.30 pm – 7 pm

**Where:** The Chalkhill Community Centre, 113 Chalkhill Road Wembley HA9 9FX

### 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 and North Wembley

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 and you are free to drop-in.

**When:** Wednesdays, 2 pm – 4pm

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

Or

**When:** Thursdays, 11 am – 1 pm

**Where:** St. Cuthbert's Church, 214 Carlton Avenue West,  
North Wembley HA0 3QY (near Northwick Park Hospital)

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)

The Chinese Association for Cancer Care (CACA) has a cancer support group every 2<sup>nd</sup> Saturday of the month. It aims to give support and strength to patients, survivors, family, and friends. Chinese cancer patients can share their experience, share lunch, exercise and listen to talks. In March the talk is about cancer investigation.

**When** Saturday 12 March, 10.30 am – 12.30 pm

**Where** Soho Outreach Centre (SOC), 166A Shaftsbury Avenue  
London WC2H 8JB

Contact Pang Sham on 07938969187 or visit their website: [www.cacaca.org.uk](http://www.cacaca.org.uk)

## Brent Mencap Health Focus Group and Health Day

**When** Tuesday 15 March, 12.30 pm – 5 pm

**Where** Brent Mencap, 379 – 381 High Road, Willesden NW10 2JR

Light lunch 12.30

This focus group for people with learning disabilities and their carers meets every month to discuss and consult on health and social care issues.

This extended meeting will start with a wellbeing workshop where you will learn how to stay mentally well, and cope with anxiety and depression. The workshop is being led by an experienced practitioner from Central and Northwest London Mental Health Foundation Trust (CNWL).

You will then hear about urgent care in Brent and where to go for help if you need it. At the end there is opportunity for people to discuss any health related issues and find out about engagement opportunities.

Please contact Claudia at Brent Mencap to book a place and find out more.  
Telephone: 020 8451 5278; email: [claudia@brentmencap.org.uk](mailto:claudia@brentmencap.org.uk)

## Standing Up for Outstanding Sexual Health Services: a public consultation by CNWL

### 1. Public and stakeholder workshop meeting

**When:** Thursday 10 March, 6 pm – 9 pm

For local organisations and individuals, this will be a structured workshop exploring the case for change, ambitions for services in the future, and the consultation options. This workshop will be open to everyone with an interest, however there is a maximum number of participants with registration online:

<https://www.eventbrite.co.uk/e/standing-up-for-outstanding-sexual-health-services-public-and-stakeholder-workshop-meeting->

### 2. Market-place event

**When:** Friday 11 March, 1 pm – 7 pm

A drop-in event at which patients and local people can find out more about proposals and ask questions face-to-face with Trust clinicians and managers. Discussions will be noted as formal consultation responses, or participants can provide comments later through printed consultation questionnaires (available at the event) or online through the consultation web pages. You do not need to register for this event.

**Where:** London Metropolitan University, The Great Hall  
166-220 Holloway Road, London N7 8DB

There is also a survey you can do online:

<https://www.surveymonkey.co.uk/r/sexualhealthconsultation>

Deadline for the consultation is 23 March.

**Brent Deaf Club** Brent Deaf Club welcomes all BSL users and their family and friends in Brent and the surrounding areas. March topic: City Lit courses and access

**When:** Wednesday 23 March, 7.00 pm – 10.00 pm

**Where:** The New Millennium Day Centre  
1 Robson Avenue, Willesden, NW10 3SG

Tickets: £2.50 on the door /under 16s free; yearly membership available.

For more information contact: (SMS) 07983 591 079

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

### **Brent Health Partners Forum**

The next **Brent Health Partners Forum** will be held at the Sattavis Patidar Centre on Wednesday 27 April 2016 from 6.00pm to 8.00pm.

Registration opens and refreshments will be served from 5.15pm.

Sattavis Patidar Centre  
Forty Avenue  
Wembley Park  
Middlesex  
HA9 9PE

This information is on the NHS Brent website: <http://brentccg.nhs.uk/en/news/355-brent-health-partners-forum-wednesday-27-april-2016>

Thank you for your continued interest and support.

Please keep in touch.

**The Healthwatch Brent team**