

Dear Friends,

It only seems like yesterday that I wrote the last newsletter. Yet another month has passed. Find out below what we have been up to.

You can access all the presentations from last month's public meeting on our Healthwatch Brent website on our homepage or by clicking on this link:

<http://www.healthwatchbrent.co.uk/>

[Healthwatch Brent priority service areas - update](#)

Blood testing – We still want more patient responses especially from people using hospitals. Our researcher Amani is progressing this. Do get in touch if you think you can help us.

FGM (female genital mutilation) – Following on from Brent's report and feedback from some of our members our Selina is making contact with those involved in producing the report to see what happened to the recommendations. Please let us know if you can help.

Mental Health in the community – Our advisory board will discuss all this in November.

We continue to work around communication and engagement jointly with the CCG and the council, as recommended by the Council's Scrutiny Task group.

[Healthwatch Brent Promotion and Reach partners](#)

Brent Citizens Advice Bureau are joining our existing Promotion and Reach partners - Brent Mencap, Elders Voice, Jewish Care and Brent Carers Centre – to support us spreading the word about Healthwatch Brent..

We still have vacancies for organisations to express an interest. There is a small payment for this work.

Please contact Nicola Mills on nicola.mills@healthwatchbrent.co.uk

Telephone: 020 8912 5831 for further information.

We have reached over 4500 residents since 1st July and aim to reach many more in the near future.

Community Chest grants

Healthwatch Brent invites expressions of interest for our Community Chest -

Grants are available 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. 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.

Submit a proposal or give us a call to discuss your ideas.

So far we have applications to assess the mental health needs of young Irish travellers, and a report on Self Directed Support for individuals to meet their own mental health needs.

Contact either Nicola Mills: nicola.mills@healthwatchbrent.co.uk or Ian Niven: ian.niven@healthwatchbrent.co.uk

You can telephone the office on: 020 8912 5831

Healthwatch Brent information and signposting line: 020 3598 6414.

We are distributing a flyer advertising our Information and Signposting service - **020 3598 6414** info@healthwatchbrent.co.uk – **we want you to help us with this so that many more people know this number.**

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.

We are looking for people who can distribute this flyer 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.

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).

[Healthwatch Brent Enter and View](#)

We are training a new group of Enter and View volunteers on 3rd November, and have a visit to a care home on 13th November.

[Volunteers wanted](#)

Volunteers have started getting out and about speaking to groups, like the Dementia Café in Kingsbury.

If you know of a group that finds it hard to get involved, get to meetings and consultations please let us know and we'll give them a visit to hear what they have to say about their services – and we'd like more people to join our Communication and Engagement group to make these visits.

We are also looking for more volunteers to help with admin tasks, reading reports and research.

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 or telephone 020 8912 5831.

You can also log onto our website www.healthwatchbrent.co.uk to find out more information.

[Healthwatch Brent - meetings attended](#)

We include a brief overview of the strategic and statutory meetings that Ian has attended. Most of these meetings take place every 2 or 3 months, so we won't have an update every month.

With the CCG we have raised –

- The need to engage residents earlier and at all stages of service planning
- The need for CCG service managers and leads to reflect upon the impact on patients of developments in service design. We pointed out the value of patients' engagement in meeting CCG goals. This includes, for example, better patient safety. All executive summaries of papers coming to the board should reflect this.
- The need to start work earlier on CCG commissioning intentions next time round (via the new Public and Patient Engagement Committee)

The CCG has been busy hearing people's views on their commissioning intentions for 2016/17. This started with the Health Partners Forum at the start of October, and continued with a series of consultation events throughout the month. We had advertised these and know that some of you have attended. The CCG will seek to

agree these intentions at its November Board meeting. They have made it clear that these are broad intentions and the details of service changes and design will be an on-going process. At the January Health Partners Forum, the CCG will give feedback on how they incorporated patients' views.

The **Health and Wellbeing Board** brings together health with adult and child social care. They work together to make services joined up. It has been reviewing its current strategy. Click here to see the strategy: <https://www.brent.gov.uk/your-council/about-brent-council/council-structure-and-how-we-work/strategies-and-plans/health-and-wellbeing-strategy/>

The board is sure that the main current themes should continue. The November 10th meeting will be looking at an audit of progress of the current strategy.

Information and opportunities to have your say

[North West London diabetic eye screening programme](#)

This new service is now live. Bookings office telephone: **020 8099 1122**
You can find more information on their website: www.nwldesp.co.uk

[Data about GP surgeries](#)

You can find official data for GP practices and CCGs on this website. You can compare your GP surgery with other surgeries.

www.gp-patient.co.uk; <http://results.gp-patient.co.uk/report/13/result.aspx>

[Charges for GP services in care homes](#)

As you may know care homes are charged for the provision of GP services for their residents. Care England has drawn attention to this practice before. It pointed out that basic services should be free at the point of need. Care England would like to know whether you have heard about similar issues in Brent:

info@careengland.org.uk

Please copy in Healthwatch Brent (claudia.feldner@healthwatchbrent.co.uk)

[The role of the national data guardian - consultation](#)

Have you got an interest into data-related issues in Health and Social care? Have you got knowledge of how data is currently used on a local level? Did you know that the Secretary of State established the National Data Guardian, an independent figure who overlooks at how personal health data is currently protected? Did you

know you had a chance to influence the roles and functions of this important figure in the data-handling arena? Have a look at this consultation on the roles and functions of the National Data Guardian. It might be a great chance for you to influence the future activities of an important institutional figure in health and social care data! If you do respond to this consultation, please copy in Healthwatch Brent or let us know of your views (claudia.feldner@healthwatchbrent.co.uk)

Click here to access the consultation:

<https://www.gov.uk/government/consultations/the-role-of-the-national-data-guardian>

[Library of quality assured indicators](#)

Are you looking for health and social care indicators but you are not really sure which ones are of good quality or reliable? The Health and Social Care Information Centre (HSCIC) runs a Library of Quality Assured Indicators. These indicators are health and social care indicators which went through a rigorous process of quality assurance in terms of construction and methodology. The library of indicators is available here <http://www.hscic.gov.uk/article/5175/Library> Unfortunately, as you can see, the library is not extremely accessible. The HSCIC is asking for feedback in its improvement from a users' perspective.

Please send any comments to the Indicator Assurance Team indicator.assurance@hscic.gov.uk. Please copy in Healthwatch Brent (claudia.feldner@healthwatchbrent.co.uk)

[London Ambulance Service patients forum](#)

You can find more information about the patient forum's recent meeting at: www.patientsforumlas.net.

[Support for publishing information and engaging with patients on sexual health services in London](#)

The London Sexual Health Transformation Project is a partnership of 26 London Boroughs, working together to improve sexual health services across the capital.

Demand for sexual health services, which are now commissioned by local authorities, has increased significantly over the last few years. All the evidence shows that this increase will continue. Innovations in service delivery have benefited patients and new models of care are now available. As with the rest of the public sector however, resources are stretched.

The Project has been working over the last 18 months, engaging with clinicians, providers and users of the service. As a result they have developed some ideas

about a new model of service delivery across London and the project is in the process of discussing this with council cabinets.

To help test the ideas the project has, and to ask for views on the implications of the new model they would like to talk to patients and potential patients.

Can you help with this? Do you have sexual health networks that they could access? Or are you able to circulate a simple questionnaire to your contacts to ask for their involvement? The project can provide you with additional information and briefings, and a topic guide to help lead a focus group if you are able to do so.

The design of good health and social care services requires the active involvement of the people who use or may need that service. If you are able to assist in doing this, please contact: Anne.Leslie@harrow.gov.uk

Lay partner opportunities

The Embedding Partnerships team of NHS North West London Collaboration of CCGs is looking for lay partners from Brent. They have two co-production groups for which they are recruiting for in the next few weeks – the 7 Day Services Discharge Group (which will be on-going) and a one-off Information Pack for Lay Partners co-design group.

Please contact Caroline Lowman as soon as possible if you are interested: healthiernwl@nw.london.nhs.uk or telephone: 020 3350 4734

News from around Brent

CQC reports

The CQC inspectors rated Jays Homecare Limited at Staples Corner as 'requires improvement'. Jays Homecare is a domiciliary care agency providing personal care for a range of people living in their own homes. This included people living with dementia, older people, people with a physical disability and people with mental health needs. At the time of the inspection, the service was supporting up to 100 people and employed 40 members of staff. The agency provides care to people in the London Boroughs of Brent and Ealing. Click here to read the full report: <http://www.cqc.org.uk/directory/1-1998269251>

The CQC inspectors rated Holt Road care home as 'requires improvement'. Holt Road provides personal care support and accommodation for up to five people with autism spectrum disorders, complex communication needs and challenging behaviours. At the time of the inspection, five people lived in the home. Although there was an overall improvement during the unannounced inspection in September 2015 compared with the December 2014 inspection the CQC inspectors want to see a longer track record before giving the services a 'good' rating. Click here to read the full report: <http://www.cqc.org.uk/location/1-147694938>

[Brent Public Health Resource Centre \(PHRC\)](#)

The PHRC has now moved to Willesden library and Bridge Park Community Centre. For more information contact Sarah Hawken on healthylifestyles@brent.gov.uk

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.

[Brent Mencap Health Focus Group](#)

When Tuesday 10 November, 3.30 pm – 5 pm

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

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

[NHS – Maternity Review](#)

Invitation to families who have been bereaved or experienced complications in their maternity care

When Friday 20 November (see times below)

Where London (see contact below for details)

The NHS Maternity Review, in conjunction with the charities Sands and Bliss, would like to invite parents to come and share their views on maternity services if they have experienced the following:

- the death of their baby before, during or soon after birth
- complications affecting the health of mother or baby (including neonatal admission after birth)

During these meetings the NHS would like to talk to you about your views on maternity services. They will focus on learning from your experiences and listening to your suggestions on what can be done to improve maternity and neonatal services in the future. Your views will be treated as confidential and all views will be respected

Two sessions will be held for different groups of people:

- Session 1 (facilitated by Bliss) – for parents who experienced complications in pregnancy, labour or birth affecting the health of mother or baby, including admission to neonatal care

10.00 – 12.30 (Arrival from 09.30)

- Session 2 (facilitated by Sands) – for parents of babies who died before, during or soon after birth

13.00 – 16.15 (Arrival from 12.30)

To book your place, please email info@uk-sands.org, specifying which session you would like to attend in London.

For general enquiries about the Review please contact:
england.maternityreview@nhs.net

[New national vision and strategy for nurses, midwives and care staff](#)

You are invited for an informal discussion about what you would like nurses, midwives and care staff to include in their next national vision and strategy. The strategy is going to be published next April.

When Tuesday 24 November, 12.00 – 2 pm

Where 4th Floor, Southside, 105 Victoria Street, London SW1E 6QT

If you want to give your advice and views on what is important to you please contact Joe Fillingham as soon as possible on telephone 0113 8252979 or e-mail joe.fillingham@nhs.net

[Big Health Check Day \(for people with learning disabilities\)](#)

When Thursday 10 December, 10 am – 3 pm

Where Bridge Park Community Leisure Centre,
Brentfield, Stonebridge NW10 0RG

People with a learning disability, their carers and professionals from health and social care meet annually to discuss health and social care issues. This year the focus is mainly on cancer screening for people with a learning disability. There will be presentations and discussions around this topic. People with a learning disability will also present some findings around friendships and relationships.

There will be a range of information stalls around screening, relationships and health.

Please register by calling Brent Mencap on 020 8451 5278 and ask for Claudia.

Thank you for your continued interest and support.

Please keep in touch.

The Healthwatch Brent team