

HEALTHWATCH WANDSWORTH

NEWSLETTER

Delivered by **WCA**

healthwatch
Wandsworth



Your independent local champion for health and social care services

What is Healthwatch and what do we do?

- * We encourage those who design and run health and social care services to find out what you think and to involve you in improvements and changes.
- * We find out about major changes to services to make sure that the people who use them understand what's being changed and are involved.
- * We find out what you think about services by:
 - Visiting local community groups and events.
 - Visiting services and speaking to patients.
 - Hosting events; our newsletter; website and social media pages.
- * We present your views in reports and make sure those who have the power to change things hear what you had to say.
- * Health and social care services have a legal duty to respond to our recommendations and requests for information.

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Welcome to 2020

Hello and welcome to our first newsletter of the new decade!

Inside our newsletter we have news about our upcoming committee member election. If you are interested in becoming a Committee Member, please get in touch before February 3rd. All Healthwatch members are encouraged to vote at our Healthwatch Assembly on March 5th at St. Mary's church in Putney, we would love to see you there.

In this newsletter we'll also be talking about our #SpeakUp2020 Campaign, and we would love to hear from you about your health or social care priorities for the year.

Let's continue to make our voices heard in 2020.



What's coming up?

Events in and around Wandsworth

Healthwatch Wandsworth to elect for new Healthwatch Committee Members in 2020

Do you want to make a difference to health and social care services in Wandsworth? Then get involved with Healthwatch!

We have exciting roles opening for several committee members for Healthwatch Wandsworth.

We are looking for committee members that have a background experience in health and/or social care.

By becoming a Healthwatch Wandsworth Committee Member you will help determine the overall direction and development of the organisation through good governance and clear strategic planning.

Our committee contributes to our strategic direction within the framework of WCA's corporate responsibility including:

- Creating policy
- Strategic objectives and evaluating performance
- Risk assessment and proposing mitigation
- Monitoring performance against targets and local HWW specification.

As a committee member you will support Healthwatch Wandsworth staff and volunteers. You'll participate in Healthwatch Wandsworth work with them and act as ambassadors for Healthwatch Wandsworth. You will also help Healthwatch Wandsworth make sure that members of the public are given the opportunity to express their views and make a difference to local healthcare services.

The duration of the term as an elected member of the Healthwatch Committee is three years. During this time board members are expected to attend a committee meeting five times a year and you will be required to participate in email conversations in between meetings.

Healthwatch Wandsworth will be electing members of its Healthwatch Committee at a public meeting on the 5th March 2020 at St. Mary's Church, Putney High Street, Putney SW15 1SN London from 13:00 - 15:30

If interested or if you would like any further information, please feel free to call **Sarah Cook, Healthwatch Manager**, on 020 8516 7785 or email sarahcook@wandcareall.org.uk

Have your say!

Vote in the membership elections for the Healthwatch Wandsworth Committee.



Committee members will play a part in determining the overall direction and development of the organisation.

Every Healthwatch member is encouraged to vote in this election and have your say. The voting will take place at our event on 5th March, if you can't attend you can request a postal vote.

All members of Healthwatch Wandsworth are also eligible for nomination so if you or anyone you know wants to be a committee member, find out more here and get in touch. Voting will take place at our first public meeting next year, on the 5th of March 2020 at St. Mary's Church, Putney High Street, Putney. London SW15 1SN from 13:00 – 15:30.

What else might you need to know about the elections?

Voting will take place at our first public meeting next year, on the *5th of March 2020*.

Completed postal votes should be requested by *no later than 12 noon on the 3rd February 2020* and returned to our office by *Monday 2nd March 2020*. You can email enquiries@healthwatchwandsworth.co.uk to make the request or write to us.

Nominations should be returned to us by email or post by the *3rd February 2020*.

Candidates will be announced in *mid February 2020* via email and the Healthwatch Wandsworth website.

If you are interested in becoming a Committee Member of Healthwatch Wandsworth there is further information on our nomination form and supporting information here.

Please get in touch by email - sarahcook@wandcareall.org.uk in January to apply.

#SpeakUp2020 - What's your health or social care priority this year?

Here's what people have already told us about their experiences of hospital care, mental health support and social care. Speak up now to inform our priorities for the coming year.



We want to know:

How easy do you find it to access the services and support you need?

What was your experience of care like? Could it be improved?

How was the follow up treatment you received? Did you feel fully informed and satisfied?

What do we know already?

Last year, three quarters of a million people engaged with Healthwatches across the country. Top concerns across the country and locally include: mental health support, hospital care and social care.



What are people's ideas for making mental health support better?

People would like to see more opportunities for peer support so that they can hear and learn from the experiences of others with similar mental health challenges.

This could help ease the pressure on mental health services and give people the opportunity to feel supported while they experience long waits for follow-up appointments.

Have you an experience of mental health support that NHS services could learn from?

What are people telling us about hospital care, including urgent and emergency care?

Transport services are just one of the areas that people would like to see improved when it comes to hospital care. Travel is a key issue, with nine out of ten people telling us that

convenient ways of getting to and from health services is important to them.



When it comes to A&E services, it's the quality of care that matters most, not waiting times.

What do you think? Tell us about your experiences of hospital appointments or visiting A&E so that we can help services know how to improve care in your area.

What are people saying about social care?

Social care support for autistic children and adults covers a wide range of services, such as community care or funding support, but people have told us their experiences of accessing care can be poor. For example, it can be hard to get an assessment for support and people are left waiting for a long time for their assessment appointment, without any interim care.

Looking more broadly at the support for an ageing population, our research shows that most adults haven't given much thought to their future care needs and believe it will be free when they need it. More advice and information is needed so that people understand the importance of forward planning.

Do you have another experience that you'd like to share?

If you have an experience of a health and social care service, we want to hear about it. Don't leave your views in 2019, share them in our survey #SpeakUp2020.

Get in touch if you want to take the survey:

Healthwatch Wandsworth
3rd Floor Trident Business Centre, 89 Bickersteth Road
Tooting, SW17 9SH

Call: 020 8516 7767 between the hours of 10am - 4pm Monday to Friday.
Email (for general enquiries): enquiries@healthwatchwandsworth.co.uk
Email (for information about local services) information@healthwatchwandsworth.co.uk

Healthwatch Wandsworth Assembly March 5th

Our public events give local people an opportunity to hear about - and feedback on - health and social care topics that are of concern to them. We also promote local NHS and community services that people might not know much about.

This time you can help elect your local Healthwatch committee members and our agenda of the day will focus on mental health. Speakers will be

confirmed closer to the day, so please check back for more details.

Everyone is welcome and it is free to attend, a light lunch will be provided.

St. Mary's Church, Putney High Street Putney, London SW15 1SN

Thursday 5th of March 2020
13:00 to 15:30

Provisional dates for the Healthwatch Assemblies in 2020 will be as follows, subject to confirmation:

Thursday 5th of March, Thursday 21st of May,
Tuesday 29th of September & Wednesday 9th of December

Fast-Track Cities HIV-related stigma work

Despite all the advances in clinical care, we know that for people living with HIV life can be difficult because of stigma and discrimination. Find out how organisations are working together as a city to get London to zero HIV stigma.



London Fast-Track Cities Initiative say that HIV stigma is often based on an outdated idea about HIV and compounded by discrimination of other characteristics such as gender, sexuality, race, sex work, drug use, immigration status and more.

In order to get us to zero new infections, zero preventable deaths and 100 per cent of people living well, they say that HIV-related stigma needs to be eliminated. Clinical care and the improvements in life expectancy alone are not enough.

The London Fast-Track Cities Initiative has secured funding for the next three years to address stigma as part of its work, with an ambition to make London an HIV-friendly city by 2030.

The London Fast-Track Cities Initiative propose to work in three areas:

Tackle self-stigma by empowering people living with, affected by and at higher risk of contracting HIV:

They will tackle self-stigma by empowering members of the HIV community, those affected by HIV and those who are at risk of HIV to talk openly

about HIV, challenge stigma where they see it and normalise HIV for what it is in the 2020s - a long-term condition where people living with the condition can live a full life, with a near normal life expectancy. This will be done through visible HIV ambassador role models and by guiding cohorts of people living with, affected by and at risk of HIV through a programme of resilience building, and other self-development topics.

Support the NHS in London to become an HIV friendly zone:

including hospitals, GP practices and dentists. They will do this by creating an HIV friendly charter which specifies the training, policies and visibility required to be accredited as HIV friendly. This will include a zero-tolerance policy to discrimination and an annual review of continued commitment and adherence.

Shift the general public's perception of what HIV is in the 2020s for people living with HIV and those around them:

This will be done through a social movement - a strong 'come join us' call to action would be put out. The stigma working group are proposing creating an umbrella brand, which can act as the

platform for this call to action. The stigma group sees this work being largely driven by storytelling through social media, promoting the voices of Londoners living with and affected by

HIV. The aim of this work would be to normalise not sympathise and sow a strong and positive narrative about living well and stigma free.

Go-ahead for ground breaking new £150m mental health facilities at Springfield University Hospital

South West London and St George's Mental Health NHS Trust (SWLSTG) has announced that it has secured government approval to start work on its two new state-of-the-art facilities for South West Londoners.



The facilities will include eight new inpatient wards which will be further boosted by the modernisation of the Trust's community services. SWLSTG has already started construction work on this programme, which will include new housing and a 32-acre public park (the first of its kind since the 2012 London Olympics).

This huge milestone in the Trust's Estate Modernisation Programme marks a once-in-a-generation opportunity to transform the way the SWLSTG delivers mental health services for 1.1m south west Londoners.

Over the last ten years the Trust has been working with the support of patients, carers and the local community, towards this achievement. It has successfully built the case for change to support the development of mental health facilities fit for the 21st century, and also to become a part of the community, therefore working to reduce the stigma of mental health conditions.

The plans, now formally approved, will bring forward a range of benefits to the people who use our services, their carers and the local community, including:

- World class mental health inpatient facilities: delivering the best care for our patients
- 839 brand new homes:
 - providing houses for local families in Tooting
 - A 32-acre public park: providing excellent outdoor space including a gym and play areas for our local community
 - Community shops and a café: for local residents to meet and relax
 - Extensive community healthcare: treating people closer to their families and their home
 - Land to be made available for a new school: investing in our children's future
 - More than £5million for new transport facilities: boosting transport links for local residents.

The Trust received government approval for its Full Business Case for the development following extensive engagement with the Department of Health and Social Care, NHS Improvement, NHS England and Her Majesty's Treasury.

Ann Beasley CBE, Chair of South West London and St. George's Mental Health NHS Trust said:

This is the biggest landmark yet in our Estate Modernisation Programme and we are extremely proud of getting permission to go ahead and being able to start work on these brand-new, first class inpatient facilities. This new environment will make a huge difference to our patients and the way we provide the best quality care towards their recovery. It is incredibly important to us that we provide patients with the best environment and services possible and we are pleased to have done this primarily through raising our own funds. Furthermore, this work will ensure that the Springfield University Hospital site is regenerated in a way which reduces the stigma of mental health conditions by integrating our organisation with our community.

Hold the date

On Monday 10 February 2020 there will be a ground-breaking ceremony event at Springfield University Hospital, 61 Glenburnie Road, London, SW17 7DJ.
To attend email estatemodernisation@swlstg.nhs.uk by 3 February 2020.

Regular diabetes patient group meeting will meet again.

Do you have diabetes or care for someone who does? Find out more about a diabetes group now meeting in Wandsworth.



The patient group are meeting for the first time in their new home.

They've changed the meeting time so that more working people can attend this meeting place for diabetes patients. Carers are also welcome because living with Diabetes can affect the whole family.

Details about the group:

The group will meet on the first Tuesday of each month except January.

Time: 6pm - 8pm

Location: The Church Hall of St Mary Magdalene, Wandsworth Common.

Agenda: Members can exchange views about treatments and Diabetes, and living with the condition. The group hopes to get health and care professionals to speak to the group on subjects of interest like diet, eyecare, footcare and other related matters. The group will act as a link between its members and the local NHS.

All Diabetes Patients and their carers are welcome.



Making a Difference Together

Get involved and help influence local services

Share your views on intermediate care services

Wandsworth Council are developing an integrated model for care that promotes recovery, rehabilitation and re-ablement, to encompass physical, mental health and social care needs.

Intermediate care services are currently provided in different settings including hospitals, care homes, or at a person's home, and may involve coordinated support from doctors, physiotherapists, occupational therapists and more.

Intermediate care:

- Helps people rehabilitate to recover and increase independence as far as possible after being unwell, or
- Helps people keep well so that a problem doesn't get worse and lead to the need for more serious help and care.

We want to hear what people who may be receiving or have previously received rehabilitation from this type of service.

Responses to this survey will be anonymised and shared with Wandsworth Council to help them and other decision-makers understand how Intermediate Care services can be improved for patients and better meet their needs.

Please call or write to us to request this survey:

Healthwatch Wandsworth
3rd Floor Trident Business Centre, 89 Bickersteth Road
Tooting, SW17 9SH

Call: 020 8516 7767 between the hours of 10am - 4pm Monday to Friday.
Email: enquiries@healthwatchwandsworth.co.uk



Find out more about how you can make a difference to local health and care services by volunteering with us.

Get Involved and join us

We are currently looking for:

Volunteer Healthwatch Representatives

Healthwatch Representative role is to represent Healthwatch Wandsworth on specified committees, boards and working groups hosted by other organisation to make sure the collective voice of local people is heard and that their needs and interests are considered.

Enter and View Volunteers

are a specific legal power so those who lead the visits become 'Authorised Enter and View Representatives' once they have received full training.

Keep your home warm this winter



Stay warm this winter by visiting the Council's Winter Warmth page for helpful tips and links to support services. Wandsworth and Richmond Assessment Point (WRAP) is a free council one-stop support service for vulnerable residents in Wandsworth, to help them stay warm for less.

For more information about the free WRAP service visit our not-for-profit partners Thinking Works website or to check if you're eligible, please contact them:

- Telephone: 0800 118 2327
- Text: 07928 394 482
- Email: enquiries@thinkingworks.co.uk
- www.thinkingworks.co.uk/wandsworth-wrap

Wandsworth Wellbeing Hub



The Wandsworth Wellbeing Hub is a free and impartial telephone sign-posting service and website.

Many people tell us they want a place to go to get information about managing their health and to know what services could help. The Wandsworth Wellbeing Hub could help.

Hub Navigators can have a chat with you, then help you to find and put you in contact with local services, organisations or communities that can support you with your health and wellbeing needs. Some examples of things that people often get in contact about include:

- Losing weight.
- Doing more exercise.
- Tackling social isolation.
- Joining a support group for a specific health condition.
- Quitting smoking.
- Getting legal/benefits advice.

If you have any questions you can call our Community Navigators on 0203 880 0366 (Mon-Fri 9am-5pm) or email: waccg.wandsworthhub@nhs.net

At the first signs of a winter illness, don't wait until it gets worse. See your pharmacist

Doctors and Healthcare experts in Wandsworth are urging patients to visit their pharmacist at the first sign of a minor illness this winter. With expertise in lots of different medicines, they can help with a wide range of minor illnesses, from skin rashes to earaches and flu.

As we move into the winter months, there are many pharmacies across Wandsworth that can help you to get the help you need. Many pharmacies are open late and on weekends and offer private consultations, no appointment necessary.

If symptoms suggest it's something more serious, pharmacists have the training to make sure you get the help you need.

➤ Anything else you would like to tell us?

We're keen to hear your experiences of health, social or mental health care services in Wandsworth, good and bad, so please get in touch and tell us what you think.

What you tell us *really does make a difference.*



➤ Would you like more information about anything in our newsletter?

➤ Do you need information about the following?

- Help to find the local health, social care and support services you need.
- How to make a complaint about a health or care service.
- Help to find the advocacy services that could support you with your complaint. (We can't investigate individual cases)

Contact Us

0208 516 7767

enquiries@healthwatchwandsworth.co.uk

www.healthwatchwandsworth.co.uk

Healthwatch Wandsworth, 3rd Floor, Trident Business Centre,
89 Bickersteth Road, London, SW17 9SH

RECEPTION

THIS WAY

EXIT

PLEASE LET US KNOW IF YOU WOULD LIKE A COPY OF THIS NEWSLETTER IN LARGER PRINT

We also send this newsletter by email so let us know if you want to receive our newsletter in this way.

How we manage your data

You currently receive communications from us because **you opted to become a Healthwatch Wandsworth member**. Being a Healthwatch Wandsworth member means that periodically we'll also send you information about our public events, surveys, or other opportunities to get involved with our work or to find out about work the NHS is doing to improve local health and social care services. **At any time, if you decide that you no longer interested in receiving information from us, please contact us.**

We save your details on a password protected Excel Spreadsheet on the Wandsworth Care Alliance company server. Although we will never share your personal information with a third party, we may provide Wandsworth and Richmond Borough Councils, Healthwatch England, and other government bodies with summarised and anonymised information about our members from time to time.