



30 April 2014 Edition 13 Healthwatch Camden eNews

Welcome to our eNews round-up of health and social care news, events and consultations in Camden.

Community Engagement

New content on our blog

We've updated our website! Check out our new videos on [what we do](#), what our [volunteers](#) say about working with us and how we can sign post people with regard to [complaints](#) about health and social care services.

As usual we have an interesting discussion point on our blog. What do you think about consumer rights in health and social care? Let us [know](#)!

Healthwatch Camden Board of Trustees Meeting (in public)

In March 2014 the Board of Trustees of Healthwatch Camden started holding quarterly meetings in public. The meetings are free for the public to attend and at the end of each meeting there's an opportunity to ask questions relating to the agenda.

The next public meeting is on: Monday 30th June, 6.30 - 8.30pm

Venue: Arlington Conference Centre, 220 Arlington Road, London, NW1 7HE

We'll publish the papers for the meeting on our [website](#) before the meeting, including minutes from the previous meeting.

Attendance is limited, so book early to reserve a place.

Email: info@healthwatchcamden.co.uk by Monday 2nd June 2014.

Please also indicate any access requirements.

Out and about in the community!

Part of our role is to work with the local community to make sure that local needs in health and social care are met. To this end we attended the launch of the River mental health crisis house service at St Pancras Hospital. We also presented on Healthwatch Camden at Fortune Green and West Hampstead Area Action Group and Bloomsbury Area Action Group, and gathered views from local residents which we will act upon where necessary.

Our volunteers are active in the community, for example, they participated in Patient-Led Assessments of the Care Environment (PLACE) assessments for Great Ormond Street Hospital, Royal Ear Nose and Throat Hospital and Central North West London.

Volunteers

Seen our video? Why not volunteer for us and be part of our growing team? Visit our [website](#) for more details.

Surveys and campaigns

Food First - Care home food survey

On behalf [NHS SEPT Community Health Services](#), the 'Food First' team are conducting a survey to explore people's perceptions of care home food. They want feedback from people linked to care homes - whatever that relationship may be. It's a short survey and on completion, there's an option of being entered into a prize draw to win a £50 Tesco gift card.

If you're interested in helping out, fill in the [survey](#).

Prostate Cancer Focus Group

University College London Hospitals (UCLH NHS) is looking for male patients to attend a research design about prostate cancer, the first meeting's in June with potential for further involvement along the way. If you or anyone you know has had radiotherapy which has failed, your input will be valued.

If you are interested, please contact kellie.thomas@uclh.nhs.uk or Taimaur.shah@nhs.net, or call 0203 447 2677.

Local groups in our community

North London Cares

[North London Cares](#) is a volunteer network matching young professionals to imaginative projects to support older neighbours in need of a little extra time, practical help, social connection or human companionship.

The objective is to build relationships between people who might not normally interact, to tackle isolation, bridge social divides and bring our communities closer together.

Find out more about this new initiative at their [website](#).

OneCamden website launched

The [OneCamden](#) website helps people access Voluntary and Community Sector support in Camden. It contains information for people looking for volunteering roles, or organisations looking for volunteers, support for voluntary organisation (from charity registration to Community Accountancy) and advice on starting a social enterprise.

This is a new initiative for Camden and OneCamden are keen to hear your any suggestions to make their organisation better.

Alcohol Awareness Training with the Camden & Islington Public Health Team

[Camden and Islington Public Health Team](#) have free alcohol awareness training sessions for the next 12 months. This is to enable staff and volunteers across the statutory, voluntary and community sectors to have increased awareness of alcohol issues amongst residents or service users. Attendees at the training sessions will learn about motivational interviewing, the training will also improve their confidence when advising on how to reduce alcohol consumption. For more information contact colin.sumpter@islington.gov.uk

Visually impaired in Camden has moved

[Visually impaired in Camden](#) has moved to Somers Town Community Centre. The new address is 150 Ossulton Street, London NW1 1EE. The contact email is now Rosemary@somerstown.org.uk.

Camden Council British Sign Language (BSL) service

Camden Council has a [BSL service](#) deaf people can use via their website to contact council staff. It's called SignVideo Web Access, and it's an online sign language interpreting service that can be accessed from any home. The service is available between 9am-5pm Mondays-Fridays. Note that first time users will have to download a Live Plug-in which will appear as a pop up at the top of a webpage.

Camden Carers Service (CCS) free Counselling

[Camden Carers Service](#) offers a free counselling service for carers called 'Time to Talk'. Participating carers get up to 12 sessions with a trained counsellor. To refer a carer, the number to call is 020 7428 8950/55 or use the referrals form on the CCS [webpage](#). Please note that they operate a waiting list.

Disability (DISC) in Camden closure

Unfortunately, after 40 years of delivering excellent services, DISC has now closed. A temporary web page is up which can be used to direct people to alternative service providers. Remember, Healthwatch Camden is also here to signpost and listen to local people's voices on health and social care services in Camden. Other useful organisations can be found [here](#).

Dates for your diary

Women's monthly Cancer support group

[West Hampstead Women's Centre](#) holds user led cancer support group meetings for women every month. Women affected by cancer, patients, survivors, friends or family are welcome to attend. It's a chance for women to share and understand each other's experiences. The group offers free aromatherapy massages for cancer patients who are able to attend the sessions.

Time: First Tuesday of every month 2.30pm - 4.30pm / **Cost:** Free

You'll need to call to find out more, 020 7328 7389 or email at info@whwc.org.uk

Care Quality Commission (CQC) inspection of Camden and Islington NHS Foundation Trust.

The Care Quality Commission will be inspecting Camden and Islington NHS Foundation Trust from 27 May 2014. The trust provides mental health services to people in the Camden and Islington boroughs. The inspection team is very interested to hear the experiences of anyone who has used mental health services in this area in the last 12 months.

Reports, peoples stories of care, or other evidence groups have about people's care can be sent to mhinspections@cqc.org.uk or alternatively call 03000 616161. The name of the trust should mentioned be in the title of the email.

Public listening events are also planned, for more information visit their [website](#).

Read more about how CQC carry out their inspections at the Care Quality Commission [website](#).

Dementia Awareness Week is 18-24 May this year.

This year's Dementia Awareness Week is on 18 - 24 May. The [Department of Health](#) and [Alzheimer's Society](#) have launched an awareness-raising initiative which aims to produce one million Dementia Friends nationally by 2015. Find out more about it on their [website](#).

London Friend social club

[London Friend](#) runs a drop-in social club on Fridays. It's a chance to relax and mingle, LGBT carers and cared-for are particularly welcome.

Time and venue: 11am – 1pm, at 86 Caledonian Road, N1 9DN.

To find out more call 020 7833 1674 or email office@londonfriend.org.uk.

Did you know?

More localised Out Of Hours Urgent Dental Services introduced in North East London

Out of hours dental treatment service is available at five locations across North East London. To access these services patients should telephone 020 3594 0938 to speak to a dental professional. Urgent treatment is offered at the most convenient location to the patient on the same day or the following day.

Telephone lines are open Monday to Friday 6 -9pm and at the weekend and Bank holidays 9 - 2pm. On especially busy periods, for example Bank Holidays lines are open between 9 and 4pm.

The Price of Everything

The government has produced a 'unit costs' database with information, all in one place, on the cost of anything you may be curious about, from a year in prison to an ambulance call out. This is priceless information for organisations making bids based on cost savings to the public sector. Check it out [here](#).

Healthwatch Camden needs you!

If you have any comments on health and social care in Camden, or want to share best practice, please let us know. Your input is important and we're here to speak to you. You can now also speak to us in real time on our [blog](#).

Best wishes from the Camden Healthwatch team!

[Frances Hasler - Director](#)

[Carl Mills - Business Co-ordinator](#)

[Shelly Khan - Community Engagement and Volunteer Manager](#)

[Lindiwe Maqhubela - Communications Manager](#)

[Katie Chruszcz - Policy and Insight Manager](#)

To get real time updates on what we're up to....

Contact Us

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