

22 December 2014 Edition 20

## Healthwatch Camden eNews

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

### Community Engagement

Festive greetings to everyone! It was great to meet those of you who came to our events including our first Annual General Meeting. Any new events will be posted on our [website](#).

We've had a successful year and our activity has made a difference.

We've speeded up outpatient visits for people who were lost in the system. We've supported people to challenge unhelpful professional attitudes. We've improved complaints processes at local GP practices (see our [GP complaints](#)

[survey](#)) and contributed to a nationwide re-think on how complaints are handled.

The recommendations we made based on our research with families of children with Special Educational Needs and Disabilities helped Camden council improve their “local offer” ([Specialist Children’s Services](#)), and we’ve also made recommendations on food services at Great Ormond Street Hospital for Children, all of which have been implemented ([GOSH Report](#)).

Every voice counts when it comes to shaping the future of health and social care in Camden. We’re always interested in hearing your views. If you have an urgent health and social care query, call us on +44 (0)20 7284 6586.

Over the next year we’ll be talking about the issues that matter to the local community and sharing what we’re up to. Please leave your comments and suggestions relating to health and social care on [our blog](#). You can also chat to us on [Twitter](#) or [Facebook](#).

If you would like Healthwatch Camden to come along and speak to your group, you can [contact us](#) and we'll arrange for a representative to come and meet you.

## **Volunteers**

If you want to volunteer for us in the New Year, please contact our new volunteer co-ordinator [Peter Joseph](#).

## **Tips for a healthy 2015**

With Christmas and the New Year only days away, now's a good time to get rid of bad habits and improve your health!

If you'd like to lose weight Apples and Pears offers a variety of programmes to help with weight management. Children are offered a range of interactive and fun activities and a personal

plan can be arranged if you have an additional medical problem.

To find out more, visit their [website](#) or call 020 3688 1710.

There's also the leisure centre at 5 Pancras Square, swimming pools and outdoor gyms throughout the borough. Green gyms are a fun way to learn about planting while burning off those calories!

Visit [here](#) for more information on the above.

Other healthy options are giving your body a break by having at least two days a week without [alcohol](#) or cutting down. Or consider stopping [smoking](#) to give your lungs a rest. Free [health checks](#) are available throughout the borough.

Whatever you do, we wish you a lovely time and a great New Year!

## **Christmas and New Year Opening Times**

### **Healthwatch Camden**

We close on the afternoon of December 24, and re-open on 5 January 2015 normal office hours - 9 - 5.30pm.

### **Health Services**

NHS Choices: call 111, open 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

You should use the NHS 111 service if you urgently need medical help or advice. In a life-threatening situation, call 999.

### **Doctors:**

Call your GP practice and a recorded message will explain the holiday cover arrangements.

Alternatively you could visit your local pharmacy.

## **District Nursing:**

If you're receiving home-based care through a district nurse, you can call 020 7391 6360 for a 24 hour message service for existing patients or carers.

## **Soho walk-in centre:**

For minor illnesses and injuries, skin complaints and sprains go to 1 Frith Street, W1D 3HZ. Open 10am to 8pm, no appointment necessary.

## **Mental Health:**

Camden and Islington mental health out of hours line provides information for available services on 0800 988 2149 or call NHS Choices on 111.

## **Pharmacy:**

For pharmacy opening times over Christmas and New Year visit [here](#)

## **Sexual Health clinics:**

Call NHS choices on 111 or visit [nhs.uk](https://www.nhs.uk) Pregnancy tests and the morning after pill are available from your local pharmacy.

## **Dental Care:**

For emergency dental care, call your dentist practice and a recorded message will explain holiday cover arrangements.

## **Rubbish and recycling collection**

Collection will be two days later than usual from Thursday 25 December to Friday 26 December and one day later than usual from Thursday 1 January to Friday 2 January. Monday, Tuesday and Wednesday collections will remain the same.

## **Surveys and campaigns**

Seeking Your Views on health and wellbeing

Camden's Health and Wellbeing Board is seeking your views on what should be done to help people improve their health and wellbeing as part of its new three year strategy.

The Health and Wellbeing Board was formed two years ago and acts as a forum where leaders from across local health and social care work together to respond to the community's needs and priorities. Healthwatch Camden has a seat on the board.

The Board is currently working on a new strategy to run until 2017 and have identified the following key priorities:

- 1) Supporting everyone to live healthy lives
- 2) Supporting everyone to have good mental health and wellbeing
- 3) Continuing to strengthen the integration of health and social care



They're looking for your thoughts on the strategy. Visit their [website](#) and complete the online questionnaire.

Or email, [camdenJHWS@camden.gov.uk](mailto:camdenJHWS@camden.gov.uk)

Telephone: 020 7974 4444

By post:

Joint Health and Wellbeing Strategy Consultation

London Borough of Camden

Public Health

8<sup>th</sup> Floor, 5 Pancras Square

London, N1C 4AG

**CQC - Mental Health Service inspection programme: CNWL - patient feedback**

The Care Quality Commission's inspection programme for mental health services and

combined inspections of mental health & community health services, is taking place between January and March 2015.

Get more information on our [website](#).

## **Dates for your diary**

### **Stroke Association**

The new Aphasia Café is somewhere stroke survivors can meet with family, friends and carers. The meetings are fortnightly, and will restart on Wednesday, 7 January 2015. The venue has a ramp and waitress service so anyone with mobility issues shouldn't be concerned about ordering. To find out more contact the [Stroke Association](#).

Venue: Hamlet Café, Hornsey Road, N19 4DX

## **Did you know?**

### **The ghost of Christmas past**

What to do if you receive an email about [09066611911](#) number - it's a scam!

The number was originally part of a postal scam where a card was posted through letter boxes telling people to call a premium rate number, 09066611911 in order to find out how to retrieve a parcel. On calling the number they would then immediately be charged £15. No need to pass the message on as the number is no longer in use.

However, if you do receive a delivery card through your letterbox which you do not believe is genuine and it asks you to dial a premium rate number (usually beginning with 090, 09, 070, 118, 0871, 0872 or 0873) you can contact 0800 500 212 (Mon - Fri, 9.30am - 5pm) for further guidance. (PhonepayPlus)

## **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!

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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](#)

[Anna Wright - Interim Policy and Insight Manager](#)

[Len Lauk - Information on Officer](#)

[Peter Joseph - Volunteer Co-ordinator](#)

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

Contact Us:

Office Hours: Mon-Fri 9am -5pm

Telephone: 020 7284 6586

Email: [info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk)

Web: [www.healthwatchcamden.co.uk](http://www.healthwatchcamden.co.uk)

Twitter: @healthwatchcam

Facebook: Healthwatchcam

### **Our address:**

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To submit an entry for the next edition, please send an

Email to: [info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk)