



29 January 2013 Edition 10 Healthwatch Camden eNews

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

Community Engagement

Healthwatch Camden is here to give children, young people and adults a powerful voice locally and nationally. We want to hear your views. To this end we've started a new blog called '[Frances's Blog](#)'. 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. You can also join our [Facebook community to find out what our volunteers are up to](#).

Volunteers

We've recruited volunteers of all ages, from students to the long-retired. They are helping us to reach out to more local people, to gather their experiences and to offer them information. Let us know if you are keen to join our growing team of volunteers. [Visit](#) our website for more details.

Surveys and campaigns

Gospel Oak Regeneration report

We launched our [Gospel Oak Regeneration report](#) on 28 January 2014. A wide ranging regeneration project is planned for Gospel Oak. Plans include improving housing and community facilities in the area, to create environments, spaces, and facilities that meet the needs of local residents. Camden Council is working in partnership with the local community throughout the development planning.

Our role as local Healthwatch is to help facilitate public engagement and give local residents a strong voice in shaping the plans for health services in the area.

As a first step we carried out this small survey to gain a snapshot of opinion on local health services, and awareness and views on the potential redevelopment of Lismore health centre.

How do I have my say? Finding information about making a complaint at Camden GP surgeries: A mystery shopping project

The [Healthwatch Camden GP Complaints](#) report was launched on 13 January. Our mystery shopper visited all 39 GP surgeries in Camden to build a snapshot picture of complaints processes across the borough. Responses have been positive. Practice managers have contacted us to say that they are making changes based on our recommendations.

Healthwatch England described the report as:

“A great example of how local scrutiny can help spot the gaps between policy and practice and drive improved service provision”.

Voiceability (NHS complaints advocacy service) told us:

“What we will be doing as a result of the feedback in the report is to contact the GP surgeries again and to make sure they have our information and know what the service is.”

Caz Sayer of Camden CCG said:

“I congratulate Healthwatch on a useful, practical and informative piece of work that the CCG is both supportive of and which fits closely with our CCG values around openness, transparency and safety and our CCG priority to improve quality and access in primary care.”

Homecare in Camden: Experiences of local services users

There are currently around 1,800 people using home care services funded by Camden Council. Enquiries to Healthwatch Camden’s information line suggest that some home care users and their families experience difficulties in sourcing information on home care. They say that this makes it difficult to arrange home care and to make informed choices about their care. Healthwatch Camden conducted a study to find out whether this is a widespread problem. Find out the results of our study [here](#)

Help strengthen the voice of marginalised and disadvantaged communities

The [Care Quality Commission](#) (CQC) will shortly be carrying out inspections of acute hospitals, GP and primary care services, community health services, mental health trusts, care homes and the care people receive in their own homes. The [SpeakOut](#) network is supporting the new programme of inspection. They are looking for community groups with links to hard to reach and marginalised groups of people, including those with protected characteristics under the Equality Act to join up and help them.

For more information visit: www.speakoutnetwork.org or call 01772 893452.

To apply to become a member, write to Lorna Burrow at:
SpeakOut
Harrington 301,
University of Central Lancashire,
Preston, PR1 2HE

Local groups in our community

Free Space Art Gallery

[Free Space Art Gallery](#) is launching a dedicating a space named the ‘Well Beeing Garden Programme’ for a new gardening initiative to inspire local special needs students at the [Leighton Project](#) to learn about gardening, plants and the local environment.

A key aim of the programme is to promote the health benefits of gardening, encourage more young people to get into horticulture and to teach how the seasons affect plants by collaborating with local blog Inspiration for Creation. The blog will host a series of short films called ‘the four seasons’ which will document the student’s planting progress for the Camden community to view. Subscribe to inspirationforcreation.com for updates and creative inspiration throughout the year.

Invite to a Newfound Theatre Company production

[Newfound Theatre Company](#) specialise in bespoke health and social issue plays that convey information, present challenging issues, and stimulate empathy, discussion and debate. On Thursday 27 February they are holding an event that looks at stigma and mental health within the media. It’s presented by Newfound Theatre and Time to change.

Time: 4 - 7.30pm

Venue: 7 floor BBC Broadcasting House, London, W1A 1AA

Become a member of Camden and Islington NHS Foundation Trust

[Camden and Islington Foundation Trust](#) invite you to become a member. Membership is free and applicants don't need to have any particular skills, qualifications or experience to join - just an interest in the trust and how it’s developing services.

Anyone who's used the services in the past five years can join, and any resident of Camden, Islington, and the adjacent boroughs (Barnet, Brent, Hackney, Haringey, Westminster and City of London). Staff are automatically opted into membership unless they choose to opt out. Members enjoy benefits such as health service discounts which give them access to the same deals and offers available to NHS staff.

If you're interested join online via <https://secure.membra.co.uk/CANDIApplicationForm/>

Want to improve your understanding of BME community mental health support?

The Mental Health Team at Voluntary Action Camden wants to reach out to groups and organisations working with BME communities to support them to improve their knowledge and understanding of mental health and wellbeing, including local services. If you work with BME communities in mental health, contact Maureen Brewster, mbrewster@vac.org.uk, Ann Wolfe, awolfe@vac.org.uk or Sue Dowd, sdowd@vac.org.uk. Or call Voluntary Action Camden on 020 7284 6550 and ask to speak to a member of the team.

Deafblind UK 'Camden Real Friendly Group' moves office

Deafblind UK 'Camden Real Friendly Group' meetings are now on the last Wednesday of the month at Swiss Cottage Community Centre, 19 Winchester Road, NW3 3NR, 11am-1 pm.

The next three meetings are on 29 January, 26 February and 26 March 2014.

Headway North London - Peer Support Group

The [Headway North London](#) Peer Support group is a facilitated session bringing together brain injury survivors in a safe, open environment. The group provides a place to discuss individual experiences in a safe environment. It's a place to share anything you want in a group setting without feeling judged or misunderstood. The group is open to brain injury survivors. This includes traumatic and acquired brain injuries such as strokes, infections and a lack of oxygen to the brain.

The sessions are held every first Tuesday of each month, between 4.30 and 6.00pm. You can just turn up. The First Tuesday sessions are free, but participants should become members of Headway North London if they are not already (£10 per annum). There is a charge of £3 for membership of the Swiss Cottage Community Centre.

Dates for your diary

Comedy gig at Bloomsbury Theatre in aid of the Royal Free massage service

A comedy gig in aid of a vital massage service at the Royal Free is being staged on 8 February. A host of top comics will come together at the Bloomsbury Theatre to raise money

for the complementary massage service, which plays a crucial role in patients' rest and recuperation.

Katherine Ryan, who appeared on Have I Got News For You, James Acaster, who appeared on Never Mind The Buzzcocks, Sara Pascoe of The Thick Of It and Tom Rosenthal from Friday Night Dinner are some of the names appearing on the bill.

Started in 1992 by Keith Hunt MBE, the service provides massages to patients of all ages. Massages are proven to reduce anxiety and aid relaxation and they give a much needed boost, both physically and psychologically, to patients. In the past year 21,000 massages were carried out by Keith's team of therapists and many of our patients say the massage is the highlight of their day.

Tickets are £11.50 and there is a £2.50 booking fee per transaction. Contact the [Bloomsbury Theatre](#).

Mental Health Courses at VAC

Voluntary Action Camden (VAC) is running a programme of mental health training. It's to support staff and volunteers from Camden-based voluntary and community groups to work confidently with clients affected by mental health issues and to promote positive mental health and wellbeing within their communities.

A mental health first aid training course is on Tuesday 4 and 11 February 2014 (10am - 5pm both days) - only £25 for members

To book a place, download the training [booking form](#) and return it to Ann Wolfe on awolfe@vac.org.uk or Maureen Brewster on mbrewster@vac.org.uk

Camden Carers Health Outreach Event at Queens Crescent Community Centre

Camden Carers Centre in partnership with Queens Crescent Community Centre is holding three pre-lunch health sessions at Queens Crescent Community Centre in Gospel Oak. The sessions are for unpaid family carers in Camden. They started in January and will continue on:

3 January - Session 2, Healthy Eating with Confidence, 10.30-12.15

10 January - Session 3, Health Screening and Signposting for Future Health 10.30-12.15

Full free NHS health checks and health needs assessments are available at session 3, pre-booking is required.

All Carers who attend can sign up for a three course meal at Queens Crescent at a cost of £3.50 per head.

For more information/booking contact the Carers Health Team on 020 7428 8955 or email sue@camdencarers.org.uk

Patient and Public Involvement Models of Good Practice in Mental Health: A Conference

Tavistock and Portman NHS Foundation Trust is hosting a Patient and Public Involvement Conference on Friday 7 February 2014 at the Tavistock Centre. The conference is for service

users, carers and other professionals who are interested in learning, understanding and developing their thinking and practical skills around providing good practice in mental health settings in relation to service user involvement. It's an interactive event to allow delegates to share and discuss their experiences. It's free for service users and carers and £50 for other professionals.

For more information visit, <http://www.tavistockandportman.ac.uk/ppiconference>

Improving the experience of people living with dementia in Camden event

[Age UK Camden](#) and [Camden Carers Service](#) are holding a sharing and planning event for anyone affected by dementia that lives or works in Camden, people with dementia, carers and former carers, families, friends and neighbours. It's to support the development of a Dementia Action Alliance in Camden, to encourage and include people in the community who provide services to the public, for example surgeries, shops, banks, post offices social clubs, etc to know the needs of people living with dementia and to support them appropriately

Date and time: Monday 10th February 2014 - 2pm-4.30pm (Refreshments will be available)
Venue: Age UK Camden, Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Sensory Needs Forum meeting

[Camden Council](#) Mental Health team are holding a meeting covering:

1. Update on welfare reform
2. Joint Strategic Needs Analysis
3. Update on sensory needs services
4. A Vision Strategy for Camden

It's on Wednesday 12th February 2014, at Charlie Ratchford Centre, Belmont Street, London NW1 8HF.

There will be BSL interpreters and a Speech-To-Text reporter.

If you would like to attend the meeting and require support please contact Rena Toufexis either by phone on 020 7974 2972 or by email at rena.toufexis@camden.gov.uk

Camden Council Learning Disabilities Forum meeting

[Camden Council](#) is holding a Learning Disabilities meeting on Wednesday 19th February 2014. It's a talk on housing and housing support, and runs from 6pm - 8pm. Refreshments are available. The venue is Charlie Ratchford Resource Centre, Belmont Street, London, NW1 8HF.

If you need help to get to this meeting call 020 7974 2972 before 11th February 2014

People's Centre for Change free relaxation sessions for carers in Camden

People's Centre for change is running free sessions for unpaid carers in Camden on Wednesday afternoons. This term (until April 2nd) they have weekly short massages starting

at 4pm. They are also running fortnightly art/craft sessions at 5pm. Participants are welcome to stay for a delicious freshly cooked meal (£3.50) at 6pm and to join all their members with disabilities, their family carers, support workers, volunteers and workshop leaders for a social time.

People's Centre for Change also run Wednesday afternoon activities for people with severe learning disabilities, their families carers and volunteers, there's also space for local people to socialise and get involved in a feel good creative way (activities cost £2.50).

Please call to book or discuss: Nalan or Ines on 07906 621449 or 07862 113435 or email peoplescentre4change@gmail.com

Did you know?

Seven-day week GPs for London

Patients in North West London are able to see a GP seven days a week, thanks to a new service introduced by Clinical Commissioning Groups (CCGs) in the area. The seven day service provides patients who need access to care at the weekend an alternative to visiting A&E. Patients can see a GP or a nurse and it's hoped that this service will help free up A&E departments for those with life threatening illnesses or injuries.

If you want to use this service, you should attend the GP practice closest to where you live. You can walk in or call and book a same day appointment.

You do not have to be registered with the practice - and using the service will not affect your registration with your own GP.

To find out more [visit](#)

GP patient data extract to care.data

Confidential data about patients will be extracted from GP computers, as directed through the Health and Social Care Act 2012, and stored safely and securely at the Health and Social Care Information Centre. It will be used to support a range of essential secondary uses such as commissioning, quality improvement, clinical audit, research and service planning, in largely de-identified form.

The process begins from March 2014. Before this happens a leaflet will be sent to all households in London between 27-31 January. This leaflet will inform patients how the data will be used, the benefits for them and for the [NHS](#). It will also explain their rights to choose not to have confidential data about themselves sent to the new programme, if that's what they want.

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....

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