



26 March 2014 Edition 12 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 had a stand at Haverstock School's welfare and support advice day and got the chance to speak to lots of young people. Check out our recent [blog](#) to find out more.

You can also see a summary of [our response](#) to Healthwatch England's consultation on their campaign on rights and responsibilities in health and social care. As usual we're keen to hear your views.

Out and about in the community!

We're meeting and greeting the local community and sharing good ideas. For instance we met with local people at the Bloomsbury Area Action Group to hear about their health care experiences. We also sat on the Bloomsbury Medical centre 'Growing Older, Living Better forum' which focused on ageing with HIV as a positive gay man. We're constantly listening and finding out what matters to you, and taking away lots of good points. We use what we find to build a picture of what is good and what needs to be better. We take up issues with the services concerned, and some we explore further and make recommendations for improvements.

We're also involved in consultations on older people's services and sharing views on what needs to go into the next Joint Strategic Needs Assessment (JSNA).

Volunteers

We can create a better health and social care system for all of us. To do this we need your input. Your words will make a difference. Even better, why not volunteer for us and be part of our growing team? [Visit](#) our website for more details.

Surveys and campaigns

Healthwatch research on complaints

Recent research by Healthwatch England revealed that the healthcare complaints system is 'utterly bewildering' for people - with over 75 types of organisations involved in complaints handling and support. The survey found that less than half of those who had a bad experience reported it. Respondents said that they either did not know how to complain or feedback, or did not believe that it would make any real difference.

Healthwatch Camden knows this to be a local issue too. Our research found that the ease of making a complaint even varies between GP practices in Camden. We've made a number of recommendations to GP practice managers and NHS England, to help make the complaints processes more consistent.

If you have something to tell us about your experiences of health or social care in Camden, [get in touch](#).

Race on the Agenda event - Shaping mental health services for BME and refugee people: Meeting the public sector equality duty.

At the next [Race on the Agenda](#) event, delegates from voluntary and community sector organisations will engage with public authorities on the Public Sector Equality Duty to help shape mental health services for Black, Minority Ethnic (BME) and Refugee people.

Ulele Burnham (Barrister, Doughty Street Chambers) will facilitate discussions with a panel of mental health service commissioning and delivery organisations from across London.

Date and time: 31st March 2014, 9.30am - 4.30pm

Book [online](#), or email, poornima@rota.org.uk or call 020 7697 4092. Visit the [website](#).

The Tavistock and Portman NHS Foundation Trust survey

The Tavistock and Portman NHS Foundation Trust ('TPFT') is asking for your assistance in a survey. Your response will help the trust have a better understanding of how it's perceived, of particular interest is perceptions of the adult and adolescent services provided at the trust. The survey is anonymous and the closing date is April 7th 2014.

To complete the survey, press 'control' on your keyboard and click the link:
<https://www.surveymonkey.com/s/TPFTPPI>

Local groups in our community

See Through Theatre Company 'Bring It Back' project

Bring it Back is a creative project run by [See Through Theatre Company](#) which aims to take local elders out of their homes and participating in the community. The sessions explore singing and gentle movements for the over 60s living in the Gospel Oak, Queens Crescent and Maitland Park areas. Spaces are limited so speed is of the essence in booking!

Time and day: Wednesday and Thursday from 1 to 2 pm at Queens Crescent Community Centre.

For more information about the project, email: juliaevangelista@seethroughtheatre.com or contact Julia on 0796 0550 982 or Lorraine on 0207 267 6635

Self-Management UK free courses

Do you live with a long term health condition or know someone who does? Find out how to self-manage long-term conditions by using [Self-Management UK's](#) toolkits, and also get the chance to meet others in a similar position.

Courses:

Kingsgate Community Centre, Camden starts Weds 23rd April 2014 - 10.30 - 13:00 (this is a Somali speaking course).

Kingsgate Community Centre, Camden starts Friday 2nd May 2014 13:30 - 16:30 (this is an English speaking course).

To book a free place or find out more call, 01925 320000, or freephone 0800 9885560, or text on 07797 807160.

Mind in Camden's REST (Recovery Experience Sleeping Tablets and Tranquillisers) Project - Benzodiazepine Support

[Mind in Camden's REST](#) project, is now in its 25th year. The project is open to individuals who are using or have used benzodiazepine tranquillisers, sleeping pills and other similar drugs. Whether it's on prescription or illicitly, or in combination with other illegal drugs

and/or problematic drinking, Mind can help with stabilising, reducing or withdrawing from minor tranquillisers, by giving information and support to do so as comfortably as possible.

A variety of services are available to adults in Camden and Islington, including for friends and family. There's a helpline, drop in centre, a support group, formalised counselling and where requested, and liaison with the client's prescriber. Find out more from the [website](#).

Let's create an age-friendly Camden

To make Camden a place where everyone is included in the community, particularly older people, [Camden Council](#) is to run two workshops to bring together around 100 curious, open-minded and passionate people from different backgrounds in Camden. The first one was in March and the second is on Monday 7th April 2014, at Swiss Cottage School, 80 Avenue Road, NW8 6HX.

The aim is to exchange knowledge, skills and experience to help turn good ideas into reality for people living in Camden. People's views on how to get together to build neighbourhoods and communities that are good places to get older will be aired and hopefully good ideas generated.

To book, contact Rena Toufexis on 0207 974 2972 or email ASCEngagement@camden.gov.uk.

Dates for your diary

Camden Carers Service health screening event

[Camden Carers Service](#) is providing free drop-in screening sessions. It's an opportunity for a NHS health check and health needs assessments for unpaid carers. Carers can come in and have a chat with the Carers Health Team.

Date and time: Friday 25th April, 10am-4pm

Address: 293-299 Kentish Town Road, NW5 2TJ.

You can also call the Carers Health Team on 0207 428 8953 or email sue@camdencarers.org.uk for more information.

Volunteer Action Camden (VAC) welfare reform seminar

[VAC](#) is holding a half day seminar on Welfare Reform on Tuesday 29 April at their offices. It will give an overview of both the Welfare Reform bill and the new Universal Credit, and provide delegates with an understanding of the changes to the welfare system, including the impact that it will have on existing claimants and the timetable of changes as they come.

If you're working with families or individuals who may be affected because of the changes in

the benefits system, this seminar will help you to support your client groups better.

The seminar will be delivered by Indira Kartallozi, an expert on welfare reforms and Director of Chrysalis Family Futures.

For members of VAC and groups and/or organisations based in Camden the cost is £25.

For more information visit the [website](#), or call 020 7284 6550, Type talk 18002 020 7284 6550 or email acharles@vac.org.uk.

Cancer Support Group, Camden

There is a new Cancer Group for patients and carers who have been affected by Cancer. They meet once a month at Kentish Town Health Centre, courtesy of the James Wigg Practice. It's an informal group of cancer patients willing to share good and not so good experiences.

The next meeting is on the 1 April, 3-5pm, for more information contact adam_leys@yahoo.com, 020 7485 1538 or veronicabrinton@gmail.com on 020 7722 6740.

Did you know?

Wheelchairs for Hire

[Camden Shopmobility](#) provides short term loans of manual wheelchairs for day trips, outings or if you need one short term for someone recovering from an injury.

For more information call, 020 7482 5503 or email: shopmobility@camden.gov.uk

NHS consultation on specialised services specifications

[NHS England](#) has launched a three-month public consultation on changes made to a number of its specialised services specifications. The specifications set out what is expected of providers in terms of the standards required, and define access to a service. The consultation is open until 21 May 2014. To find out more, view the guidance documents and find out how you can contribute your views, go to the [website](#).

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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To submit an entry for the next edition, please send an email to:
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