



3 December 2014 Edition 19 Healthwatch Camden eNews

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

### Our Annual General Meeting

#### Healthwatch Camden AGM and Workshop

On Monday 24 November we held our first Annual General Meeting and workshop. We heard from local residents and organisations on how Healthwatch Camden can influence and shape health and social care services in Camden.

We're pleased with the feedback from the 'Making the system work for you' workshop. Delegates took time to talk to some of the participating Camden-based organisations about the different ways they enable service users to have a say in their health and social care services. They also shared their views on where there may be gaps or challenges that make it hard for people to get their voice heard. Round table discussion groups gave us lots of ideas about different topics that local people would like Healthwatch Camden to explore.

We also received fantastic feedback on our 'Start here....' Guide. An online guide, that Healthwatch Camden is compiling of health and social care services in Camden. It's to help people in the local community easily find the services they require. We aim to launch it early next year.

Healthwatch Camden will use all the information gathered at our AGM to steer us in the right direction when shaping our priorities for the coming year.



Above is a photo of delegates at our ‘Making the system work for you’ workshop, and our volunteer Mario.

## Community Engagement

### Increasing our work with BME communities

As part of our wider community engagement and listening to communities’ mandate, we’ve spoken to community groups on how to best engage with hard to reach communities.

Healthwatch Camden aims to work with community organisations in Camden to facilitate focus groups (in mother tongue where necessary) to discuss and identify significant health and social care needs as well as barriers to accessing GP services and suggested solutions.

To this end we attended the Jewish Care Camden and Westminster Networking Forum to promote and publicise the work of Healthwatch Camden.

### **Increasing our volunteer capacity**

We've appointed a part-time Community Outreach & Volunteer Officer, Peter Joseph, who starts on 4<sup>th</sup> December. Peter is local to Camden, so he knows the borough and it's community organisations well. He will be recruiting and supporting volunteers. If you or someone you know wants to volunteer for us, visit our [website](#) for more details.

## **Surveys and campaigns**

### **Camden Safeguarding Adults Partnership Board annual report for 2013/14 released**

Camden Safeguarding Adults Partnership Board have published their [2013/14 annual report](#). The report looks back at successes and challenges faced over the last year. It covers how money was spent and what they hope to achieve in the coming year.

Achievements cited include making 20,000 leaflets and 16,000 posters available to the community to help identify and report abuse and neglect, and supporting a local voluntary group to produce a DVD on keeping safe.

You're encouraged to [share your views](#) on what their priorities for the next three years should be. Deadline 19 December.

### **Camden Council adult social care annual report 2013/14 out now**

[Camden Council](#) released their adult social care annual report for 2013/14. It looks at successes and challenges from the past year and details expenditure and plans to improve services in the future.

You can read the full report [here](#).

The Council would like [your thoughts](#) on the local account and invite you to tell them what you liked or disliked.

## Inspections of general practices based on best available data

The [Care Quality Commission](#) (CQC) have analysed and published information on every general practice in England to show the public how it will decide which surgeries it will inspect and what it will focus on.

Surgeries across the country have been placed into one of six bands, with 'Band 1' representing the highest risk and 'Band 6' the lowest. In Camden, about one in five GP practices have been placed in the worst category.

While CQC can only judge the quality of care within a service once it has carried out an inspection, the analysis indicates which services appear to be doing well, alongside where people may not be receiving high-quality and compassionate care.

Over the next two years the CQC will rate and inspect every general practice in England as Outstanding, Good, Requires Improvement and Inadequate to help people make informed choices about their care and encourage improvement in quality.

## Local groups in our community

### Jewish Carers Support

[Jewish Carers Team](#) offer emotional support, practical advice, guidance, information and access to various services for the local Jewish community. They also offer an advocacy service to make sure that the assistance carers need is given.

Find out more about their Carers Team via Jewish Care Direct helpline on 020 8922 2222.

### 'Voluntary Action Under Threat?'

[Voluntary Action Camden's](#) Annual General Meeting is this week. Topics of discussion include - In times of unprecedented cuts in public spending what is the role of the voluntary and community sector? Will it continue to exist? Should the sector seek to fill the gaps in service provision? How will this be resourced? Should the sector focus on building and supporting resilient communities and providing a voice for local residents? What is your view and what support do you need to make it happen?

**Date and Time:** Thursday 4th December 2014 from 5.15 pm to 9 pm.

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

## Dates for your diary

### Camden Carers' Centre Annual General Meeting

[Camden Carers Centre](#) is holding their Annual General Meeting this month. It's an opportunity to meet all the staff and board members. There's also the chance to tour the Wellcome exhibition rooms. All unpaid carers in Camden welcome!

**Date and time:** Tuesday 16 December, 2 - 4pm. Business meeting 2 - 2.30pm.

**Venue:** The Burroughs Room, Wellcome Collection, 183 Euston Road, NW1 2BE. To confirm attendance, please ring 020 7428 8950 or email [info@camdens.org.uk](mailto:info@camdens.org.uk) by Friday 12 December.

## 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](#)

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

[Len Lauk - Information Officer](#)

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

**Contact Us**

Office hours: Mon-Fri 9am - 5pm

Telephone: +44 (0)20 7284 6586

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

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

**Visit us**

**Like us on Facebook**



healthwatchcamden

**Follow us on Twitter**



@healthwatchcam

**Our address**

Healthwatch Camden  
2<sup>nd</sup> floor  
293-299 Kentish Town Road  
London NW5 2TJ

To submit an entry for the next edition, please send an email to:  
[info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk)