



e-news

October 2016

In this edition:

Guest blog from Tulip Siddiq MP

News on our new projects

And more...

### New office

This is our first e-newsletter in a while. That's because we have been settling in to our new office in Ossulston Street, at the Somers Town Community Association. We are enjoying the excellent cappuccinos served in the café here, and getting to know our new area, which includes the food stalls at Kings Cross and the market in Chalton Street, as well as the fancy shops in St Pancras International station.

We also have new telephone numbers, which are on the staff page of our [website](#). The main number to reach us on is now **020 3771 3930**.

Part of moving has involved getting some new computers. They let us work remotely, wherever there is a wi-fi connection. So now we are settled in, we are planning to be more out and about, with stalls at UCLH and other public spaces, and visits to community groups. We look forward to seeing you on one of our outings.

### From our director

#### Getting knowledgeable about experience

This time of year always has a distinct back to school feel about it. And now we are in our new location in South Camden we are surrounded by people who are studying or who are creating knowledge. Indeed, this part of town has been dubbed "[the Knowledge Quarter](#)". It has not only large institutions such as the British Library, the University of London, the Francis Crick Institute, Google, Central St Martins, but also many smaller organisations that are working to grow and use knowledge for public good.

As a very small organisation, we are focused on a particular kind of knowledge - the experiential knowledge that comes from being a service user, whether that is the experience of being treated in one of our specialist hospitals, the experience of visiting your GP, the experience of living with enduring mental health problems, or the experience of being a care leaver. Healthwatch Camden works to gather that experience and turn it into useful insight. [Read more...](#)

## Guest blog



We are really pleased that local MP, Tulip Siddiq, has agreed to be our guest blogger this month. Here is what she has to say:

As the [Member of Parliament for Hampstead and Kilburn](#), I am proud to represent an area in which residents are vocal when they have concerns over local services. This is particularly true in matters of health and social care, not least because so many world-class medical professionals live and work in the area!

Unfortunately, it is also the case because Hampstead and Kilburn is home to some of the most acute deprivation in the country. The constituency sits across two boroughs, Brent and Camden, and in both there is a constant need for the advocacy and support that is so expertly delivered by organisations such as Healthwatch Camden. [Read more...](#)

## Healthwatch Camden news

### New work starting

This autumn sees the start of two new Healthwatch Camden projects. They are very different. One is looking at the experience of older people in residential care homes. The other is talking with young about their experience in their community. But in both cases, the main aim of the work is the same: to make sure that people who use health or social care services get a say in how those services are run.

Our work on residential care services is being done in partnership with a national charity, who are carrying out research looking at the things that older people and their families want to know when choosing a care home, as well as consulting care experts for their views on what are the strongest and most useful indicators of quality in care homes. Via a series of Enter and View visits to care homes across Camden, Independent Age and Healthwatch Camden will test 10 quality standards. For more information on this project contact Victoria Armitage: [victoria.armitage@healthwatchcamden.co.uk](mailto:victoria.armitage@healthwatchcamden.co.uk) or telephone: 0203 771 3931

Our work with young people is being done in partnership with the [Fitzrovia Youth in Action](#). We will be asking young people about their experience of local services (particularly dentists) and consulting them on the way we communicate.

For more information on this project contact Shelly Khan:  
[Shelly.khan@healthwatchcamden.co.uk](mailto:Shelly.khan@healthwatchcamden.co.uk)

### **Start here...**

We've been updating our information guide, [Start here](#) . It is there to help you find the answers to questions ranging from “where do I find an NHS dentist” to “what are my rights to independent advocacy?” and “how do I have my say?” Like all information guides, it is continually evolving, being updated to take account of changes in the local and national care system. We are also thinking about improving its layout. We welcome feedback from people who have used it use it about any ways we can make it better - let us know your thoughts. Contact [info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk)

### **Plans for the NHS**

We attended the first public stakeholder meeting for the North Central London Sustainability and Transformation Plan (STP) held at the Camden Centre. Local GP Lance Sakar presented the plan. For more on the STP, see: <http://www.camdenccg.nhs.uk/Downloads/ccg-public/News/STP/NCL-STP-case-for-change-September-2016.pdf>.) There was a strong call for more citizen engagement in the plan, questions on whether it was deliverable, and a desire for information that was less strategic and more detailed on what some of the changes would be.

### **The St Pancras and Somers Town Living Centre**

Healthwatch Camden is part of the Living Centre Consortium, a group of local organisations that will be running the Living Centre, which is located at the Francis Crick Institute. The Centre is close to our new base at Somers Town Community Association. STCA are the lead partner in the consortium. Services are due to launch in May next year, but we plan to be there from January, trying things out, so that we are fully ready in May. So the Consortium is recruiting a Centre Manager, to be in charge of day to day operation.

For more details see [here](#).

## Our AGM

Healthwatch Camden is a registered charity. Our [next board meeting](#) in public, on 21 November, is the official annual general meeting of the charity. It is also a community forum, an opportunity to ask questions about our current work programme, and to give your views on our future work programme. The meeting will be followed by an open forum. We hope to see you there. It takes place from 6pm to 8pm, at the Arlington Centre.

For more details please contact Carl Mills - e-mail [info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk)

Telephone 020 3771 3930

## New trustees, old trustees

We are delighted to announce that two new trustees have joined our board this month. Jessica Warne - founder of [Cocoon Family Support](#) and Sanjay Ganvir - Professional Services Director at [Greenlight Pharmacy](#), Euston.

We also say goodbye to one of our current trustees, Alison Lowton, who is stepping down at the end of her term of office. Alison has represented Healthwatch Camden on the local Health and Wellbeing Board, as well as providing advice on our plans, and helping out at community events. We will miss her, and wish her well.

## Contact us

If you'd like more information on any of the items in this newsletter or want to share your views on any topic about health and social care in Camden, get in touch with us. E mail [info@healthwatchcamden.co.uk](mailto:info@healthwatchcamden.co.uk) or send us a tweet [@Healthwatchcam](https://twitter.com/Healthwatchcam).

The Healthwatch Camden Team

**PLEASE NOTE OUR NEW ADDRESS:**

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**healthwatch**  
Camden

