

healthwatch Camden E-News Digest



Healthwatch Camden

Access to GP services for local people with different forms of Sensory Impairment
Local people told us that it can be difficult communicating with GP practices if you are either visually impaired, d/Deaf or hard of hearing or have learning disabilities. So we're conducting a series of focus group discussions and interviews to find out more about the experiences of these groups of services users.

Free Training: want to volunteer and help monitor the quality of health and social care services? Healthwatch from across North, Central and East London are currently recruiting **Deaf people (BSL users)** to volunteer to be a **mystery shopper** for health and social care?



Other Volunteering Opportunities:

Research & Fact Finding Volunteers; Mystery Shoppers; Enter & View & Healthwatch Champions (Events).

Need help making a complaint about health or social care in Camden?
See also **NHS complaints & safeguarding procedures for Camden**.

Healthwatch England

Patchy complaints support is putting vulnerable people at risk

Care home residents and other social care users struggle to get the support they need when it comes to complaining about the quality of care they receive.

Gap in regulation of care services putting vulnerable people at risk

Concerns about the lack of oversight and regulation of certain social care services including 'supported living environments', day care centres and care support provided in people's own homes have been escalated to us by local Healthwatch from around the country in recent months.

Drawing on evidence from our **Special Inquiry**, Chair Anna Bradley spoke to '**BBC 5 Live Investigates**' discussing the causes and implications of delayed discharge and the urgent need for a solution. They also spoke to Jess, a case study from our Special Inquiry, on being kept in a mental health setting despite having been approved for discharge



Weekly summary

16-20 March 2015

- Pilot sites for pharmacists in A&E scheme revealed
- London Borough of Camden: Care Act Public meeting: Wednesday 25th March, 6.00 to 7.30pm
- Ahead of the BBC Lifeline Appeal this Sunday, Muscular Dystrophy UK today reveals the findings of our survey on the impact of diagnosis.
- More than a third of 12-year-olds embarrassed to smile because of their teeth
- Mental health services 'cut by 8 per cent'
- Chief Inspector of Hospitals asks people to tell him about the care provided by Great Ormond Street Hospital for Children NHS Foundation Trust
- Women's Self Injury Support Helpline/Text Service & App Development Opportunity
- Good Practice Case Studies - Co-production and Innovation in Health and Care
- Key points of Budget 2015: At-a-glance
- Barts Health NHS Trust is to be placed in special measures following the publication of a Care Quality Commission (CQC) report into Whipps Cross University Hospital.
- New support for Independent Mental Health Advocacy
- World Social Work Day celebrates our values
- The making or breaking of adult social care
- Pharmacists set to work in GP surgeries in radical move to ease pressures on general practice and improve patient care
- Radical proposals calling for pharmacists to work in GP surgeries will be unveiled at a summit in London today (Tuesday 17 March).
- Report of the work of the Children and Young People's Mental Health Taskforce. (YoungMinds comments)
- Mind in Camden's London-wide project supporting children and young people who hear voices or see visions (Voice Collective) are holding trainings and workshops
- NFCN Planning Ahead - Advanced Decision Making Event 2015: Monday 23rd March 2015
- Discover Recovery - Camden's annual community celebration of recovery is on Wednesday 25th March 2015
- Camden Community Education Provider Network FIRST network event: Thursday 26th March 2015
- Care Quality Commission forthcoming Inspection of Great Ormond Street Hospital.
- NHS charges from April 2015
- Patients' Forum - Ambulance Services (London)

Prostate Cancer Awareness Month



Health Care News:

- Review body proposes 1% rise for doctors and dentists
- Public to see CQC ratings displayed across care services
- Five million patients to benefit from 'new era of patient care'
- National diabetes prevention drive
- The Health and Social Care Information Centre Bulletin
- Pharmacy group urges the next government to focus on pharmacy
- News from infohep.org, March 2015
- NHS England launches innovative NHS Digital Badges for children and young people
- Patient Opinion Spring Newsletter



Social Care News:

- Getting better outcomes: personal budgets and older people
- Updated Snapshots of Innovation for Improving Rehabilitation Services
- Joint working and cultural change are vital components for integration
- Equality and Diversity Forum eNewsletter 16 March 2015
- £200,000 grant fund for hospitals to expand their young volunteer workforce
- Integrated Personal Commissioning - Taking control of your integrated health and social care budget
- Up to half of homeless teenagers refused assessment by councils in breach of law

Local News

Royal Free London NHS Foundation Trust

3 hospitals in London: Barnet Hospital, Chase Farm Hospital and Royal Free Hospital.

[News \(20/03/15\)](#)

- Volunteers sought for study
- Helping patients with Pets As Therapy

University College London Hospitals NHS Foundation Trust (UCLH)

[News \(20/03/15\)](#)

- The Triplets Are Coming

Camden and Islington NHS Foundation Trust

[News \(20/03/15\)](#)

- [Independent Serious Incident Thematic Review published](#)
A Thematic Review was commissioned by Wendy Wallace, CEO of Camden and Islington NHS Foundation Trust (C&I) following 19 serious incidents involving patients of the Trust in a seven month period.

Central and North West London NHS Foundation Trust

[News \(20/03/15\)](#)

- Make a difference: Think Ahead, think social work!
- Westminster consultant psychiatrist to Chair Section 12 Panel
- The importance of recognising depression, anxiety and schizophrenia in older people
- Cavendish Square Group calls for children and young people's mental health to be made priority across the Capital
- Project to improve mental health services in Montenegro

Great Ormond Street Hospital

[News \(20/03/15\)](#)

- Chief Inspector of Hospitals asks people to tell him about the care provided by Great Ormond Street Hospital for Children NHS Foundation Trust

Camden Clinical Commissioning Group

[News \(20/03/15\)](#)

Care Quality Commission News (20/03/15)

- NHS inspections for August 2015 announced
- CQC inspectors publish new-style reports on nine dental practices

Parliamentary and Health Service Ombudsman News (20/03/15)

- Julie Mellor: 'This case highlights the importance of complaining'. (Wrong advice leads to £45k pay out for farmer)

Camden Council



- Care Act public meeting: Wednesday 25th March, 6 to 7.30pm
- Briefing for partner organisations: The Care Act: From April 2015, care and support in Camden will change
- Consultation Hub
- Digital Camden - Make the most of the internet
- We Are Camden
- The latest edition of the Camden magazine
- Camden Deaf Awareness day - all welcome - Tuesday 12th May 2015

Voluntary Action Camden (VAC)

- VAC Mental Health E-Bulletin - March 2015
- VAC news E-Bulletin - 20th March 2015 (pm)
Highlights: Ageing Better in Camden Success; Keep Volunteering Voluntary; Invitation to the Camden Community Education Provider Network FIRST network event; Low Cost Trustee Training; Healthwatch Camden Digest; Kentish Town Neighbourhood Plan; Consultation on Staying Healthier Longer; First Thursday London; Budget News; plus news, funding, events, jobs, volunteering and more.

Consultations



Patient & Public Engagement Events on Proposals for More Efficient & Responsive Access to Medicines for Patients
Thursday 16th April: Holiday Inn, Regents Park, London

HM Government - Stop NHS privatisation - Closing: Monday 30th March 2015

Investing in specialised commissioning - public consultation
NHS England is consulting on a proposed set of principles which will underpin the future decision making process for investment in specialised services.
The consultation document also outlines the characteristics of the process NHS England will use to make these decisions.
Consultation is open to 27th April 2015

NHS England consults on proposals for more efficient and responsive access to medicines for patients:

- Supplementary prescribing by dieticians - Closing: 24th April 2015
- Use of exemptions within the Human Medicines - Closing: 24th April 2015
- Independent prescribing by radiographers - Closing: 22nd May 2015
- Independent prescribing by paramedics - Closing: 22nd May 20145

Recruiting patients for a new diabetic user panel

If you would like to help shape diabetic eye provision across London or want to request a role description please telephone: Matthew Cruice: 0113 8070 401 or email him at: matthew.cruice@nhs.net

The Learning Disability Carers Community:

Survey looking for feedback on Annual Health Checks



News Digest & Info: 20/03/2015

The Kings fund

The Weekly Update

- Integrated care: the end of the hospital as we know it?
- Tearing up the NHS competition rule book
- Is the NHS being privatised? Our verdict

NICE: Social Care Stakeholder Update

- March 2015

Clinks Light Lunch

- Issue 383 | 20th March 2015

Young Minds

The Voice for young people's mental health & wellbeing

- March newsletter: Taskforce report findings

Changing Faces

- First support clinic in a GP practice

And finally...

- Darkness falls on Blithering