

Appendix D: Promotion and publicity



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News

NHS England in London publishes case for change that could lead to cancer and heart disease 'super centres' to save thousands of lives

28 October 2013 - 08:43

More than 1,000 extra lives could be saved in London every year, if care for patients with cancer and heart disease is more joined-up and new 'super centres' within a network of services across north and east London are approved.

The case for change, put forward by cancer and heart disease doctors and nurses, could see a greater focus on joined-up care spanning prevention and earlier diagnosis through to treatment. The proposals suggest that fewer designated centres could provide world-class care to those needing the most specialist treatment. This is in response to the fact that in London, two thirds of early deaths are a result of cancer and heart disease.

Under the proposals, St Bartholomew's Hospital would become the centre for specialist treatment of heart disease, and University College Hospital, working within a system of hospitals including The Royal London, St Bartholomew's, The Royal Free and Queen's in Romford, would become a centre for the specialist treatment of cancer.

These centres would act as hubs in a new connected system of care including local hospitals, primary and community care services that would provide consistently excellent services and deliver most care close to patients' homes.

If approved, these new arrangements would be delivered progressively over the next four years with the specialist centres open by April 2015. This would ensure patients needing complex procedures, such as stem cell transplants and intricate heart surgery have access to highly-trained senior consultants and diagnostic facilities, 24 hours day.

Further work is now underway to develop a full business case before taking any final proposals forward for further consideration and testing with the public.

Dr Andy Mitchell, Regional Medical Director at NHS England which is leading the review, said:

"Clinicians have recommended that most people with cancer and heart disease should continue to be cared for locally, but that the small number of patients who need complex treatment are cared for in specialist centres.

"One of the great NHS success stories is the creation of hyper-acute stroke services in London, which have saved nearly 400 lives and have driven improvements across the whole care pathway since introduced in 2010. This plan could replicate this success in cancer and cardiovascular care.

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[Improving specialist cancer and cardiovascular services in north and east London and west Essex – have you given us your feedback? \(http://www.england.nhs.uk/london/2013/11/27/ldn-cncr-crd-srv/\)](http://www.england.nhs.uk/london/2013/11/27/ldn-cncr-crd-srv/)
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[London's hospitals to check maternity and emergency care service standards \(http://www.england.nhs.uk/london/2013/11/19/ldn-matern-emerg-care-srv/\)](http://www.england.nhs.uk/london/2013/11/19/ldn-matern-emerg-care-srv/)
November 19, 2013

[NHS England in London publishes case for change that could lead to cancer and heart disease 'super centres' to save thousands of lives](http://www.england.nhs.uk/london/2013/10/28/case-change-cancer-heart/)

“Currently, the care available for cancer patients and cardiovascular disease is variable. If we were to improve local survival rates for heart disease and all cancers in line with the rest of England, more than 1,200 lives could be saved each year – that’s around 200 extra lives saved for cancer and 1,000 for heart disease.

“Patients need senior consultants to assess their condition and agree the best treatment, but consultants are not available 24 hours a day in all places. Evidence shows that dedicated specialist centres staffed by expert teams and equipped with the best technology and research capability save lives.”

The recommendations build on the UK strategy to bring equity and excellence to specialised services, and the London-wide reviews in 2010 which found that Londoners with cancer and heart disease had poorer outcomes and experience than those treated elsewhere in the country. Professor David Fish, Managing Director of UCLPartners, which facilitated the early work for these proposals with local clinicians, said: “There has been great progress in cancer and cardiovascular care in recent years but unfortunately these diseases are still responsible for around two-thirds of early deaths in London.

“We have some of the best cancer and heart experts in the country, but our services are often not joined up, leading to later diagnosis, poor patient experience and less favourable outcomes. Our specialist care lacks the critical mass of expertise to achieve the best for patients and we fail to make the most of new technologies and innovations that we know could help more patients.

“All of this has led clinicians to recommend that commissioners develop whole systems of integrated care that include fewer, larger centres for specialist services for cancer and heart disease. This will save lives and benefit thousands of patients by providing the latest treatments, research and medical innovation.”

Dr Edward Rowland, Clinical Director of the Heart Hospital, said: “The new heart centre is a once-in-a-lifetime opportunity. It’s a chance for staff from the current hospitals to work together to design and deliver world-class care for our patients.”

Professor Kathy Pritchard-Jones, Chief Medical Officer of London Cancer said: “Too many Londoners die early from cancer and we have to do something about it now. Joining up services and creating centres for specialist care will allow us to invest in the people, technology and research that will give patients the best possible chance of having an uncomplicated operation and fewer long-term side effects.”

NHS England as the main commissioner of these services, together with clinical commissioning group partners, is keen to work with local people explore these clinical recommendations in order to consider and develop any options for change.

A series of local events, starting on 12 November 2013, will be an opportunity for anyone who is interested in these recommendations to hear more and give their feedback to NHS England and local clinicians.

NHS England would like to hear views on the recommendations by 4 December 2013.

- [A summary document outlining the recommendations and event details](http://www.england.nhs.uk/london/engmt-consult/)

Categories: [News](http://www.england.nhs.uk/london/category/news/)

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October 28, 2013

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28 OCTOBER 2013

NHS England launches public engagement on proposals to improve specialist cardiovascular and cancer services across UCLPartners

Today, NHS England has formally agreed to consider proposals developed by clinicians across UCLPartners for improving specialist cardiovascular services in north and east London, and specialist cancer services in north and east London and west Essex.

The proposals focus on moving cardiovascular services at [The Heart Hospital \(http://www.uclh.org/OurServices/OurHospitals/HH/Pages/Home.aspx\)](http://www.uclh.org/OurServices/OurHospitals/HH/Pages/Home.aspx) to a new state-of-the-art centre at [St Bartholomew's Hospital \(http://www.bartshealth.nhs.uk/our-hospitals/st-bartholomew%E2%80%99s-hospital/\)](http://www.bartshealth.nhs.uk/our-hospitals/st-bartholomew%E2%80%99s-hospital/) (alongside services from [The London Chest Hospital \(http://www.bartshealth.nhs.uk/our-hospitals/the-london-chest-hospital/\)](http://www.bartshealth.nhs.uk/our-hospitals/the-london-chest-hospital/), which are due to relocate in 2014). For cancer, the delivery of highly complex or rare specialist cancer surgery would be concentrated in a reduced number of centres for brain, head and neck, bladder and prostate, renal, oesophageal and gastric cancers. Proposals also suggest reducing the number of haemopoietic stem cell transplant units and consolidating the intensive treatment of acute myeloid leukaemia into fewer sites. This is part of the creation of a 'virtual' comprehensive cancer centre that will deliver world-class cancer care to our entire population.

Professor David Fish, UCLPartners' Managing Director said: "There has been great progress in cancer and cardiovascular care in recent years but unfortunately these diseases are still responsible for around two-thirds of early deaths in London.

"We have some of the best cancer and heart experts in the country, but our services are often not joined up, leading to later diagnosis, poor patient experience and less favourable outcomes. Our specialist care lacks the critical mass of expertise to achieve the best for patients and we fail to make the most of new technologies and innovations that we know could help more patients.

"All of this has led clinicians to recommend that commissioners develop whole systems of integrated care that include fewer, larger centres for specialist services for cancer and heart disease. This will save lives and benefit thousands of patients by providing the latest treatments, research and medical innovation."

NHS England as the main commissioner of these services, together with clinical

NHS England launches public engagement on proposals to improve specialist cancer services

28.10.13

Today, NHS England has formally agreed to consider proposals developed by clinicians across *London Cancer* for improving specialist cancer services in north and east London and west Essex.



The proposals focus on concentrating the delivery of highly complex or rare specialist cancer surgery in a reduced number of centres for brain, head and neck, bladder and prostate, renal, oesophageal and gastric cancers. Proposals also suggest reducing the number of haemopoietic stem cell transplant units and consolidating the intensive treatment of acute myeloid leukaemia into fewer sites. This is part of the creation of a 'virtual' comprehensive cancer centre that will deliver world-class cancer care to our entire population.

Professor Kathy Pritchard-Jones, Chief Medical Officer of *London Cancer* said: "Too many Londoners die early from cancer and we have to do something about it now. Joining up services and creating centres for specialist care will allow us to invest in the people, technology and research that will give patients the best possible chance of having an uncomplicated operation and fewer long-term side effects."

NHS England as the main commissioner of these services, together with clinical commissioning group partners, is keen to engage with local people on clinicians' ideas. A series of local events, starting on 12 November 2013, will be an opportunity for anyone who is interested in these recommendations to hear more and give their feedback to NHS England and local clinicians.

NHS England would like to hear views on the recommendations by 4 December 2013.

For further information please visit the [**Improving Specialist Services section**](http://www.improving-specialist-services/) of the *London Cancer* website or the [**NHS England website**](http://www.england.nhs.uk/london/engmt-consult/)

who is interested in these recommendations to hear more and give their feedback to NHS England and local clinicians.

NHS England would like to hear views on the recommendations by 4 December 2013.

For further information please visit the [Improving Specialist Services](#) section of the [UCLPartners website \(/our-work/academic-health-science-network/improving-specialist-services\)](#) or the [NHS England website \(http://www.england.nhs.uk/london/engmt-consult/\)](http://www.england.nhs.uk/london/engmt-consult/).

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News

Improving specialist cancer and cardiovascular services in north and east London and west Essex – have you given us your feedback?

27 November 2013 - 12:00

NHS England, together with local clinical commissioning groups, is currently considering changing the way some specialised cancer and cardiovascular services are delivered in north and east London and west Essex.

Cancer and cardiovascular disease cause two-thirds of early deaths in London. If we were to improve local survival rates for heart disease and all cancers in line with at least the rate for England we could save **over 1200 lives a year**. So we can and must do better. The case for change sets out proposals to bring together the best specialists, with the best equipment and expertise along with state-of-the-art technologies in centres of excellence, to improve patient care and outcomes.

Over the past four weeks, a number of engagement events have taken place at venues across the area, giving staff, patients and members of the public the chance to talk to clinicians and commissioners about the proposals and give their feedback on what the changes would mean for them.

The current engagement period finishes **on 4 December 2013** and there is still time to send us your comments. You can do so in one of the following ways:

Emailing: cancerandcardiovascular@nelcsu.nhs.uk
(<mailto:cancerandcardiovascular@nelcsu.nhs.uk>)

Writing to: Cancer and cardiovascular programmes, c/o North and East London Commissioning Support Unit Clifton House, 75-77 Worship Street, London EC2A 2DU

Calling: 020 3688 1086

For further details, please visit: www.england.nhs.uk/london/engmt-consult
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27 NOVEMBER 2013

Creating world class care for patients with cancer and heart disease

Creating world class care for patients with cancer and heart disease – have you given your feedback?

NHS England, together with local clinical commissioning groups, is currently considering changing the way some specialised cancer and cardiovascular services are delivered in north and east London and west Essex.

Cancer and cardiovascular disease cause two-thirds of early deaths in London. If we were to improve local survival rates for heart disease and all cancers in line with at least the rate for England we could save over 1,200 lives a year. So we can and must do better. NHS England's case for change sets out the clinical proposals to bring together the best specialists, with the best equipment and expertise along with state-of-the art technologies in centres of excellence, to improve patient care and outcomes.

To hear our clinicians describe the clinical recommendations, [watch our video for the specialist cancer proposals \(https://www.youtube.com/watch?v=licbtMg25S4\)](https://www.youtube.com/watch?v=licbtMg25S4) and our [video for specialist cardiovascular proposals \(https://www.youtube.com/watch?v=jaDVdQt2zo8\)](https://www.youtube.com/watch?v=jaDVdQt2zo8).

Over the past four weeks, a number of engagement events have taken place in north east and north central London, giving staff, patients and members of the public the chance to talk to clinicians and commissioners about the proposals and give their feedback on what the changes would mean for them. To date, we have engaged with 430 members of staff, public, patients and other stakeholders.

The current engagement period finishes on Wednesday 4 December 2013 and there is still time to send on your comments. You can do so in one of the following ways:

Emailing: cancerandcardiovascular@nelcsu.nhs.uk
(<mailto:cancerandcardiovascular@nelcsu.nhs.uk>)

Writing to: Cancer and cardiovascular programmes, c/o North and East London Commissioning Support Unit Clifton House, 75-77 Worship Street, London EC2A 2DU

Calling: 020 3688 1086

Link

House Nadine (NHS NORTH AND EAST LONDON COMMISSIONING SUPPORT UNIT)

From: Fiona McKenzie <Fiona.McKenzie@londoncancer.org>
Sent: 15 November 2013 11:14
To: House Nadine (NHS NORTH AND EAST LONDON COMMISSIONING SUPPORT UNIT)
Subject: FW: London Cancer Patient Involvement News - Important Update

Follow Up Flag: Follow Up
Flag Status: Flagged

Our 60 patient reps were BCC'd into this – as it turns out I sent out a specific update for this! I'll copy you into the next monthly update.

Best,
Fiona

From: Fiona McKenzie
Sent: 30 October 2013 14:05
To: Fiona McKenzie
Cc: London Cancer
Subject: London Cancer Patient Involvement News - Important Update

For the attention of patients involved with *London Cancer* and related groups

Dear all,

Apologies for another email so soon but I felt it was important you were all aware that the Case for Change proposals for improving specialist cancer and cardiovascular services in north and east London and west Essex have been published this week by NHS England as part of an engagement and consultation exercise. Many of you will have discussed these proposals in your Boards and Groups over the last few months.

There are further details including all the relevant documents on the NHS England website at <http://www.england.nhs.uk/london/london-2/engmt-consult/>.

You can give your comments on these proposals or request a representative to attend one of your local meetings by:

- Emailing cancerandcardiovascular@nelcsu.nhs.uk
- Writing to: Cancer and cardiovascular programmes, c/o North and East London Commissioning Support Unit Clifton House, 75-77 Worship Street, London EC2A 2DU
- Calling: 020 3688 1086
- Visiting one of our public engagement events:
 - Tuesday 12 November, 1.30-3.30pm, Harlow Leisurezone Conference Room, Second Avenue, Harlow, CM20 3DT
 - Wednesday 13 November, 5.30-7.30pm, Romford Central Library, St. Edwards Way, Town Centre Romford, RM1 3AR
 - Monday 18 November, 6-8pm, Main Hall, The Old Town Hall, 29 Broadway, Stratford, E15 4BQ
 - Tuesday 19 November, 3-5pm, Green Towers Community Centre, 7 Plevna Road, Edmonton, N9 0BU
 - Monday 25 November, 6-8pm, Camden Centre, Bidborough Street, London, WC1H 9AU

If you would like a hard copy of any of the documents, please also use the details above.

They are inviting feedback until 4 December 2013.

Best regards,
Fiona

Fiona McKenzie
Project Manager – Patient Experience and User Involvement
London Cancer

Tel: +44(0)79 8394 2274

Landline: +44 (0)20 3108 2334

Email: fiona.mckenzie@londoncancer.org

3rd Floor, 170 Tottenham Court Road, London, W1T 7HA

www.londoncancer.org



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[Improving specialist cancer and cardiovascular services in north and east London and west Essex – have you given us your feedback? \(http://www.england.nhs.uk/london/2013/11/27/ldn-cncr-crd-srv/\)](http://www.england.nhs.uk/london/2013/11/27/ldn-cncr-crd-srv/)
November 27, 2013

[London's hospitals to check maternity and emergency care service standards \(http://www.england.nhs.uk/london/2013/11/19/ldn-matern-emerg-care-srv/\)](http://www.england.nhs.uk/london/2013/11/19/ldn-matern-emerg-care-srv/)
November 19, 2013

[NHS England in London publishes case for change that could lead to cancer and heart disease ‘super centres’ to save thousands of lives](#)



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Have your say

NHS England is currently considering changing the way some specialised cancer and cardiovascular services are delivered in north and east London and west Essex.

Engagement on the case for change started on 28 October and will finish on 4 December.

We want to hear your views. Visit one of our drop-in sessions to learn more about the proposals from clinicians and NHS staff.

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Wednesday, November 6, 2013

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NEWS



Putting plants in the picture

BEDDING artists are being invited to sign up for a botanical drawing class.

Enfield artist Julie Whelan will take the class through the importance of precision and attention to detail required when drawing flowers, plants and trees.

The course will be held in the Pillar Room at Farty Hall, in Farty Hill, Enfield, on November 17 and cost £35 (£30 concessions). Booking is essential and beginners are welcome. Participants are asked to bring a

list of materials with them. More details can be found at www.fartyhallestate.co.uk

Bambus Charalambous, Enfield Council's cabinet member for culture, said "Botanical art is a wonderful skill, not only used for the illustration of scientific journals, but also for the pleasure of the drawing itself. This class introduces beginners to this fascinating craft and allows anyone interested in finding out more to learn exactly how to capture the beauty and intricacy of plants on paper."

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14 Thursday, November 7, 2013

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Children jump onto new playground kit



David Eggboro

A new children's play area has been opened after a campaign by parents. Town Mead Recreation Park in Brooker Road, Waltham Abbey, was opened on Friday by town mayor Ann Mitchell and John Aowers, Essex County Council cabinet member for libraries, communities and planning.

More than 200 people signed a petition for better play equipment at the park in May, claiming part of an assault course had been torn down and there was not enough there for younger children.

The town council announced the county council had granted it £60,000 towards the £75,000 cost of the park a month later.



Celebrations at the new Town Mead park, top and above left, and Emily and Jessica Meecer and Ruby Callaghan on a swing, above right
Pictures by Ken Mears (EL72847)

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Thursday, November 7, 2013 23

Homes 'good value' despite price rises

Natalie Gianvili

Up to 50 buyers are bidding for each home for sale in the borough, an estate agent has said.

Figures released this week by Nationwide show UK house prices have risen by their fastest annual rate in more than three years, with prices rising by 5.8 per cent year-on-year.

Property prices in October increased by one per cent, marking six consecutive months of hikes.

Estate agents say they are experiencing more demand for properties, but some lack the supply.

Gary Butler, director of Trading Places in Church Lane, Leytonstone, said there was now less of a divide between north and south Leytonstone.

"There are a ridiculous number of people looking to buy compared to the available housing stock," he said.

"Depending on the type of houses, there are 20 to 50 interested buyers looking at one property."

"We are currently seeing an influx of people from north London postcodes who can't afford to buy in their area."

"Historically, there was always a north and south divide in Leytonstone, but this is changing. The whole area is improving and becoming of interest in terms of buying."

The company is still seeing high demand in the rental market.

"Steady landlords are achieving higher rents than ever before," Mr Butler said.

The average house price for a three-bedroom property in Leytonstone is now estimated at £400,000.

The average price of a three-bedroom property in Walthamstow is £550,000 to £700,000

Prices in Walthamstow are said to have risen by up to 40 per cent in the past eight months, despite a relatively high number of homes being available.

Tony Game, of Estates 17 in Walthamstow, said: "The average price of a three-bedroom property in Walthamstow is £550,000 to £700,000."

"We are seeing people who are moving to Walthamstow from places all over London, like Stoke Newington, Crouch End and Hackney."

"At the moment, business is really good and we do have a lot of houses currently on the market, unlike some other areas."

Mr Green believes Walthamstow is desirable to buyers across London as, despite price rises, it still offers good value for money.

He also thinks people's attitudes to the area have changed significantly in recent years.

"I think people in the past have been ignorant to Walthamstow because it is in east London, but they now realise the area has so much to offer with great transport links, a distinguished high street and markets," he added.

Co-owner of WJ Meade in Highams Park, Mike Breen, said house prices in the area had risen steeply over the past few months.

"We've seen an upturn recently with more people registering as potential buyers," he added. "The demand is currently outstripping supply."

"We are hoping as agents that the help-to-buy scheme will allow some vendors who haven't got enough equity at the moment to make use of the scheme."

Mr Breen also said properties were selling within 48 hours, with fierce competition among up to 30 buyers.

New housing is helping first-time buyers enter the property market, according to Sophie Howard, negotiator at Hetherington's in north Chingford.

She said: "We are seeing more young buyers, especially with the new-build behind Tesco's in Highams Park and with the government's help-to-buy scheme."



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BUSINESS IS GREAT
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16 The Gazette, Thursday November 7, 2013

Successful pitch lands charity £700

A youth charity won a grant from the Mayor of London after successfully pitching their project idea at City Hall.

The team, from Hackney Quest Youth Club, was awarded a cash grant of £700 to create an event to celebrate the 25th birthday of the charity and the impact it has made in supporting young people.

The charity, based in Poole Road, Hackney Wick, aims to develop the potential of young people and support their families through workshops, role models and teaching them responsibility.

It was one of six charities successfully shortlisted for the grant, and a team from the charity presented their idea and budget to a panel including deputy mayor for London Victoria Borwick and the trustee of Santander Foundation Keith Moor, last month.

They plan to hold an event showcasing talent from the club on December 17 and run creative workshops in photography, drama, dance, music production and spoken word leading up to the event so that members can develop new skills and build confidence and self-esteem.

Anna takes centre stage at last – at Buckingham Palace

Theatre school veteran's tireless efforts are rewarded

by Rory Brigstock-Barron
www.islingtonhackneygazette.co.uk

She has nurtured some of London's best acting talent, and now Anna Scher has been honoured by the Queen.

The Matilda Street resident, who has taught the likes of Kathy Burke, Pauline Quirke and Phil Daniels at her Islington theatre school, now in Penton Street, was given an MBE at Buckingham Palace last Wednesday for services to drama.

Mrs Scher, 68, opened the



■ Anna Scher from Islington receives an MBE from Queen Elizabeth II at Buckingham Palace

Anna Scher Theatre in Islington in 1968 and has worked all over the world, even producing her own television programme in Denmark.

The recognition from the palace comes after 45 years of work in the area, as well as serving on juries at BAFTA, the Sony Awards and the Royal Television Society.

Excited

Mrs Scher said: "I was really excited when I received the letter through the post a couple of months ago."

"It was thrilling to meet the Queen and receive the award from her, she was just wonderful – it was such a heartwarming experience."

"We were told to curtsy to her, she gave me the medal and then you turn around and curtsy again."

Anna was a child actress in Cork, Ireland, before moving to London with her family at the age of 14.

She trained as a teacher at Trent Park College in Cockfosters after her father told her to "get a real job".

"I always wanted to be an



■ Anna Scher MBE after her investiture ceremony

actress but my father wouldn't let me, so I trained as a teacher.

"I was really lucky that I did because I have had such a wonderful career. I think the secret to my success is enjoyment. If the students enjoy themselves they are more likely to keep at it and that is why some of them have stayed with me for so long."

Mrs Scher was joined by her husband Charles and her son John as well as friends and other family members after the ceremony for a celebratory meal at Frederick's in Upper Street.

Also on the honours list on the day was Mr Bean actor Rowan Atkinson, who once visited Mrs Scher's theatre school.

Awards night for talented youngsters

High-flying school pupils were recognised at a special achievement awards ceremony in Stoke Newington.

The 75 award winners, aged between 11 and 25, received medallions for doing their best in a range of different achievements from The Jack Petchey Foundation at Stoke Newington Town Hall in Stoke Newington Church Street last month.

The award winners had previously received framed certificates and a cheque for £200.

Winners included 15-year-old Alanis McKoy from Clapton Girls Academy for co-directing Shakespeare Schools Festival performance of *Comedy of Errors* at the Platform Theatre in King's Cross.

Three teachers and parents received leader awards for their ability to motivate young people.

The Jack Petchey Foundation has awarded £2.2milion to youth organisations in Hackney to recognise the positive contributions young people make to society and to support them in achieving their potential since funding started in 2000.





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Big Debate: Remembrance poppy

Each week we look at the major issues affecting east London and invite two people with opposing views to give their side of the argument



The mere sight of them immediately turns the mind to thoughts of remembrance, past conflicts and war-ravaged Flanders fields. The poppy has been associated with war since Napoleonic times, when it was noted how they grew over the graves of soldiers, and following the First World War and the popular poem In Flanders Fields, the wearing of them in the lead-up to Remembrance Day became commonplace. But others, such as newsreader Jon Snow who decried 'poppy fascism', refuse to wear them. For some, the poppy is inextricably linked with ongoing militarism. This week, Sarah Stephenson, of the Royal British Legion, and political activist Ira Berkovic, from Bethnal Green, provide differing viewpoints.

Sarah Stephenson

Greater London District Secretary for the Royal British Legion

My first memories of wearing a poppy are of my grandma pinning one on me and my sister's coats. I was probably four or five years of age and off to primary school.

I remember her reminiscing about her experiences at the time of the Second World War.

My grandma, who lost her brother-in-law Edmond Myers, a Flying Officer killed in action aged 30, would often tell us about rations, the Blitz and how everyone pulled together.

Many relatives' true stories which bring home the reality of grief and extreme adversity will get lost through the passage of time and for me it is something that should never be forgotten.

To wear a poppy is to show your respect for those that have an immense sense of duty for their fellow mankind and country.

I also want to show my appreciation for those now serving or who have lost their lives in recent conflicts and display a message to all that I will not forget, and will honour their memory.

Not to wear a poppy is to take for granted those who have had their lives cut short and that to me is selfish and unacceptable.

Their lives have been lost for the freedom we have today and should be respected and revered.

And that same freedom exists for those who make a choice not to wear a poppy. I do not judge them but think better of them that they may have changed their jacket or coat and forgotten to re-pin their poppy, because I like to believe that everyone appreciates the supreme sacrifice these men and women, past, present and future, have made for us.

As long as it is not disrespectful there is no wrong way to wear a poppy or wrong time - if anyone should ask how they wear it, I would say "anytime with pride".



What are your views on the debate? Contact us and let us know your thoughts by Twitter, Facebook or email. Do you have a topical issue you would like to debate on this page? Contact michael.adkins@archant.co.uk and we will consider it.

Ira Berkovic

Political activist and member of Workers' Liberty

Why do we remember? The point of remembrance is not merely to mark a past event, but to understand it, to learn from it, and to use those lessons to improve human society in the here and now.

The Royal British Legion, which proclaims itself "the custodian of Remembrance" and runs the official poppy campaign, wants us to remember, but would rather that we didn't learn. If a military charity, it explicitly links remembrance of past wars to support for Britain's contemporary armed forces and, implicitly, its operations in Afghanistan and elsewhere. And the "official" version of remembrance requires us to white the real histories of both world wars - the first, a senseless slaughter of millions of working class people in an imperialist carve-up of the map of Europe, and the second, a conflict between democracy and fascism on one level, but also a conflict between colonial powers for a greater slice of territory.

Learning from these conflicts requires us to understand what caused them: a system based on an inhumane profit motive which will stop at nothing, even the deaths of millions.

I am not a pacifist, so I will not wear a Peace Pledge Union white poppy as an alternative. But I will never wear a Royal British Legion poppy. My remembrance cannot be expressed in a symbol worn for a month, propagated by a military charity tied to the British state. My remembrance is expressed in an ongoing struggle to change society - against exploitation, against oppression, against militarism, and for a world where the drive for profit will never again see millions killed in the kind of mechanised slaughter that the poppy campaign asks us to remember, even to glorify, but never to learn from.



News

Morris backs Biggs on education

Former education minister Estelle Morris has backed calls for more work to be done to tackle Tower Hamlets' schools crisis.

The politician joined the borough's Labour Mayoral candidate John Biggs and former Langdon Park School headteacher Chris Dunne to discuss the strain on school places. "Labour contrib-

uted towards the great improvements in education in Tower Hamlets over the past 10 to 15 years, but John's also coming forward and saying what still needs to be done," she said. "I think that confidence in what Labour has achieved, a strong vision for the future and the determination to do something about it is what being a Mayor all about."

Despite another year of record GCSE results, Mr Biggs insisted more improvements can be made, particularly at A-Level.

"If elected Mayor next year I will support our schools, parents and young people as we've done up to GCSE level so young people in Tower Hamlets can achieve even greater things," he added.



Estelle Morris with John Biggs



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16 Wednesday, November 6, 2013

enfieldindependent.co.uk



Tottenham Hotspur's mascot Chirpy lights the fuse

Fireworks event goes off with a bang

by CHARLIE PEAT
charlie.peat@london.newsquest.co.uk

More than 8,000 people enjoyed fireworks at Enfield Town Park on Saturday.

A surprise guest, Tottenham Hotspur's mascot Chirpy, lit the fuse for half an hour of fireworks, after which crowds were dazzled by a new laser show.

As well as the pyrotechnics, spectators were entertained by local band True Bhangra Beats and other attractions.

One casualty of recent wet weather was the large fountain, as the rides were to heavy to be moved onto the soft field.

Paul Symons, district commissioner for organisers Enfield Scouts, said: "I am very pleased we were able to go ahead and deliver a spectacular and safe display. My thanks to the fireworks team who overcame many difficulties."

Event organiser Mark Dowsett said: "It was a brilliant show this year, thanks to the support of our many volunteers who



The fireworks are lit at Enfield Town Park on Saturday

gave up their time to make it possible for families to see a fantastic and safe show for less than the cost of a box of fireworks."

All proceeds from the event will support scouting in Enfield.

St John's Ambulance reported a quiet evening despite the high numbers of people in the park.

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Pupils bury time capsule for future generations

Schoolchildren and the Mayor of Enfield Chaudhury Anwar have buried a selection of items that will give future generations a glimpse of life in 2013.

Not to be opened until 2063, the time capsule was placed in the ground at a new housing development in Watermill Lane, Edmonton, and will consist of 21 items, each carefully selected by Year 5 pupils at Wilbury Primary School in Wilbury Way, Edmonton.

Among the items selected for the pod were a pencil case, bookmark, a photo of

this year's summer and a magnet commemorating the Diamond Jubilee of Queen Elizabeth II.

The pod also includes a piece of writing by Year 6 pupil Begim Cook, in which he describes a futuristic London with a second London Eye that "goes up into the first layer of space", as well as a Big Ben showing the time across the globe.

The new housing will accommodate more than 600 people and is partly funded by the Mayor of London Boris Johnson.



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Friday, November 8, 2013 9



The rules of the hotly contested Epping in Bloom competition have been changed after the Tube Station was excluded from taking part despite being nominated by the public. The competition is only open to licensed businesses, but next year will include all commercial premises following strong support for the efforts of staff at the station. The station receives £250 from Transport for London to take part in the Underground in Bloom competition. It was handed a certificate by Epping Town Council for its efforts.

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Havering's



■ The stolen necklace

Reunite owner with necklace

This necklace was stolen during a burglary in Collier Row.

Can you help reunite it with its owner? The burglary took place during the afternoon of September 17.

If you know where it is, or have been offered it for sale, call police on 101 and quote the Cris number 541381/13.

To remain anonymous, call Crimestoppers on 0800 555 111.

Help police track down these men

Latest batch in photo appeal

by Beth Wyatt
beth.wyatt@harrower.co.uk

These are the faces of 12 men Havering police are trying to trace.

They are wanted in connection with a range of alleged offences, including assault, harassment and criminal damage.

If you can help police to find any of them, call 101, or Crimestoppers, anonymously, on 0800 555 111.

Ashraf Patel: The 27-year-old is wanted for questioning in connection with an allegation of harassment on September 30, 2013.

Lewis Pettit: Pettit, 25, is wanted in connection with an allegation of assault in Sharnstone Gardens, Romford, on September 26, 2013.

Scott Quinlan: The 40-year-old is wanted for failing to appear at Barkingside Magistrates' Court on June 11, 2013. He had breached a non-molestation order made by Romford County Court on May 18, 2012.

Gregorio Rubio-Limares: This 35-year-old is wanted in connection with allegations of assault and theft.

James Schofield: Schofield, 39, is wanted by police in connection with claims of harassment on July 22, 2013.

Jack Sullivan: Sullivan, 22, is wanted in connection with an allegation of harassment on September 26, 2013. Police say his last known address was in Harold Hill.

Michael Tomkins: This 35-year-old is wanted in connection with an allegation of assault.

James Clevely: Clevely, 29, is wanted by police in connection with an allegation of criminal damage.

Stacey Newnes: This 38-year-old is wanted in connection with a claim



■ Craig Eaves



■ Festus Ejimadun



■ Ashraf Patel



■ Gregorio Rubio-Limares



■ James Schofield



■ Jack Sullivan

of harassment. **Jake Hemsworth:** The 23-year-old is wanted by police in connection with an allegation of assault.

Craig Eaves: The 36-year-old, who has links to Collier Row, is wanted in connection with an allegation of assault and also for failing to appear at Basildon Crown Court on

October 10, 2013, over an allegation of shoplifting. Police say that Eaves is believed to be in the Havering area.

Festus Ejimadun: Ejimadun, 40, is wanted in connection with the breach of a harassment order issued by Hendon Magistrates' Court in northwest London.

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Thursday, March 28
On reaching the 12th floor Teenage Cancer Unit in University College London Hospital (UCLH) for the second day of Grace's second cycle of chemo, I am greeted by the smiling, respectfully cheerful, nurses, how do they do it? What is remarkable is that the majority of opinionated non-nursing do-gooders from upon the 12-hour shifts that are now the accepted norm throughout medical services (and I must admit that from the outside, before being immersed in the service, I saw them as extreme). From within though, I have nothing but praise for a system that keeps everyone surprisingly fresh; the extra hours in a shift are hardly noticed, whereas the extra time at home that it appears to give them is warmly received. I had Karen, my wife, a hot soya milk that has today cost £1.28 (a point of daily intrigue as it varies each day; how do they audit that?). The night has been relatively good. Another day of observations as Grace sleeps through her treatment.

Unfortunately alarm bells rang as it was realised the "red" chemo had not been switched on for the past 16 hours. As this has to run for a minimum 48 hours continuously we won't be "checking out" after three nights as hoped.

Early evening and a further error. Instead of an 80 per cent dose 100pc has been given of the second chemo - this is the middle of three daily doses. A consultant reassures us that hope for the third dose of the chemo will even things out: strange logic in such an exact field, but who are we to challenge this; there has to be so much trust - both stressful and scary.

Saturday, March 30
Easter weekend and we're informed that the "red" chemo is running up to 24 hours slower than anticipated, so we can expect to stay Sunday night as well.

Tuesday, April 2
We're home between cycles and receive a visit from one of the wonderful Community Nursing Team. They give our daughter a daily injection that should stop her from becoming neutropenic for too long. Neutropenia is when your blood counts have dropped to such an extent that one's immune system has crashed completely and any infection could be fatal if not dealt with immediately... once again very scary!

Friday, April 5
After the fourth daily injection (we've been told that five or six should suffice) it's a trip to pick up a new wheelchair from an NHS "sub-plot" on an out of town industrial estate near Bishop's Stortford. Very nice people, but once again you feel that the NHS is being manipulated by senior figures who know the service inside out. Setting up stand alone services for personal gain rather than the patient; we shouldn't be traveling with somebody who is neutropenic to an industrial estate to pick up what should be delivered to your door. Value for money in the long-term does not spring to mind. Patient first?

Monday, April 8
Seventh daily injection and bloods taken by a community nurse. Our daughter is getting pretty weak as food and liquid intake levels plummet with the side-effects of the chemo and the build up of mucus and ulcers in the lower throat.

Tuesday, April 9
Told to visit our "shared care" hospital after the eighth injection has been administered for a platelet transfusion; advised that this should take an hour.

We live on the outskirts of London. The chemo is being administered at a UCLH some 12 miles from our home. Treatment between cycles should be at our "local" hospital, Princess Alexandra in Harlow, as dictated by our postcode, which is over 18 miles from our home... hope you're keeping up with this. But as Princess Alexandra is deemed not sufficiently competent (this is what we are informed by specialist consultants) enough to deal with such a complicated case, our "shared hospital" is now in our next borough just four miles away. Whipples Cross. However, as the community nurse team are from Princess Alexandra, our newly-acquired "shared hospital", Whipples Cross, does not recognise their blood test results and has to "cross match" them again before any transfusions. Potentially adding six hours or an overnight stay to a regular procedure. Another example of those within the NHS accepting a faulty system rather than addressing it for the benefit of the patient... A recurring theme.

Upon reaching Whipples Cross, Grace's temperature peaks over 39 degrees and an infection is detected. A minimum of four nights is predicted as antibiotics are given. Past experience mean that overnight bags are permanently in the boot. The local supermarket will benefit from the purchasing of food and supplies for my wife's stay; hospital food has yet to receive a Michelin star.

Wednesday, April 10
A NG tube is inserted through my Grace's right nostril down to her stomach; liquids, food and drugs will be given through this. This is in addition to the PICC line in her left arm that bloods can be taken from and drugs, including antibiotics are given.

Thursday, April 11
A blood transfusion is planned. Whereas UCLH has a vending style dispenser of bloods in-house, our Victorian splendour has to ask one of its "sister hospitals", The Royal London, to despatch supplies in a van or a motorcycle courier; no incremental cost there then? Tenth injection administered; Grace's leg resembles a pin cushion. The mucus, which was not even mentioned pre-chemo, despite being a regular side effect, is rampant.

the chemo, can be intravenously given.

Parking even with a blue badge continues to be challenging. Space around this previously splendid Victorian hospital used to be extensive. Disused buildings are boarded-up; you can only assume that they are listed and that the blinkered bureaucrats cannot see that the regeneration of the space they fill is vital. Officeless parking attendants patrol, quick to issue substantial fund gathering tickets to those desperate to either visit sick relatives or friends, or seeking urgent care.

Sunday, April 14
Bloods are good and temperature stable. A plan is hatched. As we have an MRI scan booked in UCLH for tomorrow at 11.30am (hospitals appear very sceptical about accepting another hospital's scans - why?) and MRI appointments are regarded as gold dust, we will go to the appointment, before returning to "checkout" (discharge) on the way back; convoluted, but it might just work. Throughout this unplanned, eight night, stay at Whipples Cross, the staff have treated us as majestically as possible in very trying conditions.

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NEWS



Putting plants in the picture

BUDDING artists are being invited to sign up for a botanical drawing class. Enfield artist Julie Whelan will take the class through the importance of precision and attention to detail required when drawing flowers, plants and trees. The course will be held in the Pillar Room at Forty Hill, Enfield, on November 17 and cost £35 (£30 concessions). Booking is essential and beginners are welcome. Participants are asked to bring a

list of materials with them. More details can be found at www.fortyhillsociety.co.uk. Bamboos Charalambous, Enfield Council's cabinet member for culture, said "Botanical art is a wonderful skill, not only used for the illustration of scientific journals, but also for the pleasure of the drawing itself. This class introduces beginners to this fascinating craft and allows anyone interested in finding out more to learn exactly how to capture the beauty and intricacy of plants on paper."



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Domestic attacks 'do happen in leafy Camden', say pair behind ground-breaking production *Glass House* play shatters abuse silence

by AMY SMITH

ON a quiet street in Camden, in a generic Victorian terraced house, the hidden terror of domestic abuse is about to go public.

Our Glass House, an immersive theatre experience, opens the door to the realities of violence and the importance of reporting disputes, in a ground-breaking play that shook the Edinburgh Festival earlier this year.

A small audience – limited to 25 people per show – are given free rein to wander around the house, follow any one of the six performers or flit from room to room. But from every point in the house the audience will witness or overhear more than one act of violence.

"People always make assumptions about domestic abuse, that it only happens in council houses," said co-director Evie Manning from Theatre company Common Wealth. "But it does happen in leafy Camden."

Camden Council has provided the house for the short run of the play,

between residents moving out and a new family moving in. The council have also bought 300 tickets to be donated to various Camden community groups, youth clubs and schools. The audience of one show will be entirely made up of a Congolese and Somali women's group.

Recent figures estimate that domestic abuse affects one in four women and one in six men in their lifetime. Aside from the obvious physical impact, the effect of violence on mental health is shocking. Domestic abuse is the most prevalent cause of depression and other mental health difficulties in women, with one third of all female suicide attempts attributed to current or past experience of domestic violence.

Ms Manning was first inspired to give a voice to domestic abuse survivors after witnessing her neighbour leaving the house in an ambulance



Our Glass House co-directors Rhiannon White and Evie Manning

after years of secretly enduring violent attacks. She had been completely unaware of the abuse.

The play, written by Stoke Newington resi-

dent Aisha Zia, was first shown in Bristol, moving to Bradford and then Edinburgh. This latest incarnation in London will not be the last.

"We would like to take

it into different settings – prisons, community centres, colleges," said co-director Rhiannon White. "We want the world to see it."

During a visit to the

seaside Ms White confided her own history of abuse, as both a witness and survivor, to Ms Manning and they agreed to tackle the subject through theatre.

"You feel really isolated when it is happening but coming to terms with it and being able to tell these stories nationally has made me stronger," said Ms White. "I would never have imagined this five years ago."

Her mother was the first person to offer her testimony.

The pair lead a post-show discussion after every performance.

Ms White said: "What happens afterwards is just as valuable as the show. We discuss whose responsibility it is. Some people say never report because it could put the woman or man in further danger, but we say, no, you should always report."

● *Our Glass House* runs from November 11-30. For tickets call 0844771000 or visit cptheatre.co.uk

● To talk to someone in confidence about domestic violence contact Camden Safety Net on 020 7974 3612 or 020 7974 1864, or Solace Women's Aid on 0808 802 5565.

Treatments for

ACNE SCARRING

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NHS
England

Creating world class care for cancer and heart patients

Have your say

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We are keen to hear your views on the case for change and are asking for comments by 4 December 2013.

Visit one of our drop-in sessions to learn more about the proposals from clinicians and NHS staff.

Public engagement events

- Tuesday 12 November, 1.30pm-3.30pm – Harlow Leisurezone (Conference Room), Second Avenue, Harlow, CM20 3DT
- Wednesday 13 November, 5.30pm-7.30pm, Romford Central Library, St. Edwards Way, Town Centre Romford, RM1 3AR
- Monday 18 November, 6pm-8pm – The Old Town Hall (The Chamber), 29 Broadway, Stratford, E15 4BQ
- Tuesday 19 November, 3pm-5pm – Green Towers Community Centre, 7 Plevna Road, Edmonton, N9 0BU
- Monday 25 November, 6pm-8pm – Camden Centre, Bidborough Street, WC1H 9AU

For further details email us at cancerandcardiovascular@nelcsu.nhs.uk or visit www.england.nhs.uk/london/engmt-consult

Domestic attacks 'do happen in leafy Camden', say pair behind ground-breaking production *Glass House* play shatters abuse silence

by AMY SMITH

On a quiet street in Camden, in a generic Victorian terraced house, the terror of domestic abuse is about to go public. *Glass House*, an immersive theatre experience, opens the door to the realities of violence and the importance of reporting disputes, in a ground-breaking play that shook the Edinburgh festival earlier this year. A small audience – limited to 25 people per show – are given freedom to wander around the house, follow any one of six performers or flit from room to room. But at every point in the play the audience will witness or overhear more than one act of violence. "People always make assumptions about domestic abuse, that it only happens in council houses," said co-director Evie Manning from Theatre company Commonwealth. "But it does happen in leafy Camden." Camden Council has provided the house for the short run of the play,

between residents moving out and a new family moving in. The council have also bought 300 tickets to be donated to various Camden community groups, youth clubs and schools. The audience of one show will be entirely made up of a Congolese and Somali women's group.

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News

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Follow us on Twitter @standardnews



Ross Lydall
Health Editor

Two 'super-hospitals' for heart and cancer could save 1,200 lives a year

TWO "super-hospitals" specialising in heart and cancer treatment are to be created in London in an attempt to save more than 1,200 lives a year.

Cardiac services provided at three hospitals will be brought together at a world-class centre in the new Bart's in Smithfield.

At the same time, specialist treatment of five complex or rare cancers at 14 hospitals will be concentrated mainly at University College London hospital in Bloomsbury.

The aim is to repeat the success of centralising acute stroke and trauma

care, which has saved more than 500 lives since being introduced in London in 2010. The aim is that patients will be diagnosed earlier, giving them a better chance of survival, while those with the

worst conditions will be seen by the most skilled doctors.

NHS England London, which today announced that the four-year plan would proceed to public consultation,

expects the super-hospitals to become a magnet for investment by pharmaceutical companies – giving patients access to the latest potentially life-saving drug trials. It estimates the changes could save 1,117 cardiovascular patients a year and 190 people with cancer.

Cardiac operations will move from the London Chest Hospital in Mile End and the Heart Hospital in Marylebone to an expanded unit at Bart's. About 5,000 people in north and east London die each year from heart disease and 5,700 from cancer.

The majority of cancer patients across north and east London and west Essex will continue to be seen at their local hospital, including those with more common forms such as breast and bowel.

The 10 per cent of patients suffering from brain, urological (bladder, prostate and kidney), head, neck and stomach cancers, and acute myeloid leukaemia, will be treated by a specialist unit at UCLH, then undergo outpatient care nearer home. Stem cell transplants would only be carried out at Bart's and UCLH.

The Royal London in Whitechapel and King George's will lose all their specialist cancer services, with certain treatments also being stopped at Chase Farm, the Royal Free, North Middlesex and the Homerton. Specialist services will remain at Queen's in Romford and the Royal Free is expected to remain a specialist kidney cancer hospital.

Professor David Fish, of UCL Partners, who championed the move, said: "This will save lives and benefit thousands of patients." Dr Andy Mitchell, London medical director at NHS England, said: "Evidence shows that dedicated specialist centres staffed by expert teams and equipped with the best technology and research capability save lives."

Curbs eased on flights between UK and China

Nicholas Cecil
Deputy Political Editor

BRITAIN and China are set to scrap current limits on flights between the two countries in an effort to increase trade and tourism.

The current agreement, signed in 2004, restricts the countries' airlines to 31 return services per week between the UK and China.

But Transport Secretary Patrick McLoughlin announced today that talks will start early next year on a new deal to relax the rules.

He said: "Improved air links between the UK and China would be good for trade, tourism and forging new partnerships, strengthening the links between our two countries."

Chinese nationals visiting the UK last year contributed about £300 million to the British economy.

Brooks arrives at hacking trial

FORMER News International chief executive Rebekah Brooks, right, and former No 10 spin doctor Andy Coulson arrived at the Old Bailey today for



the start of their trial on charges of conspiring to hack mobile phones.

Dozens of photographers and TV cameramen packed the pavements outside the court as the pair arrived an hour before the proceedings were due to start.

Mrs Brooks and Mr Coulson face trial along with six others, including Mrs Brooks's husband Charlie. All defendants deny all the charges. The trial is expected to last more than five months.

Minister shrugs off wasted £34m

Joseph Watts
Political Correspondent

WELFARE reform minister Lord Freud today dismissed £34 million of wasted spending on the Universal Credit, claiming the new system will deliver greater savings.

Asked about the wasted cash as the scheme was launched in London for the first time today, Lord Freud told the Standard: "Clearly we don't want to waste a penny of taxpayers' money."

"[There was] £34 million of spending which we found we were not able to use as we thought we would as we built the system – it does happen."

"But the context is that the benefits of the system are worth £38 billion."

Hammersmith will today become only the fifth area to test the new system, which has been delayed by IT and management problems.

London bid for Muslim finance

Joe Murphy
Political Editor

LONDON has a "huge opportunity" to cement the City's growing status as a global centre of Islamic finance, a Cabinet minister said today.

Muslim leaders are coming to London for the ninth World Islamic Economic Forum, the first to be held outside a Muslim country – reflecting London's efforts to develop a sector which is set to grow £400 billion in the next two years.

"The next few days will be a huge opportunity for Britain to not just cement its status as a leading western centre of Islamic finance but as a leading a world player," said Foreign Office Minister Baroness Warsi. "Ten per cent of the top 25 fastest-growing economies are in the Islamic world. Britain is in a global race and we have to look at every opportunity that can lead to growth and jobs for British people."

Editorial Comment Page 14

UNCONVENTIONAL CHIC LACOSTE

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REGENT STREET STORE - 233 Regent Street, London



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Consultation on Specialist Cancer and Cardiovascular Services

NHS England and local clinical commissioning groups are leading a review of specialist cancer and cardiovascular services in north and east London and west Essex. They are seeking your views on the clinicians' ideas for how these services could be improved. The proposals include relocating services to a specialist centre. Public engagement events are being held across the region.

The consultation closes on 4th December 2013.

[Click here for more information.](#)

Find Services

Get information on local health and social care services at the Community Directory.

Have your say.

What is your personal experience of using Whipps Cross? [Use the online form](#) to tell us.

Latest Documents

The latest documents added to the Document Zone.

30 Oct 2013

Board Recruitment October 2013

Copy of Board Recruitment pack October 2013. Deadline for applications 14 Nov 2013

 [Board Recruitment Pack](#)

04 Sep 2013

Better Mental Health strategy leaflet

Leaflet about CCG Better Mental Health strategy

 [CCG Better Mental Health leaflet](#)

23 Aug 2013

HWWF PR2 Whipps Cross sentencing 23.8.13

press release about sentencing of Whipps Cross Care Assistants


 [HWWF PR2 Whipps X sentencing 23.8.13.pdf](#)

14 Aug 2013

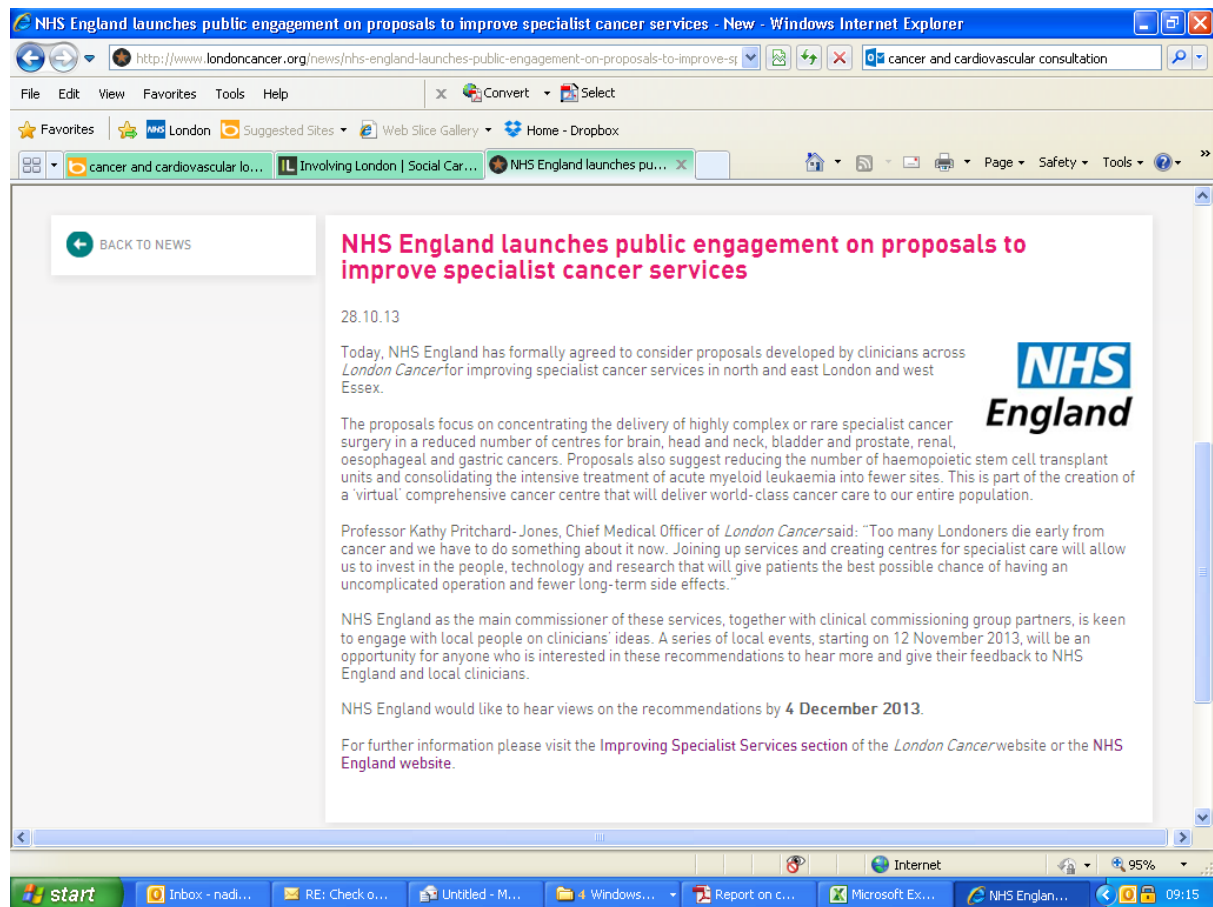
Board recruitment 14 Aug - 16 Sept

Healthwatch Waltham Forest Board recruitment packs Board Advisory Committee

 [HWWF Board recruitment pack and person spec](#)

 [HWWF Advisory Committee recruitment pack and person spec](#)

<http://www.londoncancer.org/news/nhs-england-launches-public-engagement-on-proposals-to-improve-specialist-cancer-services/>



NHS England launches public engagement on proposals to improve specialist cancer services

28.10.13

Today, NHS England has formally agreed to consider proposals developed by clinicians across *London Cancer* for improving specialist cancer services in north and east London and west Essex.

The proposals focus on concentrating the delivery of highly complex or rare specialist cancer surgery in a reduced number of centres for brain, head and neck, bladder and prostate, renal, oesophageal and gastric cancers. Proposals also suggest reducing the number of haemopoietic stem cell transplant units and consolidating the intensive treatment of acute myeloid leukaemia into fewer sites. This is part of the creation of a 'virtual' comprehensive cancer centre that will deliver world-class cancer care to our entire population.

Professor Kathy Pritchard-Jones, Chief Medical Officer of *London Cancer* said: "Too many Londoners die early from cancer and we have to do something about it now. Joining up services and creating centres for specialist care will allow us to invest in the people, technology and research that will give patients the best possible chance of having an uncomplicated operation and fewer long-term side effects."

NHS England as the main commissioner of these services, together with clinical commissioning group partners, is keen to engage with local people on clinicians' ideas. A series of local events, starting on 12 November 2013, will be an opportunity for anyone who is interested in these recommendations to hear more and give their feedback to NHS England and local clinicians.

NHS England would like to hear views on the recommendations by **4 December 2013**.

For further information please visit the [Improving Specialist Services](#) section of the *London Cancer* website or the [NHS England website](#).

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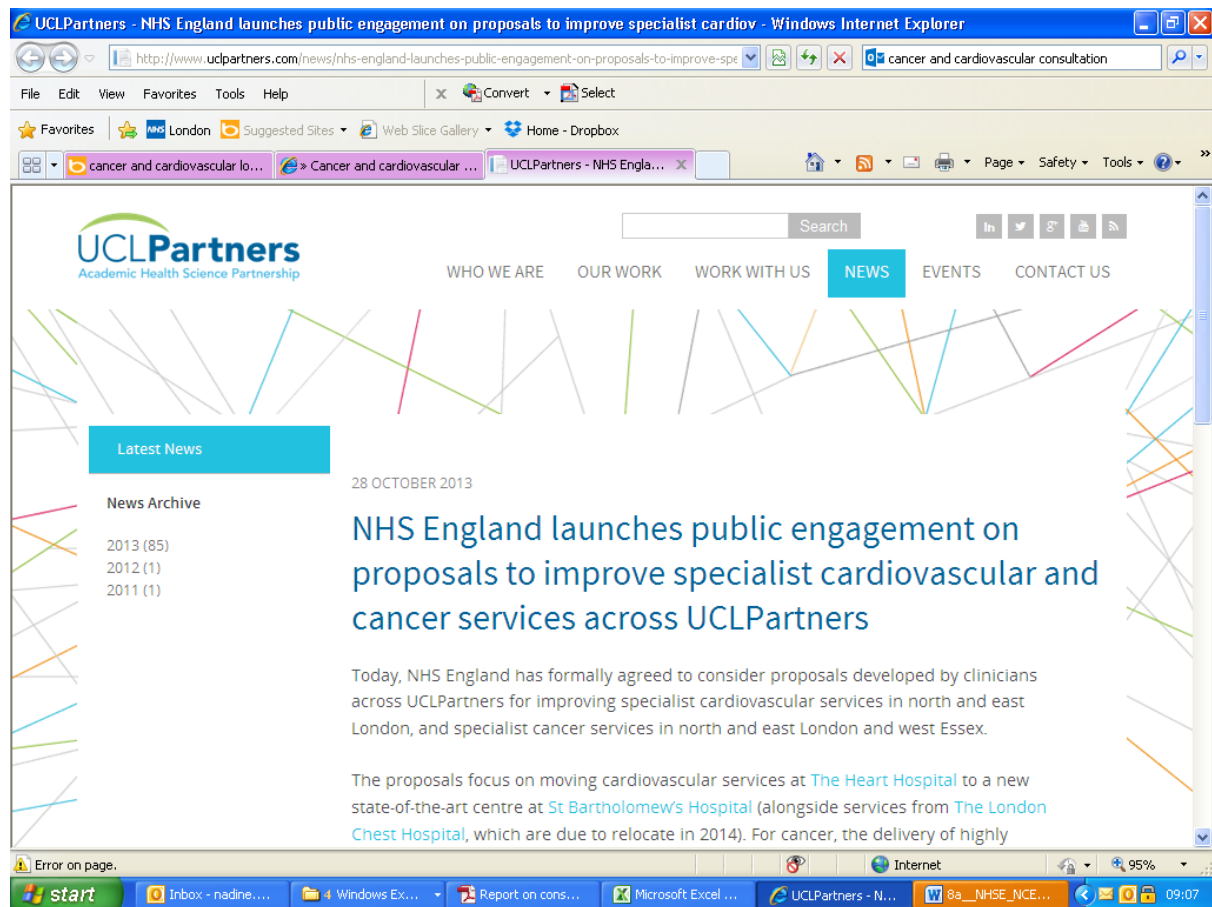
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For further information please visit the [Improving Specialist Services section](#) of the *London Cancer* website or the [NHS England website](#).

<http://www.uclpartners.com/news/nhs-england-launches-public-engagement-on-proposals-to-improve-specialist-cardiovascular-and-cancer-services-across-uclpartners/>



28 OCTOBER 2013

NHS England launches public engagement on proposals to improve specialist cardiovascular and cancer services across UCLPartners

Holly Wild

Today, NHS England has formally agreed to consider proposals developed by clinicians across UCLPartners for improving specialist cardiovascular services in north and east London, and specialist cancer services in north and east London and west Essex.

The proposals focus on moving cardiovascular services at [The Heart Hospital](#) to a new state-of-the-art centre at [St Bartholomew's Hospital](#) (alongside services from [The London](#)

Chest Hospital [link], which are due to relocate in 2014). For cancer, the delivery of highly complex or rare specialist cancer surgery would be concentrated in a reduced number of centres for brain, head and neck, bladder and prostate, renal, oesophageal and gastric cancers. Proposals also suggest reducing the number of haemopoietic stem cell transplant units and consolidating the intensive treatment of acute myeloid leukaemia into fewer sites. This is part of the creation of a ‘virtual’ comprehensive cancer centre that will deliver world-class cancer care to our entire population.

Professor David Fish, UCLPartners’ Managing Director said: “There has been great progress in cancer and cardiovascular care in recent years but unfortunately these diseases are still responsible for around two-thirds of early deaths in London.

“We have some of the best cancer and heart experts in the country, but our services are often not joined up, leading to later diagnosis, poor patient experience and less favourable outcomes. Our specialist care lacks the critical mass of expertise to achieve the best for patients and we fail to make the most of new technologies and innovations that we know could help more patients.

“All of this has led clinicians to recommend that commissioners develop whole systems of integrated care that include fewer, larger centres for specialist services for cancer and heart disease. This will save lives and benefit thousands of patients by providing the latest treatments, research and medical innovation.”

NHS England as the main commissioner of these services, together with clinical commissioning group partners, is keen to engage with local people on clinicians’ ideas. A series of local events, starting on 22 October 2013, will be an opportunity for anyone who is interested in these recommendations to hear more and give their feedback to NHS England and local clinicians.

NHS England would like to hear views on the recommendations by 19 November 2013.

For further information please visit the Improving Specialist Services section of the UCLPartners website [\[link\]](#) or the NHS England website [\[link\]](#).

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For further information please visit the [Improving Specialist Services section of the UCLPartners website](#) or the [NHS England website](#).

News from Queen's and King George Hospitals

Barking, Havering and Redbridge University Hospitals



NHS Trust

2013-Oct

Edition 10



In this issue:

- CQC
- Reconfiguration update
- Cancer and cardiovascular proposals
- Staff awards
- New admin system
- Nursing scheme
- Global Corporate Challenge

	Over the last four weeks	Up or down on previous 4 weeks	Up or down on last year's figures
% of patients in A&E who completed their care within 4 hours	81.95%	↓	↓
Number of patients who attended A&E	15,304	↓	↓
Number of ambulances that attended A&E	4,257	↑	↑
Number of patients that attended our outpatient clinics	46,519	↑	↓

Welcome

Welcome to the latest edition of the BHRUT newsletter from Queen's and King George Hospitals.

This newsletter is available on our website and please share any information or news it contains. We are also keen to hear feedback on the newsletter and any topics you'd like to hear more about in future editions. Our contact details are at the end of the newsletter, and you can also email feedback@bhrhospitals.nhs.uk

CQC

The Care Quality Commission carried out its inspection of our services this month, with a team of over 30 inspectors speaking to staff, patients and visitors at both Queen's and King George and holding a "listening event" to hear patient stories. The CQC also returned to conduct an unannounced inspection into our maternity service and neonatal intensive care (NICU).

We are looking forward to seeing the inspectors' report, which is expected to be published in around two months' time.

This month the CQC also published its "surveillance data" report, confirming that the Trust is in Band 1 for levels of 'risk', alongside 23 other hospital trusts. The CQC used this data to determine which trusts to visit first under its new style inspection regime.

Reconfiguration Update

Following the work which took place last month to centralise diabetes and endocrine care at King George Hospital, and gastroenterology and respiratory care at Queen's Hospital, we are now continuing to move forward with plans to redevelop and improve care across the Trust.

You will be aware that King George Labour ward closed in March, with all births now at Queen's Hospital. We have submitted a plan for investment to expand the special care baby unit (SCBU) at Queen's, which will enable all babies needing this extra care to stay at Queen's rather than being transferred to the King George SCBU, which will then close.

We are also preparing plans for a major investment in the facilities at Queen's Hospital, that will expand the Emergency department (abbreviated to the ED or A&E) and critical care facilities (ITU and the High Dependency Unit). We already see far more patients in the ED than it was designed for, contributing to problems with patient flow and long waits for treatment and admission. This expansion will address some of these problems and also create the capacity needed when blue light ambulances stop taking patients to King George. We also plan to create a Children's A&E with its own dedicated entrance. The plans will boost radiology in the ED, meaning patients can have scans and tests more quickly and without having to wait in inappropriate areas. We will need to submit a business case to the NHS Trust Development Authority for this investment, and this is scheduled to take place by the end of the year.

- In the short term, to help deal with winter pressures and ease demand for beds, we have this week moved Elm ward at King George into the larger Holly ward. This will allow for six extra beds which are being used as an inpatient discharge lounge. We have also opened ten beds on the previously empty Japonica ward, which will be used

as an Acute Elderly Care ward.

Cancer and Cardiovascular Proposals

NHS England has set out proposals for change in the way specialist cancer and cardiovascular care is organised in north and east London and west Essex.

These proposals have been developed by clinicians from across the region, including representatives from our Trust. The engagement process began on 28 October, with opportunities for patients and the public to have their say and give feedback on the proposals.

A public engagement session is being held on Wednesday November 13 from 5.30pm until 7.30pm at Romford Central Library.

The proposals are to:

- Concentrate the delivery of highly complex or rare specialist cancer surgery in a reduced number of centres for brain, head and neck, bladder and prostate, renal, oesophageal and gastric cancers. The proposals would affect radical prostatectomies carried out at King George Hospital, which would move to UCLH. The proposals are part of the creation of a 'virtual' comprehensive cancer centre that will deliver world class cancer care to our entire population.
- Move cardiovascular services at the Heart Hospital (run by UCLH) to a new state-of-the-art centre at St Bartholomew's Hospital (alongside services from The London Chest which are due to relocate in 2014).

For further information, including dates of the engagement events, please visit the NHS England website <http://www.england.nhs.uk/london/engmt-consult/>

Staff Awards



The Trust held its annual staff awards this month, with nine top gongs up for grabs as well as long service awards.

Judges had more than 400 nominations to pour over, all giving examples of fantastic care and commitment. Patients and relatives had put forward the names of members of staff who had made a real difference to them for the Hospital Hero Award.

Picking up the prize on the night was ITU nurse Ben Kitt.

The daughter of patient Irene Bolton nominated Ben for the care he gave to her mother towards the end of her life.

"She could not praise him enough and said how lovely he was. He was so gentle with her. She always used to hope that he would be working, and when she was taken back into ITU the first thing she said to me in the morning was: 'I had my lovely Ben again'.

“When mum made her decision that she had had enough, and wanted no further treatment, she actually said that Ben was so nice that he might talk her out of it.”

Among the other winners were the staff of Erica Ward – picking up the Outstanding Patient Care award – and porter John Chaston, who was named Star of the Year.

Vouchers and certificates were also handed out to those who had 20, 30 and even 40 years' service with the NHS, and volunteers who had been giving their time to the Trust for ten years.

- Pictured are compere Patrick Monahan, actor Danny Young, Chloe Madeley, Hospital hero Ben Kitt with his wife Lisa, and Chief Executive Averil Dongworth

New IT Admin System

The Trust is investing in a new Patient Administration System (PAS) called Medway, which staff use to record a huge volume of patient data and healthcare records. The new system will have a lot of new features and functionality to help the Trust run more efficiently and will replace our existing PAS, which is now 25 years old.

The move to the new system is planned for Thursday 28 November, switching off the old system and transferring all the data to the new Medway PAS. We are planning to go live with the new system on Monday 2 December. We anticipate this will slow down the service we are able to provide in a number of areas. In preparation for this, we have reduced the number of outpatient and elective procedure slots, so that patients aren't inconvenienced.

The new IT system will help improve our efficiency and put us in a strong position to bring in electronic patient records, while helping our GPs and partners keep up-to-speed with results and information on our patients.

Nursing Scheme

A recommendation put forward by the Francis Report is being tested at the Trust.

In his report following the investigation into care at Mid Staffordshire Trust, Robert Francis suggested that student nurses should have experience of direct care.

A scheme is now being piloted at various hospital Trusts – including BHRUT – which will see potential nursing students spending a year working as Healthcare Assistants (HCAs).

Only then will they be able to apply for a funded undergraduate nursing degree course.

Lynne Freegard, Head of Education and Learning, said: “We are delighted to be taking part in the pilot programme. As well as testing the model, it will also mean that candidates will have the chance to experience the realities of care so they can decide whether they are committed to a career as a nurse.”

Nine candidates have been recruited following assessments and interviews, and took up their posts as HCAs this month.

As well as developing their skills as an HCA, they will also be supported to apply for a university course, with mentoring and coaching opportunities and interview training available.

Global Corporate Challenge

This year, 182 Trust employees in 26 teams joined a 262,000-strong community of workers worldwide at the start line of leading corporate health initiative the Global Corporate Challenge

Over the course of the 16 week health challenge, employees were supported to step up their physical activity levels and record how many steps they took each day. Their achievements were marked at a special closing ceremony.

Overall 182 members of staff, in 26 teams achieved an overall distance of 108,695 miles, burning off a total of 11,020,455 calories which is equivalent to 43,941 slices of cake.

Those taking part walked swam and cycled an average of 14,208 "steps" per day and more than had half lost weight by the end of the challenge.

Midwives walked to the top honours at BHRUT as the Trust's most active team and were ranked 424th on the GCC global leaderboard – no mean feat considering the total of 37,450 teams in the running. Their daily step average was a tremendous 24,022.

The Communications Team at the Trust consists of:

Imogen Shillito, Director of Communications, Imogen.shillito@bhrhospitals.nhs.uk, and 01708 435 294

Nicola Eves, External Communications Manager, Nicola.eves@bhrhospitals.nhs.uk and 01708 435 314

Heather Stewart, Internal Communications Manager, Heather.Stewart@bhrhospitals.nhs.uk and 01708 435 022

Sarah Roberts, Communications Officer, Sarah.Roberts@bhrhospitals.nhs.uk and 01708 435 380

Bi-monthly briefing for local partners

27 October 2013

Our progress on our financial position

In our last briefing, we described our decision to move into financial turnaround. The purpose of turnaround is to accelerate the development and delivery of safe cost savings and productivity improvements. This is necessary to ensure a sustainable base for our long term financial standing, while continuously improving services for patients and the care they receive.

Turnaround is part of a three-year plan to get us to a sustainable long term financial position. This year, we are concentrating on stabilising the organisation's finances, by ensuring that we take out un-necessary costs and we recover the income due to us under our payment by results contract and avoid contractual penalties. We also need to make these changes at greater pace.

In terms of our progress to date:

- We have already identified in-year £60m (full year effect £80m) of cost improvement schemes, against our original target of £77.5m
- Of these, around £47m have either already been delivered or are on track to be delivered
- This therefore leaves us with an in-year gap of £16m to find
- At this point, we are still forecasting a £50m year end deficit

It would be wrong to think this is all about money – it is also about quality and efficiency. For example, in our colorectal service, a new patient pathway will come into effect on 1 November which will reduce waiting times for an outpatient appointment from up to six months to only four to six weeks. Patients will get an initial appointment where all tests and treatments are discussed and put into motion. This means that their treatment and any follow up can be undertaken much more quickly. Prior to any appointments being booked, all referrals will be vetted by a consultant. This will speed up the process and allow non-specialist cases to be directed to the most appropriate service for each patient's needs.

We must also ensure we are consistently meeting NHS performance targets. The key national targets, covering emergency care access, the 18-week referral-to-treatment standard for routine care and rapid access to cancer care are making a real difference to the quality and timeliness of the care that patients receive across the NHS in England.

Developing our clinical and site strategies

We are developing our overall clinical and site strategies, which will help us to deliver our vision of changing lives across east London, and to provide a consistently high standard of care at all our hospitals. One of the benefits of our merger is being able to create patient-focused pathways across our hospitals much more quickly than before, while ensuring strong local services for local people to a consistently high standard. If our clinicians have a case for change in patient pathways or the location of any services, those propositions will be reviewed and agreed with commissioners. The NHS locally, including the CCGs, will engage with you, other stakeholders and partners, and appropriate patient groups.

Our workforce consultation

We wrote to you on 27 August to tell you about a consultation we have been conducting with our operational management, nursing and administrative and clerical workforce. This follows on from the review we undertook of our corporate functions after our merger in 2012. It is essential that we maintain a skilled, adaptable and efficient workforce that is able to deliver excellent clinical and non-clinical services and fulfil our commitment to research and education. Therefore, over the past few months, we have carried out a comprehensive review of staffing levels and clinical practices across the organisation to help us ensure that our structures and processes are fit for purpose.

We launched a formal consultation process on proposed changes to our workforce on 27 August 2013. All staff were invited to comment and to provide feedback on the proposals. Our recognised trade unions and staff side body have been involved in a pre-consultation process, which included reviewing lessons learnt from our 2012 consultation and including information which staff told us they wanted to see in future consultations.

We had originally wanted to communicate the outcome of the consultation earlier in October, but we extended the consultation period in order to allow additional time for staff to respond, and to ensure that we could adequately analyse the high number of responses we received. On Friday 25 October, we announced the results of the consultation to our staff representatives, and then to all staff. We have recognised the considerable time and effort that colleagues across the organisation have spent in reviewing the proposals and providing comments – this feedback has been invaluable. We have made changes to our proposals as a result, all of which are aimed at ensuring that there is consistency across all sites in each service, that there are clear reporting structures and that front line staff have the supervisory support they need to deliver high quality care at all times. Please contact us if you would like more specific detail on the outcome of the consultation - contact details are at the end of this briefing.

Proposals for changes to cardiovascular and cancer care across north east and north central London

You may already be aware of proposals which have been put forward by clinicians across UCLPartners, the academic health science partnership which we are a member of, to improve the way that specialist cardiovascular and cancer care is delivered across this part of London. The cardiovascular proposal includes recommendations for a world class cardiovascular centre at St Bartholomew's Hospital, incorporating the services at the London Chest Hospital and The Heart Hospital. (The Heart Hospital is currently part of University College London Hospitals NHS Foundation Trust.) The cancer proposal includes recommendations to concentrate cancer experts who provide specialist treatment for patients with rare or complex cancers into bigger teams in fewer centres. As commissioners, NHS England is leading the review and will be leading a public engagement process to seek views on the proposals. You will therefore hear directly from our commissioners with more information about the proposals and how you and local people can get involved in the process.

Investment in Whipps Cross University Hospital

The estate at the hospital needs significant investment, following many years of underinvestment, especially in many of the inpatient ward areas. In late September, we opened a new acute admissions unit at the hospital, adjacent to the Emergency Department (the latter opened in May 2012). The two developments represent an investment of around £27m. The new acute admissions unit brings together care which has until now been provided on three separate wards, all of which have seen better days and are located some distance from the Emergency Department. The new unit is state-of-the-art, and instead of medical teams being split between three wards, a multi-disciplinary team of doctors, nurses, therapists and other healthcare professionals can now work together in a single location.

This will help ensure that patients are seen, treated and discharged much more quickly than at present and in much improved surroundings. The new unit was featured on both ITV London and BBC London news when it opened.

Recent investment in the Whipps Cross maternity unit has provided new operating theatres and recovery rooms, a new dedicated bereavement suite for women and their partners and a new emergency gynaecology/early pregnancy unit. We are now working to bring forward a programme to refurbish all remaining delivery rooms and the labour wards.

We are also considerably improving standards of cleaning at Whipps Cross. Our cleaning contractor, Initial FM, has brought in a new leadership team for the hospital, including a dedicated domestic manager for the maternity unit, and additional domestic staff to focus on key areas – all at no additional cost to us. We have also identified a number of environmental improvements, at a cost of £170,000, which we have been able to make swiftly.

Chief Inspector of Hospitals – detailed inspections in November

As you know, the Care Quality Commission (CQC) have launched a new inspection system, which involves more in-depth inspections as well as dialogue with patients, local people and stakeholders. You can read more about the new inspection regime [on the CQC's website](#).

Our inspections are scheduled for November. As part of this, the CQC will be hosting three listening events on the evenings of 5 and 6 November to enable members of the public to share their experiences of care with members of the inspection team:

- For Newham University Hospital:
Tuesday 5 November, 6.30pm, Stratford Town Hall, The Broadway, E15 4BQ
- For Whipps Cross University Hospital:
Tuesday 5 November, 6.30pm, Leyton Orient Football Club, Brisbane Road, E10 5NF
Wednesday 6 November, 7.30pm, Queens Road Community Centre, 215 Queens Road, Walthamstow E17 8PJ
- For The Royal London Hospital:
Wednesday 6 November, 6.30pm, Tarling East Community Centre, Martha Street, E1 2PA

The CQC is asking people who would like to attend a listening event to fill in an online form at www.cqclistingevents.org.uk or to call 03000 61 61 61. Anyone who is unable to attend a listening event but wishes to give their views to the inspection team can do this by email to cqclistingevents@livegroup.co.uk

Our operational performance

In Quarters 1 and 2 we missed two key national targets - A&E four hours and the 18 week referral to treatment target. Both continue to be a challenge, but we have plans in place to achieve compliance.

Emergency access – the “four-hour” target in our A&Es

The target is for 95% of patients to be seen and treated within four hours of arrival. Our year-to-date performance is 94.44%. We have now introduced additional resources, including extra doctors and nurses in the A&Es and assessment areas. Specific changes include:

- Introducing a team at Whipps Cross to support discharge for patients with care needs who do not need bed based medical care. This has had a positive impact on avoiding admission to the main hospital for elderly patients who attend the A&E
- Creating an additional eight assessment beds at The Royal London to support the high demand for short stay admissions

- At weekends, increasing the number of senior staff and improving access to services such as pathology and radiology is already improving performance

18 weeks referral-to-treatment – ensuring that patients receive a diagnosis and are treated within 18 weeks of referral by their GP

The target is for 90% of admitted patients and 95% of non-admitted patients to be treated within 18 weeks. Our year-to-date performance is 82% and 96% respectively. We have recently introduced plans to improve our processes and recover our position, including improving our data and making a significant investment in how we validate and monitor each patient who is on an 18 weeks pathway.

Infection control

- On Clostridium Difficile, we have had 27 hospital-acquired cases so far this year, against a year-end target of 75 (which is set by our commissioners). Therefore we are performing better than our trajectory
- We have reported three cases of MRSA so far this year. While our target is for zero cases, this represents a substantial year on year improvement from 11 in the full year last year

Getting ready for winter

We are working across Barts Health to ensure that we are prepared for winter, and the increase in demand for acute and emergency care which the season brings. You are probably already aware that the Department of Health has released funding to the NHS to help support trusts during the winter. The funding has been agreed much earlier this year than in 2012, allowing everyone in the health and social care sectors to plan more effectively for winter. We have secured funding of £12.8m to boost our winter care plans, and we are working with our commissioners and local providers to agree how best to make use of the funds. This will include opening additional capacity in our hospitals to meet expected demands for inpatient beds.

The Friends and Family Test

The NHS's national Friends and Family Test is now being used across the NHS to gauge how likely patients are to recommend local hospital services. The survey is currently in use for inpatients and A&E patients, and during October we began rolling it out in our maternity units.

The latest data which is available is for September. For Barts Health, it shows that:

- 24.2% of inpatients completed the test
- Of these patients, 66% said they were “extremely likely” to recommend the service
- 14.5% of A&E patients completed the test
- Of these patients, 61% said they were “extremely likely” to recommend the service

Recent visits and committee attendances

In September, we attended meetings of health scrutiny committees in Newham, Tower Hamlets, Waltham Forest and Redbridge. We also attended the Waltham Forest Health and Wellbeing Board meeting, and hosted a visit at Whipps Cross Hospital from the Waltham Forest Public Health and Health Delivery Scrutiny Sub-Committee, who viewed our stroke, maternity and emergency care services. We also attended a meeting of local partners in Waltham Forest, hosted by Stella Creasy MP, where we were able to take part in a useful discussion about the issues local health and social care organisations face in providing care for elderly people.

In October, members of the Outer North East London Joint Health Overview and Scrutiny Committee visited Whipps Cross for a discussion on our plans for the hospital's estate and a

tour of the maternity unit and A&E. We then attended the JHOSC's regular meeting later in the month. We held a very good meeting with all local Healthwatches, and I was very heartened by the level of engagement and enthusiasm for partnership working. Healthwatches are an extremely important voice for patients and the public, and we very much value the benefit they can bring as 'critical friends'. We also attended a very productive meeting with local NHS, education, council and Healthwatch partners to discuss diabetes care in east London, which highlighted a great opportunity to build strong local partnerships and better utilise the considerable expertise we hold within our respective organisations.

These meetings and visits are a vital part of ensuring that we keep our partners informed and up to date about our work. Please do let us know if you would like to arrange a meeting or visit with us – contact details are at the end of this briefing.

Success for Barts Health at this year's Health Service Journal Efficiency Awards

The Barts Health Operation TLC (turn off, lights off and close doors) campaign picked up the Energy Efficiencies award at this year's HSJ (Health Service Journal) Efficiency Awards. The energy saving initiative links energy saving actions to patient safety, comfort and dignity, as well as driving down our energy bill. Since Operation TLC campaign started in January, we are saving £100,000 a year in energy bills and avoiding 800 tonnes of carbon dioxide.

Research with the Clinical Research Centre shows that one in three patients experience better privacy and one in four patients experience less disturbed sleep in wards that have been taking the Operation TLC actions. This means we are also creating a better healing environment for our patients.

More information

We are committed to providing open and honest communication with our partners. Look out for our regular bi-monthly briefings. If you have questions or would like to arrange a face-to-face briefing or a visit to one of our hospitals, please contact a member of our communications team:

Mark Graver – Head of Stakeholder Relations and Engagement

mark.graver@bartshealth.nhs.uk

020 7092 5435

Jo Carter – Stakeholder Relations and Engagement Manager

jo.carter2@bartshealth.nhs.uk

020 7092 5424

House Nadine (NHS NORTH AND EAST LONDON COMMISSIONING SUPPORT UNIT)

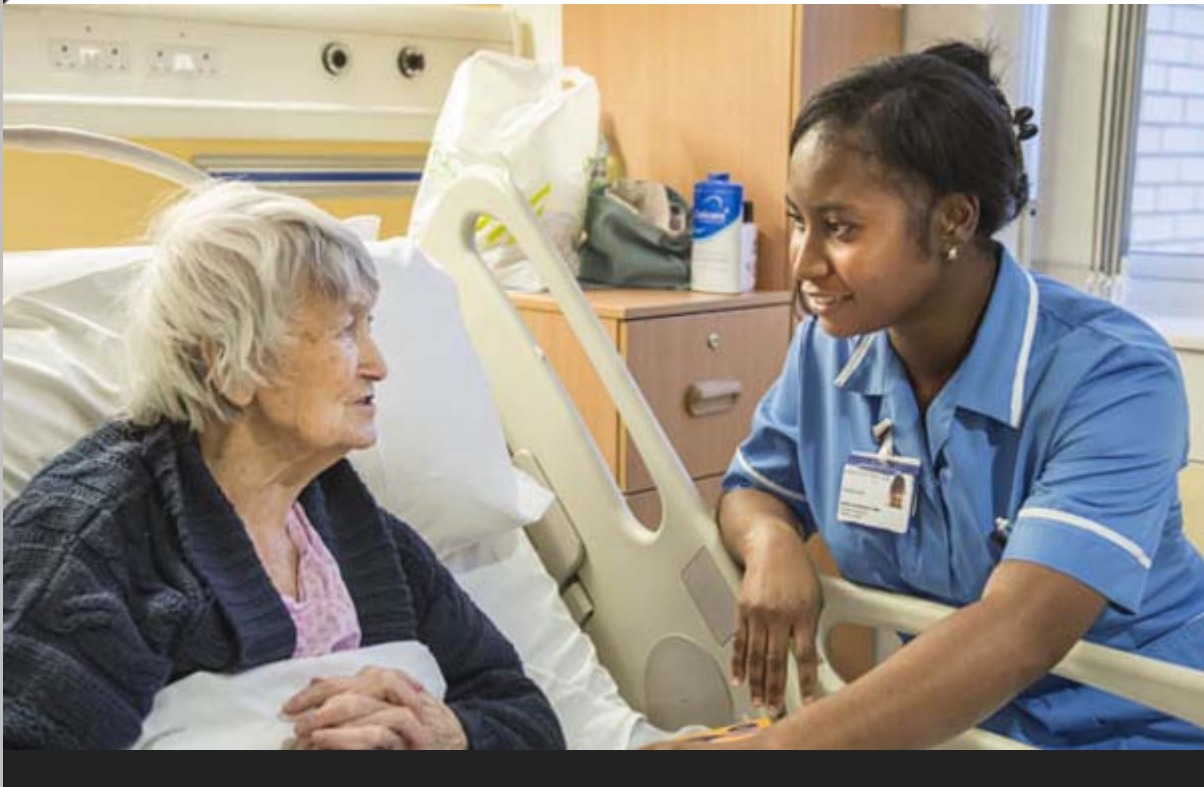
From: Barts Health NHS Trust <communications=bartshealth.nhs.uk@cmail2.com> on behalf of Communications BH <Communications@bartshealth.nhs.uk>
Sent: 31 October 2013 17:23
To: Carter Jo (BARTS HEALTH NHS TRUST)
Subject: Primary care news, November

Problems viewing this email?
[View it in your browser](#)

Barts Health 
NHS Trust

Primary care news

01 November 2013



Improving our financial situation and performance

In our last update, we described our decision to move the Trust into voluntary turnaround; our three year plan to accelerate the development and delivery of safe cost savings and productivity improvements, without losing focus on quality.

This year, we are concentrating on stabilising our finances, ensuring that we take out un-necessary costs and recover the income due to us under our payment by results contract. We have also already identified in-year £60m (full year effect £80m) of cost improvement schemes, against our original target of £77.5m.

However, Turnaround is not just about achieving a sustainable long term financial

position, but also about improving **quality and efficiency**. For example, in our colorectal service, a new patient pathway will come into effect tomorrow, 1 November, reducing waiting times for an outpatient appointment from up to six months to only four to six weeks.

We must also ensure we are consistently meeting NHS performance targets, and have robust plans in place to achieve compliance. We are working closely with commissioning colleagues to ensure that we are prepared for winter and the increase in demand for acute and emergency care which the season brings.

[Read more about our improvements and performance here.](#)

Operational and service news

Colour change for bacterial swabs: The colour of the lids of the liquid swabs across Barts Health hospitals will be changing from orange to purple on 1 November. There is no difference in the contents of the swab, so it should still be used for bacterial culture including MRSA screening, wound and genital swabs. Separate containers still exist for viral testing. Please use old stock - orange containers and black charcoal swabs will continue to be accepted. [Contact us if you have any questions.](#)

IT upgrade at Whipps Cross: The Emergency Department at Whipps Cross Hospital switched over to a new electronic health record system yesterday, 30 October 2013. The department will be the first at Whipps Cross to start using the new system, which will be rolled out to the rest of the hospital in March 2014. [Feedback or questions on our IT upgrade.](#)

Musculoskeletal Physiotherapy at Mile End: The team have made a number of improvements for GP colleagues including transfer of the MSK clinical assessment service (MCAS) on to Choose and Book and introducing a new single e-mail address for patients and GPs. [Read more about the team.](#)

New phone number for Clinical Assessment Team: Please update your records with the new Choose and Book appointment number for the Clinical Assessment Team at Mile End: **020 3594 3400**.

CQC inspection: The intensive CQC inspection for Barts Health begins on 4 November 2013. The inspection team is expected to look in detail at eight key service areas: A&E; medical care (including frail elderly); surgery; intensive/critical care; maternity; paediatrics/children's care; end of life care; and outpatients. [Read more about the inspection.](#)

Proposals for changes to cardiovascular and cancer care: Clinicians across UCLPartners are improving the way that specialist cardiovascular and cancer care is delivered across this part of London. Proposals include recommendations for a world class cardiovascular centre at St Bartholomew's Hospital and to concentrate specialist treatment for patients with rare or complex cancers into bigger teams in fewer centres. As commissioners, [NHS England](#) is leading the review and will be leading a public engagement process.

Events and education courses

Medical Grand Round sessions: All GPs are welcome to join us on Tuesday lunchtimes at The Royal London Hospital. Upcoming programme includes presentations on intensive care, TB and medical oncology. [View the schedule.](#)

Rila stroke management course: Rila Institute of Health Science has launched a new 14 week stroke management course for GPs and nurse specialists, accredited by the UK Forum for Stroke Training (QM0052). [More detail.](#)

Theatre of Wine: All GPs are invited to attend a wine tasting evening in the Great Hall, St Bartholomew's Hospital on Wednesday 13 November from 7pm. Tickets cost £32 including wine, nibbles and education. For more information contact [Dr Sarah Frankton](#).

Other news

DARE - Diabetes research study: DARE (Diabetes Alliance for Research in England) is leading a database study with the aim of establishing an epidemiologically based sample of all patients with diabetes. Clinical information will be combined with genetic information from DNA gifted by consenting patients; the gifting of a blood sample is completely voluntary. [Find out more about the DARE study](#).

Nominate your Heroes: Barts Health Heroes recognises outstanding staff who really live the Trust's values. We are seeking nominations for individual and/or team of the year. Everyone working at Barts Health, whether directly employed by the Trust, by one of our partner organisations, or a volunteer, can be nominated. [Submit your nominations](#).

You have received this email as you are a subscriber to the Barts Health primary care bulletin. If you have any questions or would like to suggest an article for the next edition, please contact us at communications@bartshealth.nhs.uk. If you no longer wish to receive the Barts Health Newsletter you can [unsubscribe](#).

BCF

Issue: October 2013

now

News from Barnet and Chase Farm Hospitals NHS Trust



.....
**Trust staff enjoy
an evening of glitz
and glamour**
.....

**Local hospital
services are
changing**
.....

Creating world class care for patients with cancer and heart disease

Clinicians from across the region have come together and developed recommendations for improving specialist cardiovascular care in north and east London and cancer care in north and east London and west Essex.

NHS England is leading this work and, working with local CCGs, will be the decision makers on any proposed changes following engagement and the development of a business case. They are expected to launch a public engagement process in October focusing on the following clinical recommendations:

- To move cardiovascular services at the Heart Hospital to a new state-of-the-art centre at St Bartholomew's Hospital (alongside services from The London Chest which are due to relocate in 2014)
- To concentrate the delivery of highly complex or rare specialist cancer surgery in a reduced number of centres for brain, head and neck, bladder and prostate, renal, oesophageal and gastric cancers. To reduce the number of haemopoietic stem cell transplant units and to consolidate the intensive treatment of acute myeloid leukaemia into fewer sites. This is part of the creation of a 'virtual' comprehensive cancer centre that will deliver world class cancer care to our entire population.

The engagement process will provide opportunities for the public, patients, staff and other stakeholders to discuss the clinical proposals above, among other options for change, before commissioners develop their recommendations for change. These would be subject to formal engagement or consultation in the New Year.

Together, cancer and cardiovascular disease account for two thirds of all premature deaths before the age of 75 years in London. Stakeholders from across the region recognised the opportunity to improve the outcomes for this group of people who suffer from major inequality on life expectancy. In response, the proposals were developed by clinical teams across the partnership, building

on the work originating from the models of care produced by commissioners in 2010.

If commissioners decide to proceed with these proposals, there would be a greater focus on the improvement and seamless integration of care across the entire pathway, spanning prevention and early diagnosis through to treatment in the person's preferred setting of care. It would create world-class centres of excellence that specialise in providing care of the highest standards for people needing the most complex treatment, while enabling other services to focus on enhancing the quality of rehabilitation and care beyond hospital treatment. It would allow care to be delivered within an integrated, comprehensive network that delivers the latest treatments, research and medical innovation to the right people at the right time in a setting that most suits their needs.

The expected timeline

- Late October – November: initial engagement to hear views of local people and staff on the recommendations
- December: NHS England take on board local views and finalise the business case
- January to March: if deemed necessary, formal engagement or consultation to take place
- May 2014: decision by NHS England on whether to proceed with changes.

Have your say

NHS England is arranging events for staff to give their views in this initial stage of the process. Event details will be published on the intranet once finalised. All staff are welcome to attend and should contact cancerandcardiovascular@nelcsu.nhs.uk to register their interest.

Further information will be available at www.england.nhs.uk/london/engmt-consult.

Improving the pace of treatment

Important projects that have started at our Trust include Triage and Rapid Elderly Assessment Treatment (TREAT) and Post Acute Care Enablement (PACE).

TREAT is a multi-disciplinary team based in the new Acute Assessment Unit at Barnet Hospital's Emergency Department. They will provide rapid assessment with admission avoidance for patients aged over 80, allowing patients to return home without the need for a hospital admission.

The desired outcome for this work is both admission avoidance and prevention of re-attendance to the Emergency Department by ensuring that the best care for elderly

patients is provided in the most suitable care setting.

The multi-disciplinary team will include Care of the Elderly Consultants, junior doctors, occupational therapists and specialist nurses who will review elderly patients and where necessary provide further assessment via follow up (in hospital outpatient clinics). A clinical management plan will be developed, redirecting the patient into pathways in the community.

PACE provides early supported discharge for patients who are not yet medically fit but are able to finish their current

care in their own home. The desired outcome is to reduce length of stay and improve patient flow across the system by providing clinically safe care in a more pleasant surrounding.

A case-finder from Central London Community Healthcare, based at Barnet Hospital, will work with medical teams to 'pull' patients from secondary care into community services to be cared for at home. PACE will also work closely with the TREAT service.

Both TREAT and PACE commenced in September, although TREAT won't be fully launched until December.

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News

Events

CCG Members login

NHS England propose improvements to cancer and cardiovascular services

06 November 2013

NHS England, the leading organisation undertaking a review of specialised cancer and cardiovascular services across north and east London along with CCG partners have launched an engagement on the case for change.

Tools

- [Print](#)
- [Facebook](#)
- [Twitter](#)

Click here for the [engagement letter](#) or to [view the case](#) for change.

Become a locality member

WECCG has an ambition to “Create a revolution in patient and customer experience” as a key priority to deliver in the coming months.

We aim to achieve this through:

- Joint decision making between patients and professionals
- Greater community participation between the public and the service
- Improving the customer experience of patients and carers

Register here if you would like to work with us to shape future health services in West Essex.

FAQs

- Why is the way the local NHS is run changing?
- What are clinical commissioning groups?
- How will clinical commissioning groups work?
- What does clinical commissioning mean to GPs and GP practices?
- Who will clinical commissioning groups be responsible to?

[Read CCG FAQs and answers](#)

Developing local services

The NHS is busier than before - treating more people, quicker and to higher standards - and it's also going through a transformation.

Our transformation plans focus on opportunities for improving services while making resources go further.

[Read more...](#)

Choices search

Find your nearest local health services - choose Dentists, GPs, Hospitals, Pharmacists or Opticians

Postcode



House Nadine (NHS NORTH AND EAST LONDON COMMISSIONING SUPPORT UNIT)


From: Carter Jo (Communications) <Jo.Carter2@bartshealth.nhs.uk>
Sent: 08 November 2013 11:49
To: House Nadine (NHS NORTH AND EAST LONDON COMMISSIONING SUPPORT UNIT)
Subject: FW: For your info: In Brief November 2013 - the CCG newsletter for member practices in Tower Hamlets

Another cancer / cardiac evidence

Jo Carter
Stakeholder Relations and Engagement Manager
Barts Health NHS Trust

T: 020 7092 5424
E: jo.carter2@bartshealth.nhs.uk

From: NHTowerHamlets@sut5.co.uk [mailto:NHTowerHamlets@sut5.co.uk] **On Behalf Of** NHS Tower Hamlets Clinical Commissioning Group
Sent: 08 November 2013 11:45
To: Carter Jo (Communications)
Subject: For your info: In Brief November 2013 - the CCG newsletter for member practices in Tower Hamlets




in BRIEF

NHS
Tower Hamlets
Clinical Commissioning Group

The newsletter for member practices of Tower Hamlets Clinical Commissioning Group

Headline News

A new guide to the CCG!

We have a new 16 page guide that introduces the CCG and what we do. This should be useful for you and your patients. Read it [here](#) or [email us](#) for copies.

Your health, Your Tower Hamlets
A guide to your local Clinical Commissioning Group

A new provider for our local 111 service
The Partnership of East London Co-operatives (PELC) has taken over from NHS Direct in running our local 111 service. Find out more [here](#) and access the 111 feedback form [here](#). This form is for staff and patients and using it will help to continually improve the service.

Integrated Care programme becomes a pioneer

08/11/2013
Issue Number: 14

Events and training

- **Clinical Education Opportunities for HCAs and Practice Nurses - starting November!**

CCG Open Doors Mentors are offering mentoring sessions and funded university modules to support nursing teams.

The programme is fully funded, all university course fees will be refunded by the CCG.

[Find out more](#) and [email Vicky Souster](#)

- Public health events - 16 days of Action Against Gender

The Department of Health has selected our WELC Integrated Care programme as one of fourteen pioneering initiatives that are transforming the way health and care is being delivered to patients by bringing services closer together than ever before. [Find out more.](#)



Achieving Excellence in General Practice - get involved!

The CCG is working with you to ensure that local primary care services are constantly improving and delivering high quality care. Come to our next events and complete our survey about GP workloads - we need your involvement. [Find out more.](#)

Medicines Management update

Your monthly update from the Medicines Management Team can be found [here](#) - know who to contact and find out what savings have been made recently.

New CAS gastro number!

The contact number for CAS gastro is incorrect - the new number to call is 020 3594 3400. This will be managed by the Gastroenterology Secretarial team until the new CAS administrator starts within the next few weeks.

Have 10 minutes to spare? Join the Barts Health GP 'Virtual Panel'

Barts Health NHS Trust would like you to join their 'Virtual Panel' to guide them on how they are performing and advise them on what matters to you. An opportunity not to miss - only 10 minutes 6 times a year! [Find out more.](#)



Barts Health stakeholder briefing

Barts Health are producing a bi-monthly briefing to keep local partners updated with various pieces of news, including their financial position and this in edition - the CQC inspection. Read the most recent edition [here](#).

Improving specialist cancer and cardiovascular services

NHS England (London) have launched a 'Case for Change' regarding proposals to improve specialist cancer and cardiovascular services in north and east London and west Essex. Involvement with clinicians, managers and patients has already started. Read a [local briefing](#) with prevalence figures and find out more on their [website](#). A cardiovascular options workshop is

Violence

4 December, full day - **Supporting survivors of Domestic Violence and supporting women who have experienced Female Genital Mutilation (FGM).** [Find out more.](#)

5 December, full day - **Supporting survivors of Sexual Abuse.** [Find out more.](#)

Brady Arts Centre. [Book on these events.](#)

- London Cancer and London Cancer Alliance

Pan London Symposium - 'Earlier Diagnosis of Abdominal Symptoms'

12 November 13:30 – 17:00, Hilton, Park Lane.

[Event briefing](#)

[Register](#)

[Submit an idea for discussion](#)

- Hospital of Tropic Diseases/RGCP

GP event - Mental Health in Migrants

21 November, 6.30 - 9pm
RGCP - [find out more.](#)

News & Publications

- The November edition of **Primary Care News** from Barts Health NHS Trust is available - read it [here](#).

Share your news

- If you have any news or items that you would like to share in the December edition of *In Brief*, please [email us](#) by **Friday 29 November**.

being help on the 18 November, details are [here](#).

A new 2013 'Cold Weather Plan'

The effect of cold weather on health is a significant, yet often unrecognised factor causing in death and illness in the country. Public Health England and other partners have just released a new cold weather plan for 2013. [Find out more](#).

World diabetes day

Thursday 14 November is 'World Diabetes Day' - Barts Health are running an event at Mile End hospital to raise awareness of diabetes with local residents. Please publicise [this poster](#) at your practice. Email [Soniya Saroya](#) with any questions.

Become a clinical lead for domestic violence and abuse

Would you like to help improve the primary care response to patients experiencing domestic violence and abuse? Public Health want to recruit an enthusiastic clinical lead to promote this work. Locum and travel costs will be covered. Hours are flexible with training provided. Thereafter you will attend a monthly Steering Group meeting and deliver training to practices supported by a specialist domestic abuse worker. Read the [job profile](#) and email expressions of interest to [Alex Sohal](#) by Friday 6 December.

16 Days of 'Action Against Gender Violence Campaign'

This important campaign runs from 25 November – 10 December and is supported by Public Health. There are training opportunities available for you, see '[events and training](#)'. Please publicise [these public events](#) with your patients.

Volunteer opportunities with 'Doctors of the World'

Doctors of the World are a humanitarian organisation with a clinic in Bethnal Green, providing healthcare for vulnerable people. They are currently looking to recruit a [Volunteer Clinical Lead](#) and a [Volunteer Doctor](#) - click the links for job profiles and send applications to [Humaira Aslam](#).

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Newsletter - June 2013

Welcome to the first Healthwatch City of London Newsletter. We hope you enjoy reading; please look out for our next newsletter soon!

Welcome

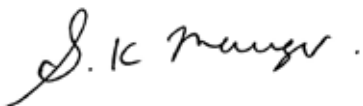
Dear Friends, Colleagues and Supporters,

I would like to welcome you to our first Healthwatch City of London Newsletter. I hope that many of you will become regular contributors so that together we can develop our collective voice in health, social care and public health. At Healthwatch we aim to get the views of people living and working in the City, what works well and what works less well and your views on how it could work better.



Healthwatch works across all generations, young and older, and we will be looking for ways to attract and include all age groups in the Healthwatch conversation. We aim to do this through newsletters, attending relevant meetings and seminars, holding outreach sessions at libraries, resident associations and anywhere else that you tell us are important places for us to focus our attention on. We are keen to work collaboratively and in partnership and to share our learning as the programme develops.

Healthwatch City of London has much work to do and we are at the beginning of a journey. We very much look forward to working with you and going on that journey together.

A handwritten signature in black ink that reads "S. Mauger".

Sam Mauger
(Acting Chair)



View from the City of London

The Health and Social Care Act 2012 asked all local authorities to replace the current public and patient engagement mechanism Local Involvement Network (LINKs) with a new body called Local Healthwatch.

This has now happened and I am very pleased to say that we have Age UK London at the helm. I am confident they will deliver the National vision

“Your Local Healthwatch will be your local consumer voice for health and social care. It will benefit patients, users of services, carers, and the public by helping people to get the best out of services, improving outcomes, and helping services to be more responsive to what people want and need”.

Healthwatch City of London will work with communities to influence commissioners to design and provide better health and social care services.”

Healthwatch City of London will be the independent consumer champion for health and social care in the City.

Healthwatch City of London will also represent the diverse communities served in the City. It will provide intelligence - including evidence from people's views and experiences - to help the policy, planning, commissioning and delivery of publicly-funded health and social care.

Healthwatch City of London, I believe, will make a massive difference by facilitating engagement across all communities in the City of London which will improve the Health and Wellbeing of all residents, City workers, carers and any other interested member of the public.

Peter Corden-Dilley,
Commissioning Officer, Community and Children's Services



Voiceability

VoiceAbility is providing the NHS complaints service for the City of London and will support people to make a complaint about their care or treatment by the NHS.

Contact Information:

NHS Complaints Advocacy
C/O VoiceAbility
United House, North Road
London
N7 9DP

Tel: Helpline Number: 0300 330 5454

Textphone Number: 0786 002 2939

Fax: 0330 088 3762

Email: nhscomplaints@voiceability.org

Website: www.nhscomplaintsadvocacy.org



Barts Health NHS Trust

Barts Health 
NHS Trust

Barts Health NHS Trust manages six local hospital sites in East London and the City including St Bartholomew's and The Royal London hospitals. Our vision is to change lives and transform the health of east London residents by providing leading, world class, patient-centred care. Find out more about the Trust and services at your local hospitals on our new website: www.bartshealth.nhs.uk

As part of our ambition, the Barts Health NHS Trust board has agreed a strategic direction to create world-class cardiovascular care in London.

Clinicians across north, central and east London, jointly working through UCLPartners (the local Academic Health Science Centre) are proposing the cardiovascular services currently operating from the Heart Hospital in the City of Westminster come together in a single centre for global excellence at St Bartholomew's Hospital from 2014. Clinicians will work closely with all local partners and other stakeholders to develop the full business case and engagement process which will be required in order to support any formal decision making process. Further information will be available shortly.

Separately, cancer clinicians are also working collaboratively across UCLPartners to review patient pathways to improve cancer services and patient outcomes. Further information can be found on the London Cancer website.

Barts Health are looking for patients, carers and local residents to get involved with their health services and become members of the Trust. Becoming a member is an opportunity to show your support for Barts Health and play an important part in our future.

If you would like to find out more or apply to become a member, please fill in our membership application form online or contact Jasmine Khanom, on 020 7092 5418.

Crossroads Care

Crossroads Care Central & North London (CNL) is a registered charity, which supports carers and people with care needs by delivering high quality services and support. We aim to relieve the stresses experienced by carers and

children and adults with care needs by offering support through the provision of community based care support workers. We work predominantly in the Central and North London area, while our Homeshare Scheme operates throughout the whole of Greater London.

Contact:

Crossroads Care Central & North London

6-8 York Mews

London NW5 2UJ

Tel: 020 7485 7416

Hours: 9 - 5pm, Mon - Fri

www.crossroadscarecnl.org

Facebook: Crossroads CCNL

Twitter: @CrossroadsCCNL



New health signposting



Since April 1st the City Advice team have been providing a new health, information and signposting service for the City of London.

The service is available to anyone who lives, works or studies in the Square Mile and can help with a wide range of health, wellbeing and advocacy related queries such as; how to register with a GP, help to find your nearest health provider or information on how to make a complaint about a health service.

Advice is available by phone on 020 7392 2919, by email at city.advice@toynbeehall.org.uk or by text on 07432658083.

To make this service even easier to access we are in the process of developing a new City Health online signposting directory. The site will be a comprehensive easy-to-use listing of health services within the City and will include a google map locator for each entry as well as full details of the listed provider. The site has been designed so that it's mobile optimised, making it even easier to find services on the go, as and when they're needed. The City Health site will be available from late June. For more details visit www.toynbeehall.org.uk/city-advice

healthwatch
City of London

Get involved!

To ensure your voice is heard join the City of London Healthwatch. There are a number of ways to get involved:

- Sign up to ensure you don't miss out on our newsletter, key information on events and the chance to give us your views.
- Represent City of London Healthwatch at Statutory Committees.
- Get more involved in the work of City of London Healthwatch

Email us on healthwatchcityoflondon@ageuklondon.org.uk or call us on 020 7820 6787.







wuhqjwk hq lqj #knh#r lfh#i#dwlhqw#dgg#Eduhuv

Home About Get Involved Enter & View News Events FAQs Partners

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Improving specialist cancer and cardiovascular services in north and east London and west Essex

Monday, November 18, 2013 - 16:30

Engagement and consultation

Improving specialist cancer and cardiovascular services in north and east London and west Essex

NHS England and local clinical commissioning groups are leading a review of specialist cancer and cardiovascular services in north and east London and west Essex. We are seeking your views on the clinicians' ideas for how these services could be improved.

Currently specialists, technology and research are spread across too many hospitals to provide the best round-the-clock care to all patients. Clinicians want to bring together expertise to provide better care and save more lives. To do that we need to change the way we deliver specialised cancer and cardiovascular services:

- For cardiovascular care, clinicians have told us that we should combine services currently provided at The Heart Hospital, The London Chest Hospital and St Bartholomew's Hospital to create an integrated cardiovascular centre in the new building at St Bartholomew's.
- For five complex or rare cancers, clinicians have told us that specialist treatment should be provided in centres of excellence across the area. Services for other types of cancer and general cancer services, such as diagnostics and chemotherapy, would continue to be provided locally.

We are now undertaking engagement with patients, the public and staff to help us develop preferred recommendations for change. Key documents you can read on the recommendations are:

- [The case for change – summary leaflet](#)
- [The case for change](#)
- [Clinical recommendations for specialist cancer services](#) and [reference document](#)
- [Clinical recommendations for specialist cardiovascular services](#)

Give Us Your Views

You can give us your comments or request a representative to attend one of your local meetings by:

Emailing cancerandcardiovascular@nelcsu.nhs.uk

Writing to: Cancer and cardiovascular programmes, c/o North and East London Commissioning Support Unit Clifton House, 75-77 Worship Street, London EC2A 2DU

Calling: 020 3688 1086

Visiting one of our public engagement events:

- **Tuesday 12 November, 1.30-3.30pm, Harlow Leisurezone Conference Room, Second Avenue, Harlow, CM20 3DT**
- **Wednesday 13 November, 5.30-7.30pm, Romford Central Library, St. Edwards Way, Town Centre Romford, RM1 3AR**
- **Monday 18 November, 6-8pm, Main Hall, The Old Town Hall, 29 Broadway, Stratford, E15 4BQ**
- **Tuesday 19 November, 3-5pm, Green Towers Community Centre, 7 Plevna Road, Edmonton, N9 0BU**
- **Monday 25 November, 6-8pm, Camden Centre, Bidborough Street, London, WC1H 9AU**

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Picture: Hitchcock Muriel at Leytonstone Station

Pass it on...

Please forward this newsletter to your friends, family and colleagues.

Healthwatch Waltham Forest is the health and social care champion for local residents.

[Join now](#) and get involved!



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020 3078 9990
www.healthwatchwalthamforest.co.uk
info@healthwatchwalthamforest.co.uk
Unit 15, Alpha Business Centre, Walthamstow, E17 7NX

Contact Us

Contact us for alternative formats

➔ Our Information Service Goes Live!

If you are looking for local health and social care services, our information service can help.



Information at your fingertips with our new service

Our database contains details of over 1,000 local services, agencies and support groups and you can access this information in the following ways:

Online

A brand new Community Directory is featured on the Healthwatch website, here you can find your local services at a click!

Visit Directory:

www.healthwatchwalthamforest.co.uk/onlinedirectory/

Telephone

You may also phone the Information Hotline on 020 7473 9519 and speak to an assistant. We are open between 9am - 4.30pm weekdays.

To find out more about the service contact the Healthwatch Office.

Need Information?

We can point you to the health and social care services on your doorstep.



020 7473 9519

9.00am - 4.30pm, Monday - Friday

➔ Volunteer with Healthwatch!

Do you want to meet new people? Do you want to learn new skills? Do you want to do something rewarding and worthwhile?

If the answer is yes, then why not volunteer for Healthwatch Waltham Forest!

We have a range of opportunities, from office based to getting out there in the community and now is the time to step forward!

Roles on offer include:

Healthwatch Database Volunteers

Our office team requires volunteers to help operate the Healthwatch Waltham Forest Database. This is an important role and an exciting opportunity to gain database and research experience, and to meet new people. You will learn new skills and receive high quality training.

Outreach Volunteers

Outreach volunteers help us reach our communities across the length and breadth of the borough. Attending events, running information stalls and talking to people about Healthwatch, outreach volunteers help us gather views and experiences people have around the health and social care services they use in Waltham Forest.

“Nurses at Grove Green are good.”


[Join us today](#) and have your say!

Plus much more!

There are many more opportunities available and details may be found on the website or by calling 020 3078 9990.

When you volunteer for Healthwatch Waltham Forest, whichever role you choose, you are helping to make health and social care services better for the whole community.

If you would like to volunteer or would like to find out more, please get in touch:

 020 3078 9990

 info@healthwatchwalthamforest.co.uk

➔ Cancer and Cardiovascular Consultation

NHS England and local clinical commissioning groups are leading a review of specialist cancer and cardiovascular services in north and east London and west Essex.

They are seeking your views on the clinicians' ideas for how these services could be improved. The proposals include relocating services to a specialist centre in central London.

If you have been in receipt of cancer or cardiovascular care at Whipps Cross please tell us about your experiences and what matters to you.

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

“Home care standards are an issue.”

[Join us today](#) and have your say!

➔ Become an End of Life Care Champion

Caring for and supporting people approaching the end of their life is considered the most challenging work any health and social care worker faces. It can also be the most rewarding. To find out more:

✉ liz.sullivan@skillsforcare.org.uk

➔ Healthwatch Enter & View Training

'Enter & view' is a special power that local Healthwatch organisations have to enter health and social care services and observe the normal activity of that service.

When Healthwatch writes up its observations, comments and concerns, services are required by law to respond within a certain time frame.

Healthwatch may 'Enter and View' services



It is not a CQC inspection or a local authority quality assurance check. We intend to adopt a collaborative approach, encouraging providers to engage with Healthwatch 'enter & view' visits outside of more formal inspection regimes.

Healthwatch Waltham Forest has announced its first 2 training sessions for Enter & View representatives.

➔ Saturday 18th January 2014, 9:30am - 4pm

➔ Tuesday 21st January 2014, 9:30am - 4pm

Call or email to request an application form:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

It's time to get involved!



Upcoming Opportunities

Healthwatch promotes local and national opportunities for you to get involved and have your say. Some recent opportunities include:

- ➔ Volunteering for local health projects
- ➔ Membership of Public Pharmacy Partnership to share your views of pharmacy services
- ➔ Waltham Forest Suicide Prevention Strategy consultation
- ➔ Waltham Forest CCG Community Reference Group membership
- ➔ Membership of Barts Health Learning Disabilities Steering Group
- ➔ The Nursing and Midwifery Council (NMC) Public and Patient Engagement Forum

The patient voice is in demand! Become a Healthwatch member and find out about how you can participate in areas of interest to you.

➔ Naseberry Consultation

Waltham Forest Clinical Commissioning Group (CCG) wants to hear the views of local people on a proposal to permanently change where acute mental health inpatient services are provided. This would involve permanently closing the local acute mental health inpatient unit in Chingford, Naseberry Court and moving the service to Sunflowers Court, a specialist mental health unit in Goodmayes.



Treating people where they 'feel most comfortable'

The CCG wants to provide better care for people with mental health problems, and part of this is supporting people to receive treatment where they feel most comfortable, which is sometimes in their own homes.

In Waltham Forest, a community-based care team has been established to support people to receive the care that they need outside of a care unit.

“A very good service at Whipps Cross A&E.”

Join us today and have your say!

Supporting the CCG to make the best decisions for Waltham Forest residents Healthwatch Waltham Forest is asking for people to share their views of mental health services, both community and acute.

Contact us with your views:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Joint Strategic Needs Assessment

The Joint Strategic Needs Assessment (JSNA) is a crucial document, guiding the planning and provision of local health and social care services. It is therefore critical that the document covers the needs and views of local people.

Healthwatch is already involved on the JSNA Steering Group and is negotiating for a greater role for the public in shaping the document, both its content and priorities.

This is where *your* views count!

The main function of the JSNA is to decide on local health and social care priorities, and how these may be addressed. Please contact us with your views.

➔ What are your health and social care priorities?

➔ What are your views on local services?

We will make sure your views are heard by those who shape the JSNA and local priorities.

➔ Additional Services to Carers during Winter

Waltham Forest in partnership with Barts Health have put in place arrangements to manage the surge in demand during the winter months and the pressure this puts on local services.

Carers who have been assessed as being eligible for carers services but have extra demands over the winter may apply for additional help if it is needed for them to continue in their caring role. These additional services are only available until 31st March 2014. To make a request please talk to your social worker or contact Waltham Forest Direct on 020 8496 3000 and ask to speak to the duty social worker in the Enablement & Care Team.



➔ Rapid HIV Testing Clinic

Five people out of every 1,000 in Waltham Forest are thought to be HIV positive. Also, one in every four HIV positive patients in the UK, may not be aware of their diagnosis and may be missing on opportunities for HIV receiving treatment and care.

This is why the Department of Sexual Health (DOSH) at Whipps Cross would like to increase accessibility to HIV testing and decrease rates of late HIV diagnosis of people in Waltham Forest by offering rapid HIV test in the out-patient department. For more information or to make an appointment:

☎ Call Elias on 07885 976 659 or 020 8535 6523

➔ Patient Advice and Liaison Service (PALS)

The Barts Health PALS team offers free confidential help and advice to Barts patients, relatives & carers and focuses on improving services for NHS patients.

PALS aims to:

- ➔ Assist with support and information about your care and provide information on NHS services.
- ➔ Listen to your concerns, suggestions or queries.
- ➔ Help sort our problems quickly on your behalf.

Opening hours - 9.30am-4.30pm, Monday to Friday

For more information or to make an appointment:

☎ 020 3594 2040

✉ pals@bartshealth.nhs.uk

💻 www.bartshealth.nhs.uk/pals

➔ Pharmacies - What Do They Do For You?

The NHS has historically undervalued the role that the community pharmacy can play in improving and maintaining the public's health. Community pharmacies sit right at the heart of our communities, and are trusted, professional and competent partners in supporting individual, family and community health.



Pharmacies are trusted, professional and local

The Healthwatch team would like to hear your views on local pharmacy services:

☎ 020 3078 9990

✉ info@healthwatchwalthamforest.co.uk

➔ Pharmacy Event, 6th February

Healthwatch Waltham Forest and North East London Local Pharmaceutical Committee are hosting an event to find out what Waltham Forest residents think of their local pharmacy services. To find out more or to book, contact the Healthwatch office.

Latest CQC Inspection Reports

The Care Quality Commission (CQC) inspects health and social care services and reports on their findings, good or bad. The latest inspections are below, to view the inspection reports visit the CQC website.

- ➔ Whipps Cross University Hospital, Whipps Cross Road, Leytonstone, London, E11 1RG
- ➔ Parkview House Care Limited, 206-212 Chingford Mount Road, Chingford, London, E4 8JR
- ➔ Alderbrook Care Limited, 271-275 Hale End Road, Woodford Green, IG8 9NB
- ➔ Queens Lodge, 13 Queens Road, Leytonstone, London, E11 1BA
- ➔ The Grove, 72 Grove Road, Walthamstow, London, E17 9BN
- ➔ Palmerston Dental Practice, 67 Palmerston Road, Walthamstow, London, E17 6PU
- ➔ Grove Residential Home, 107-109 Grove Road, Walthamstow, London, E17 9BU
- ➔ Outlook Care, 241 Hainault Road, Leytonstone, London, E11 1EU

If you have experiences of these services please tell us your views. Write to us at Healthwatch Waltham Forest, Unit 15 Alpha Business Centre, 60 South Grove, London, E17 7NX

➤ Macmillan Cancer Information & Support

The Macmillan Cancer Information and Support Centre is a confidential drop-in service that can support people affected by cancer by giving information on cancer, offering emotional support and financial advice, a listening ear, and a way to gain access to other forms of the support in the community such as support groups.

We are able to provide:

- ➔ Literature on all aspects of cancer
- ➔ Internet access to guide people to appropriate information resources
- ➔ Opportunity to discuss treatment, side effects and other related issues
- ➔ Opportunity to talk to someone in a private, comfortable space

We are based between Junction 3 and 4 of the Main Corridor at Whipps Cross Hospital, Leytonstone, London E11 1NR. The centre is open between 10-4pm weekdays.

To find out more about the service:

☎ 020 8535 6790

✉ perpetua.egan@bartshealth.nhs.uk

“Excellent maternity care for both pregnancies.”

[Join us today](#) and have your say!

➤ The Recovery Club

The Recovery Club is a recovery-focused online discussion open to people with personal experience of eating disorders. The forum gives you an opportunity to share your feelings and thoughts as well as both give and gain support from other young people affected by an eating disorder in London.

If you or anyone you know would like to take part then please get in touch.

For more information, contact Sarah Ajayi:

☎ 01603 753 310

✉ transitions@b-eat.co.uk

➤ 'Avoidable' Emergency Admissions Among the Elderly Increasing

The Care Quality Commission (CQC) has published expert analysis on the way people experience health and adult social care in England.

Findings from more than 35,000 inspections underpin its fourth annual State of Care report, which considers how care is delivered in hospitals, care homes, dental surgeries and in the community.



Over 35,000 inspections underpin the findings

Key findings include:

- ➔ More than half a million people aged 65 and over were admitted as an emergency to hospital with 'avoidable' conditions in the last year - including almost one in ten aged 75+ (396,000 people)
- ➔ The number of 'avoidable' emergency admissions varies from place to place, with some parts of the country managing much better than others
- ➔ People with dementia continue to have poorer outcomes in hospital

The report also says that 1 in 10 inspections found poor care while the number of doctors, consultants and qualified nurses rose.




➔ Make Volunteering a New Year Resolution!

Would you like to kick off 2014 by helping local people? Is your New Year resolution to do more for others?

The Epilepsy Society is looking for people willing to be trained as volunteers to look after the Charity's information stands at awareness events in north and east London.

Soraya Bowen, said: "Our charity provides information stands for people wanting to know more about epilepsy. We work hard to make sure people affected by epilepsy have access to information about the condition and the issues surrounding it. I would love to hear from anyone who thinks they may be able to help make a difference to local people in need of information."

To find out more:

 07880 035842

 soraya.bowen@epilepsysociety.org.uk

➔ A&E is for Emergencies Only

A national advertising campaign has been launched, highlighting the importance of using A&E only in an *emergency*.

For all *non-emergency* conditions there are a range of options available, including:

- ➔ Self-care
- ➔ NHS Symptoms Checker
- ➔ Local Pharmacy
- ➔ Your GP
- ➔ Out-of-hours GP
- ➔ NHS Walk-in-Centre
- ➔ Dialling 111 for non-urgent medical advice

More information is available on NHS Choices:

www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/AE.aspx

Resources

➔ The Heart of Personalised Care

A new set of tools illustrates how people find out about social care support and the challenges they face in getting good information and advice.

Advice and information needs in adult social care is an interactive map that demonstrates people's typical journeys through the complicated care system and identifies the "pinch points" where councils and other organisations need to improve the information on offer.

The map has been launched alongside a very popular jargon buster of social care's 52 most commonly used words and phrases; and a set of principles for how councils can provide high quality information and advice.

More:
www.thinklocalactpersonal.org.uk/_library/AIReportDownloadandPrint.pdf

➔ Adult Social Care Interactive Map Launched!

The Department of Health has worked with the Health and Social Care Information Centre to produce an interactive map that rates local authority funded care and support by factors such as quality of life, overall satisfaction and feeling safe.

The new resource 'drives improvement' through ratings



The online tool will provide people with information they need in a clear, accessible format.

More:
www.gov.uk/government/news/new-website-comparing-adult-social-care-services-launched

Wish to promote your project, service or newsletter?

Contact Darren Morgan

020 7473 9519 or darren.morgan@healthwatchnewham.co.uk



We're here to help!

Are you looking for health or social care services and need advice on what is available?

Or, do you want to comment on the services you receive?

We are Healthwatch Waltham Forest, your local health and social care champion. Our Information Service gives you the information you need so that you can access the services you are entitled to.

We are also here to listen to your comments on the services you receive and can point you in the right direction if you wish to make a complaint or compliment.

Help is just a call, click or tap away!

 www.healthwatchwalthamforest.co.uk/onlinedirectory

 **020 3078 9990**

 info@healthwatchwalthamforest.co.uk

Pass it on...

Please forward this ebulletin to your friends, family and colleagues.

Healthwatch Newham is the health and social care champion for local residents.

[Join now](#) and get involved!



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020 7473 9512
www.healthwatchnewham.co.uk
info@healthwatchnewham.co.uk
St Mark's Community Centre, 218 Tollgate Road, Beckton, London, E6 5YA

➔ Newham Micro Provider Event

Are you an Adult Social Care customer, a carer or a support planner?

- ➔ Do you need help or support to live the life you want?
- ➔ Do you or someone you care for currently pay for support, or use a personal budget or direct payment from Newham Council?
- ➔ Do you assist older or disabled people in Newham to develop support plans?
- ➔ Do you want to find out about small support services and activities in Newham that can offer support and care for older and disabled adults?



Get help and support to 'live the life you want'

If the answer to any of these questions is yes come along to find out about local providers who offer cost effective services:

- ➔ Tuesday 19th November, 1.30pm - 3.30pm
- ➔ St Marks Community Centre, Beckton

Just drop in or if you would like any further information please contact Lisa Taylor:

☎ 020 3373 0837

✉ Lisa.taylor@newham.gov.uk

Keep informed...
Keep informed...
Keep informed!

➔ [Click here](#) to join our mailing list.

➔ Volunteer with Healthwatch!

Do you want to meet new people? Do you want to learn new skills? Do you want to do something rewarding and worthwhile?

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Outreach volunteers help us reach our communities across the length and breadth of the borough. Attending events, running information stalls and talking to people about Healthwatch, outreach volunteers help us gather views and experiences people have around the health and social care services they use in Waltham Forest.

“We need more time at GP appointments.”

[Join us today](#) and have your say!

Plus much more!

There are many more opportunities available and details may be found on the website. ➔ [More](#)

When you volunteer for Healthwatch Waltham Forest, whichever role you choose, you are helping to make health and social care services better for the whole community.

If you would like to volunteer or would like to find out more, please get in touch:

☎ 020 7473 9519

✉ darren.morgan@healthwatchnewham.co.uk

➔ Flu Vaccination Initiative at Pharmacies

NHS England (London Region) has launched a new community pharmacy initiative that will see over 1100 pharmacies across London working together to provide free NHS flu vaccinations to at-risk groups this winter.

The service, which is the first of its kind, has been commissioned by NHS England (London Region), and has been developed with Local Pharmaceutical Committees in London. The service will provide NHS flu vaccinations, free of charge to those patients that should be vaccinated.

Over 1100 community pharmacies across London are providing the service, complementing the existing service provided by GP practices. The service will make it easier for patients and residents, including those not registered with a GP, who are at greater risk of further complications as a result of flu, to access the free service from any participating pharmacy in London whether it's near their place of work, where they shop or where they live.

The service is also available to all NHS frontline health staff to protect them against flu, so they can continue to support London's vulnerable patient population this winter. This also ties in with the annual public health campaign to get patients vaccinated during October and early November. The seasonal flu service is available now at selected pharmacies across London. ➔ [More](#)

“The food was fantastic and the ward clean.”

[Join us today](#) and have your say!

➔ Cancer and Cardiovascular Consultation

NHS England and local clinical commissioning groups are leading a review of specialist cancer and cardiovascular services in north and east London and west Essex.

They are seeking your views on the clinicians' ideas for how these services could be improved. The proposals include relocating services to a specialist centre.

Public events are being held across the region. The Consultation closes on 4th December 2013. ➔ [More](#)

➔ Joined-up Care a Winner in East London

People in east London, who need it most, are to receive support to co-ordinate their care better.

Health and social care organisations across east London are delighted to announce that their plans for greatly improved care for the elderly, people with long term conditions and those with poor mental health, will now form part of a Pioneer Award backed by the Department of Health.



A focus on 'more joined up, patient focused' care

Three clinical commissioning groups across east London (Newham, Tower Hamlets and Waltham Forest), together with University College of London partners, local councils, Barts Health NHS Trust, East London NHS Foundation Trust, North East London NHS Foundation Trust and their health and social care provider services want patients to experience more joined up, patient focused care. The organisations involved will work together to integrate the way that care works for local people with complex care needs. ➔ [More](#)

Need Information?

We can point you to the health and social care services on your doorstep.



020 7473 9519

9.00am - 4.30pm, Monday - Friday

➤ Free Health and Wellbeing Event!

Local GPs in the north of Newham are holding a fun event to let people know all about the way health services work in Newham.



Come along, it's fun, tasty and free!

GPs that form part of NHS Newham Clinical Commissioning Group (CCG) are running a free health and wellbeing event for everyone who works, lives and is registered with a GP practice in the north of Newham:

- ➔ Thursday 14th November, 3 - 6pm
- ➔ Stratford Village Surgery, 50c Romford Road

The local leaders of the NHS, NHS Newham CCG are inviting people to this event to get involved with local organisations such as patient and public groups (PPGs), community organisations, local NHS services and the Council. The event will have free health checks, stop smoking sessions, Indian head massage, food tasting, face painting, and more.

Dr Zuhair Zarifa, Chair of NHS Newham CCG said:

"I encourage patients, residents and those working in the north of Newham to come along and find out more about health and wellbeing in Newham. This is a fantastic opportunity for local people to meet GP's and talk about health services."

For more information contact Savaia Stevenson:

- ☎ 020 3688 1216
- ✉ Savaia.Stevenson@nelcsu.nhs.uk

“Quality of fillings on the NHS?”

[Join us today](#) and have your say!

➤ Autism Awareness & Support Group

The Forum for Health and Wellbeing are inviting people with autism, their families and carers to the next peer support group where they can come together to share experiences and discuss issues of interest and feed back directly to the steering group:

- ➔ Wednesday 20th November, 11am -12pm
- ➔ St Marks Community Centre, Beckton

To book or for more, contact Abdul Malik:

- ☎ 020 7473 9510
- ✉ abdul.malik@fhwb.co.uk

It's your voice...

Joining Local Healthwatch gives you the opportunity to share your views.



➔ Have your say today!

➤ 'Time to Talk' at the Shpresa Programme

The Shpresa Programme, Women's Therapy Centre & Solace Women's Aid invites you the launch of their evaluation of "Time to Talk" Project.

- ➔ Friday 8th November, 1 - 5pm
- ➔ Council Chamber, Haringey Civic Centre

The event features the launch of Domestic Violence Project for Albanian speaking women.

Refreshments and light snacks provided.

To book or for more information:

- ☎ 020 75111586
- ✉ shpresaprogramme@yahoo.co.uk

➡ Newham Bereavement Service

Are you caring for someone who is ill?
Are you feeling lonely?
Do you need someone to talk to?

A volunteer can visit you at home or in a community Centre and provide support and a friendly chat.

This is a free and confidential service.

All volunteers are fully trained and vetted. The service can provide confidential support on a one to one basis or within a group setting. Our volunteers are not counsellors but have been trained in listening skills.

For more information contact Lourdes Colclough, Community Development Manager:

☎ 020 7540 0277

✉ l.colclough@stjh.org.uk

Keep informed...
Keep informed...
Keep informed!

➡ [Click here](#) to join our mailing list.

➡ McGrath Makers Upcycling Project

We are a group of people with a learning disability and we have a project to turn old furniture like chairs benches, tables, etc. in to one off arty type creations to hopefully sell on.

Can you help by donating old chairs, tables, garden furniture, cupboards etc. any condition office or home AND interesting materials, old fabrics: curtains, clothing ,scraps, half used pots of paint and such you have lying around!

We can collect!

We have a large van, free house clearances also considered.

To find out more:

☎ 020 3373 1801

✉ richardlilley@newham.gov.uk

➡ Newham Transport Action Group

The action group, hosted by Healthwatch Newham, meets regularly and works closely with local disability groups. The next meeting:

➡ Tuesday, 19th November, 1.30pm

➡ St Marks Community Centre, Beckton

Topics for discussion include
floating island bus stops



To find out more:

☎ 020 7473 9655

✉ actionandrights@btconnect.com

➡ The Transitions Project

Supporting young people with eating disorders in London through difficult transitions. Everyone deserves support.

Available for people who are:

- ➡ Aged 16-25
- ➡ Currently struggling with an eating disorder
- ➡ Living, working, studying, receiving or leaving treatment in London
- ➡ Wanting to recover
- ➡ Able to access online chat and email
- ➡ Not currently receiving in-patient treatment
- ➡ Or caring for a young person with an eating disorder in London

Recovery Buddies with personal experience of an eating disorder offer understanding, encouragement and tips for recovery through online live-chat and one-to-one emails.

☎ 01603 753310

🌐 www.b-eat.co.uk

“Unplanned discharge
causes distress.”

[Join us today](#) and have your say!

➔ How to Make Personalisation 'Core Business' in Mental Health

Compared to adult social care, mental health is lagging behind on personalisation - partly as a result of the continued dominance of the clinical model of mental health.

In Stockport, things are different. Four years on from the town piloting personal budgets, over 350 people now use them to buy services they feel will boost their mental health recovery, whether it's a personal assistant, bike or photography equipment.



The clinical model of mental health 'still dominates'

Social worker Nick Dixon, commissioning manager at Stockport council, admits that the process of making personalisation - or self-directed support - "core business" in mental health services hasn't been quick or easy.

"We've been working on this for 10 or 12 years in terms of changing the culture in services," says Dixon. "That's not to say the clinical model isn't important - of course it is - but to us the weighting was all wrong. It was to the exclusion of what matters to people's lives."

So how has Stockport succeeded in offering personalisation in mental health when so many other councils are failing to do so?

Dixon says that the backing of local councillors and senior leaders like Terry Dafter, Stockport's director of adult services, has been vital.

Support from Dafter (who is also the Association of Directors of Adult Social Services' mental health lead) was key when Stockport confronted the initial cost of self-directed support. Dixon and colleagues were confident personalisation would reduce dependency on services in the long-term but they also knew that costs could rise in the short-term.

"And for three years the budget went up. That kind of thing makes accountants nervous but Terry just told us to keep going. He's driven by the same values we are. He takes positive risks. Now the data shows that the cost has levelled out." says Dixon.

Support from frontline staff has also been key. When implementing self-directed support, Stockport put in a raft of support mechanisms to engage care coordinators in the process. These included regular training sessions and weekly clinics where staff could raise concerns. ➔ [More](#)

"Carers are often not recognised."

[Join us today](#) and have your say!

In Newham's Chair

We represent the residents of Newham at meetings all across London.



Are we representing your views?

➔ [Join Healthwatch Today!](#)

➔ Independent Living Fund Challenge Upheld

The Court of Appeal has upheld a legal challenge by five disabled people against the Government's decision to close the Independent Living Fund.

Comments by judges included "It is simply not possible to infer that the Minister ever considered the proposals with a proper focus on the particular matters to which she was required to have due regard. There is no evidence she directed her mind to the need to advance equality of opportunity. Nor is there evidence she considered the proposals having due regard to the need to minimise the particular disadvantages from which ILF users and other disabled persons suffer or the need to encourage such persons to live independently and to participate in public life and other activities." ➔ [More](#)

Resources

➤ The Heart of Personalised Care

A new set of tools illustrates how people find out about social care support and the challenges they face in getting good information and advice.

Advice and information needs in adult social care is an interactive map that demonstrates people's typical journeys through the complicated care system and identifies the "pinch points" where councils and other organisations need to improve the information on offer.

The map has been launched alongside a very popular jargon buster of social care's 52 most commonly used words and phrases; and a set of principles for how councils can provide high quality information and advice.



Getting good information and advice 'can be a challenge'

The tools include advice and information needs in adult social care, a social care jargon buster and principles for the provision of information and advice. ➤ [More](#)

Latest Newsletters

- NHS England Bulletin for Clinical Commissioning Groups, 18 October 2013 ➤ [More](#)
- NHS England Chief Nursing Officer Bulletin, October 2013 ➤ [More](#)
- NICE Patient and Public Involvement Update, August 2013 ➤ [More](#)
- Personal Health Budgets "Update", Summer 2013 ➤ [More](#)
- Skills for Care eNews, 22 August 2013 ➤ [More](#)
- Think Local Act Personal News Update, August 2013 ➤ [More](#)

News Summary

- Care Minister announces proposals to deal with rushed care visits (Department of Health) ➤ [More](#)
- Chief Medical Officer: Prevention pays - our children deserve better (Department of Health) ➤ [More](#)
- Community Mental Health Care Services Need to Improve (CQC) ➤ [More](#)
- CQC to Crackdown on 'leaderless' Care Homes (CQC) ➤ [More](#)
- Driving up the Care Code (Driving Up Quality) ➤ [More](#)
- Elderly abuse increases (Age UK) ➤ [More](#)
- 'Ending 15-minute care': Department of Health response (Department of Health) ➤ [More](#)
- NHS needs complaints handling revolution (Department of Health) ➤ [More](#)
- Ofsted Social Care Annual Report 2012-13 (Ofsted) ➤ [More](#)
- Progress in Adult Social Care 2012-13 (Local Government Information Unit) ➤ [More](#)
- Public to help inspect care homes (CQC) ➤ [More](#)
- Treating patients and service users with respect, dignity and compassion (EHRC) ➤ [More](#)
- Vast numbers locked out of state-funded care (London School of Economics) ➤ [More](#)

There's a brand new information resource in town...

www.healthwatchnewham.co.uk/onlinedirectory/

healthwatch Newham



Community Directory >

Part of our information and signposting service

Get more at the Information Hotline:

020 7473 9519

9.00am - 4.30pm, Monday - Friday

Provide a service? [Click here to join the](#)

The information and signposting service, provided by Healthwatch Newham, is here to help you access the health, social care and community services on your doorstep.

Please choose from the following categories:

- Children & Young People
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- Health Services
- Information and Advice
- Medical & Disability Support Groups
- Men
- Mental Health
- Older People
- Social Care
- Wellbeing & Healthy Living
- Women

This *ebulletin*

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Clinical Commissioning Group

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Consultation

Improving specialist cancer and cardiovascular services in north and east London and west Essex

08 November 2013

NHS England are leading a review of specialised cancer and cardiovascular services in north and east London and together with CCG partners, they are keen to engage with local people on clinicians' ideas for changing services

While most care for these diseases would continue to be provided locally, for highly specialist services clinicians want to bring together expertise to provide better care and save more lives. Their vision is to create world-class specialist centres that work with other hospitals in the area to provide a comprehensive system of care.

As commissioners, we will be engaging with a range of stakeholders including the public, patients and staff to gather views on the clinical recommendations, and to inform the development of a business case, and period of any further engagement.

The engagement will run from 28th October to 4th December 2013.

For related documents, contact details for where to send your responses, and information about events related to this engagement exercise see the [engagement page](#) on the NHS England website.

Text size [A](#) [A](#) [A](#) | Colour [C](#) [C](#) [C](#) [C](#)



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NHS England review Cancer and cardiovascular services in North East London and West Essex

22/10/2013

Stakeholder update - August 2013

Around two thirds of premature deaths in London are a result of cancer and cardiovascular diseases. NHS England - together with CCG partners - is considering whether there is a case for changing the way some specialised cancer and cardiovascular services are delivered. They are currently reviewing all the evidence as well as national and pan-London guidance for improving these services.

Should a case for change be established, NHS England will engage with patients, the public, staff and stakeholders to understand a wide range of views on clinicians' ideas for changing services. This work is at an early stage and there will be opportunities for patients, the public and other interested groups to have their say.

They invite any individuals or groups with an interest in this work to get in touch to discuss how you can get involved.

You can contact Nadine House or Kristina Valentino at the North and East London Commission Support Unit, the organisation supporting NHS England on the engagement, via: Email: cancerandcardiovascular@nelcsu.nhs.uk or Telephone: 020 3688 1221

Recent

Goodbye to RedbridgeLINK website and email address

29/11/2013
From April 2013, RedbridgeLINK became Healthwatch Redbridge. RedbridgeLINK online is soon going to disappear. This will mean that the RedbridgeLINK website and the info@redbridgelink.net email address will cease to exist. If you have the RedbridgeLINK email any distribution list please change to...

Spearpoint GP Surgery update

26/11/2013
Spearpoint GP surgery moved on 30th June 2013 from Spearpoint Gardens, Aldborough Road North to new premises at King George Hospital, Goodmayes. During October and November HWR volunteers have been out and about in the Aldborough Road area to ask patients registered at the surgery for their views...

Contact us

Healthwatch Redbridge,
5th Floor, Forest House,
16-20 Clements Road,
Ilford, IG1 1BA
Telephone 020 8553 1236

info@healthwatchredbridge.co.uk

Next event

Celebrating International Day of Disabled People will take place on 03 Dec 2013

Upcoming events

All

- Dec 03 Celebrating International Day of Disabled People
- Dec 03 New services: putting care closer to home
- Dec 11 CiiL-Redbridge Peer Support Group meeting



- Heart Health**
Help and advice on heart disease
- Get Involved**
Help us keep hearts beating
- Shop**
Visit our shops or shop online
- Research**
Our pioneering research
- Community**
Share experiences with others
- About BHF**
Our fight for every heartbeat
- [Donate](#)
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Heart Voices: NHS England - London Region Involvement Opportunities

1 reply [Last post]



Katie BHF

Offline

Joined:
26/06/2013

Posts: 25

October 31, 2013 - 1:48pm

[Login or register](#) to post comments

NHS England London Region is pleased to invite people living in London to be a part of shaping the way they commission local health services.

They have several opportunities for people to get involved. Please find details of these opportunities in the attached document.

If you get involved in any of these opportunities, it would be great to hear from you!

Attachment	Size
nhs_england_-_london_region_-_october_opportunities.pdf	206.35 KB



Valerie Billingham

Offline

Joined:
02/08/2011

Posts: 37

November 8, 2013 - 4:09pm

[Login or register](#) to post comments | [Permalink](#)

NHS England will be holding a workshop on the case for changing cardiovascular services and the options that are available for delivering services in the future. The workshop will make recommendations on the option or options that should be developed further and those that are not worth pursuing. The date of the workshop is:

18 November 2013, 9am-12 noon

Camden Centre, Bidborough Street, London WC1H 9AU

Light refreshments will be provided.

If you would like to go to the workshop, please email Nadine House at cancerandcardiovascular@nelcu.nhs.uk or call her on 020 3688 1086 to confirm.

This is one of many opportunities patients and the public will have to provide feedback on the clinical recommendations. NHS England are also holding a series of public engagement events where local people can talk to local clinicians and NHS staff about changes to specialist cancer and cardiovascular services. Details of these events are available www.england.nhs.uk/london/london-2/engmt-consult/

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Heart Voices

You must [register](#) or [login](#) in order to post into this group.

Groups explained

Groups are mini communities on topics of special interest such as a local fundraising branch or an international trek. You can suggest a new group at the bottom of the group home page.

Most loved posts

- [BHF Healthcare Practitioners \(5\)](#)
- [Heart Voices \(2\)](#)
- [Watch out for HCP Team on "This Morning" Thursday 5th Dec! \(2\)](#)
- [Hi To All I had a stent \(1\)](#)
- [Hi Trevor, Thank you for \(1\)](#)

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Specialist cancer and cardiovascular services - case for change engagement

Dear Colleague

Please find attached a letter regarding NHS England's proposals to improve specialist cancer and cardiovascular services in north and east London and west Essex.

NHS England have today launched an engagement on the case for change. The case for change is available online at www.england.nhs.uk/london/engmt-consult.

Please feel free to pass this on to anyone who may have an interest.

Yours sincerely

Neil Kennett-Brown Programme
Director, Transformational Change North
and East London Commissioning Support
Unit
Neil.Kennett-Brown@nelcsu.nhs.uk
020 3688 1222 07825 853219

Third Floor,
Clifton
House, 75-77 Worship
Street, London EC2A 2DU

Attachment:

 [Case for change - Engagement letter.pdf](#)
Type: Consultations and Surveys,

Join the discussion...
Register here to take part in the forums and comments board.

Tweets by @HackneyHSCF

Follow @HackneyHSCF
on Twitter

Hackney & City Health and Social Care Forum

c/o Hackney CVS
84 Springfield House,
5 Tyssen Street,
London,
E8 2LY
Tel: 020 7923 8361
Fax: 020 7275 8577



East London and the City

