

news & views

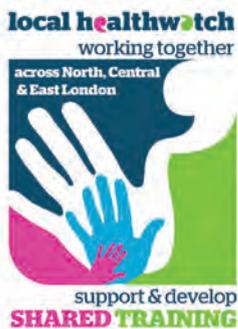
your newsletter from Healthwatch Redbridge
issue 5 - AGM 2015 Special Edition

welcome

Conference and
AGM invite

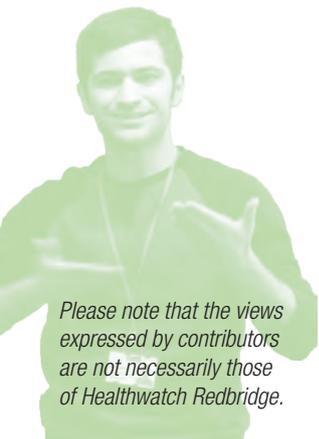
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Please note that the views
expressed by contributors
are not necessarily those
of Healthwatch Redbridge.

YOUR INVITATION TO ATTEND: **Dignity and Respect in Care Conference & Healthwatch Redbridge Annual General Meeting**

Come and join us as we present the findings from our latest project and to discuss the importance of ensuring people who use health and care services are treated as individuals and are given choice, control and respect when using services.

Special Key Note speaker: **Ashley Brooks - National Patient Champion**

Ashely will be talking about the importance of listening to the people who use health and social care services and how he is helping to make a difference in our local hospitals.



when: Friday 4 December

9am - 12pm Dignity and Respect in Care Conference
1pm - 2pm Healthwatch Redbridge AGM

where: Karamsar Centre (Old Ilford County Court Building) Buckingham Road, Ilford, Essex IG1 1TW

To book your place please contact the office.



Enter & View at Healthwatch Redbridge

Healthwatch Redbridge recently carried out a number of Enter & View visits to residential care and nursing homes as well as to two hospital wards as part of our wider project to review dignity and respect in health and social care.

The findings from these visits and our recent postcard survey will be reported at our Dignity Conference that has been planned as part of this year's Healthwatch AGM on Friday 4 December.

This year, we are very pleased to have national patient's champion Ashley Brookes as our keynote speaker.

There will be an opportunity to meet people from local health and social care organisations and we have also invited our local MP's and Councillors to come along and share in the day.

For more information on Enter & View, or if you would like to attend the conference, visit our website or speak to a member of staff.

Our visits enabled Enter and View Representatives to engage directly with the people who will be affected by this restructure.

As an independent organisation, we are committed to providing a strong independent and impartial commentary regarding local services.

Cathy Turland speaking about the recent E&V Intermediate Care Visits (below)

Intermediate Care Services in Redbridge - update

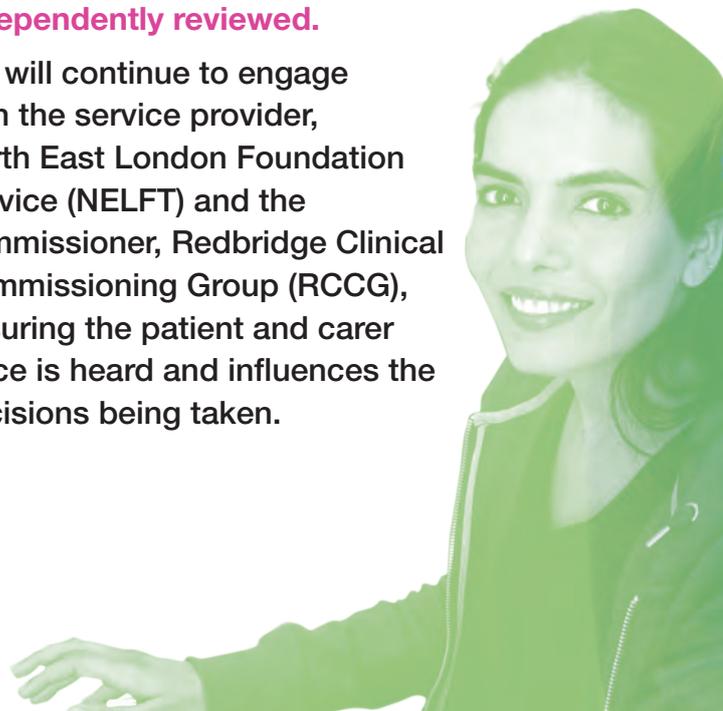
We were recently invited to present a report to the Redbridge Health Scrutiny Committee raising concerns about the plans to close wards at Wanstead Hospital in favour of creating new services at King George Hospital.

We highlighted the issues we had been made aware of including:

- Concerns from local people about the planned re-location of the service to King George Hospital and the lack of clarity in regards to their location within the hospital.
- Lack of outdoor space for rehabilitation or the provision of a family area.
- Concerns over the bed numbers being suggested, as these seemed to fall below the proposed levels suggested within the consultation.
- Lack of tangible plans, even though the proposed refurbishment was due to be completed in October. Healthwatch Redbridge had not had sight of the plans for transfer of Intermediate Care services until a stakeholder meeting held on 7th October 2015.

The Scrutiny Committee has agreed to refer the matter to the Secretary of State for Health, so that the matter can be independently reviewed.

We will continue to engage with the service provider, North East London Foundation Service (NELFT) and the commissioner, Redbridge Clinical Commissioning Group (RCCG), ensuring the patient and carer voice is heard and influences the decisions being taken.



Healthwatch Redbridge leads award winning deaf inclusion project

This month (November) Healthwatch Redbridge was delighted to accept a national award from Compact Voices, for leading a partnership of Local Healthwatch's championing the involvement deaf people across North, Central and East London regions.

Working across London boroughs from Camden and Brent through to Havering and Barking & Dagenham, Healthwatch Redbridge developed and supported the involvement of profoundly deaf people who use British Sign Language (BSL). The project also worked closely with the British Deaf Association, a user led organisation that helped to engage and reach deaf people and involve them in a series of training sessions to become volunteer Enter & View representatives and mystery shoppers.

This work has now been recognised by Compact Voices as part of national Compact Week (2-6 November) with an award for "Advancing Equality" for its innovative and creative approach to involving a seldom heard group of people who

wanted to have their views heard on health and social care services. Invited guests included the Minister for Civil Society, Rob Wilson MP and the Mayor of Redbridge Cllr Barbara White.

Cathy Turland, Chief Executive of Healthwatch Redbridge said:

"I am absolutely delighted that this important work has been recognised not just for its creativity but also for its involvement of underrepresented groups. Deaf people have told us that for a long time they have felt unheard. Now they tell us they have a voice."

Healthwatch Redbridge recently won two Healthwatch England awards for equality and partnership working in the summer.



Celebrating the award (left to right): Cathy Turland CEO Healthwatch Redbridge, Rob Wilson MP, Minister for Civil Society, Councillor Barbara White, Mayor of Redbridge, Marlene Daniels, Rehabilitation Officer Action on Hearing Loss and Colleen Daniels, Healthwatch Redbridge member

lets talk!



How to contact Healthwatch Redbridge.

Share your experiences of health and social care services in Redbridge today:

By telephone:

Call 020 8553 1236

Between 9.00am - 5.00pm Monday to Fridays, a member of staff will record your comments

By Email:

info@healthwatchredbridge.co.uk

Visit our Website:

www.healthwatchredbridge.co.uk

You can use it to tell us what you think by clicking through to our 'Talk to us' page

Social media:

Please follow us on Twitter and Facebook

Twitter: **@HWRedbridge**

Facebook: **Redbridge Healthwatch**

Or scan this QR code using your smartphone:



By Freepost:

We have set up a freepost address which means you can post us your views without the need to buy a stamp. Simply write the address below onto your envelope and post it to us:

**Freepost RTEK-HYXH-RLZT
Healthwatch Redbridge
5th Floor, Forest House
16 - 20 Clements Road,
Ilford IG1 1BA**



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Dates for your Diary 2015 - 2016

Dec: Healthwatch AGM & Dignity and Respect in Care Conference
Friday 4th December 2015
Conference: 9am - 12pm
AGM: 1pm - 2pm
Karamsar Centre, Buckingham Road,
Ilford, Essex IG1 1TW

Healthwatch Redbridge Board Meeting
Wednesday 9th December* 2015
at 1.30pm Forest House
16-20 Clements Rd IG1 1BA

Health and Wellbeing Board Meeting
Monday 14th December 2015
at 2.15pm in the Gloucester Room
Central library, Ilford

Jan: Healthwatch Redbridge Board Meeting
Thursday 14th January 2016
at 1.30pm Forest House
16-20 Clements Rd IG1 1BA

Health and Wellbeing Board Meeting
Monday 25th January 2016
at 2.15pm in the Kenneth More Theatre

Redbridge CCG Governing Body Meeting
Thursday 28th January 2016
1.30pm - 5pm
Boardrooms Becketts House

*Note date change, TBC