

news & views

your newsletter from Healthwatch Redbridge
issue 7 - Winter 2016/17

welcome

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

Season's Greetings

from
Healthwatch
Redbridge





Healthwatch Redbridge Mental Health Survey

Healthwatch Redbridge are currently conducting a survey about Mental Health. We want to know what concerns YOU have around Mental Health and whether YOU would know where to go if you or someone you know had a mental health issue.

The survey is simple with just three questions and is aimed at building our knowledge of Mental Health support available in the borough and to identify any gaps in support.

The Survey can be found [here](#)



Accessible Information Standards

Following on from the workshop that Healthwatch Redbridge held for GP's across the borough, we were asked by two local practices to hold workshops specifically for their staff.

Both The Loxford practice and Elmhurst practice welcomed Healthwatch Redbridge to work with them to understand how their practice could implement the standards. Both practices are now working on ensuring their information is accessible to all patients with a communication impairment.

Next year we will be holding a series of workshops for patients to gain a greater understanding of the standards and how they can ensure their support needs are met.

For more information on the standards please contact the office.

Intermediate Care

Healthwatch Redbridge (HWR) shared the findings from its first comprehensive review of Intermediate Care Services in Redbridge at the Redbridge Health Scrutiny Committee (RHSC) meeting in November.

Last year, the RHSC asked Healthwatch Redbridge to speak with patients and carers to assess their experience of using the inpatient services. In September, we carried out a number of visits to the intermediate care wards at King George Hospital (KGH) where we spoke to patients, relatives and staff.

After discussion with the service provider, North East London Foundation Trust (NELFT); it was further agreed that HWR would also work with them to support an independent

survey of patients using both the Community Treatment Team (CTT) and intensive rehabilitation services (IRS) in Redbridge.

If you have used either of the CTT or IRS Services please help us by completing the surveys, which can be found [here](#)

It was agreed that the services would be reviewed at approximately six, twelve and eighteen months.

The initial report can be found [here](#)

Care Home Review

Enter & View visits were conducted in May 2016 in six Residential Care Homes to collect people's personal experiences of how their communication needs had been met. This was part of a larger project to understand how the Accessible Information Standard had been implemented within Health and Social Care Services.

The care homes were revisited in October to identify whether the original recommendations had been implemented within each care home. During the meeting the manager was given the opportunity to highlight any changes they had made in-line with the recommendations. Any recommendations that had not been made were discussed and further evaluated.

Most of the care homes that we revisited responded by making the improvements suggested from Healthwatch Redbridge. Ongoing improvements are still happening at the other care homes.

Our Enter & View Reports are available [here](#).



North East London Sustainability and Transformation Plan (STP)

Across north east London (NEL); clinical commissioning groups, providers and local authorities are working together to develop a NEL- wide Sustainability and Transformation Plan (STP).

North East London is one of the 44 areas (called footprints) across the country working to set out how local health and care services will transform and become sustainable over the next five years, building and strengthening local relationships and ultimately delivering the Five Year Forward View vision.

You can read about the North East London Sustainability and Transformation Plan [here](#)

Healthwatches across the eight north east London boroughs are planning several events in January and February to gather feedback about our STP.

If you would like to be informed about the events, please contact sarah@healthwatchredbridge.co.uk

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

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Dates for your Diary 2017

Health Scrutiny in Redbridge

- 23rd January 2017
Council Chamber, Town Hall, Ilford, Essex, IG1 1DD
- 20th March 2017
Council Chamber, Town Hall, Ilford, Essex, IG1 1DD

Redbridge CCG Governing body Meeting

- 27th of January 13:30-17:00
Boardrooms, 2nd floor Beckett's house, 2-14 Ilford Hill, Ilford, IG1 2QX

Health and Wellbeing Board Meetings

- 23rd of January 2:15pm
Kenneth Moore Theatre -TBC
- 6th of March 2:15pm
Kenneth Moore Theatre-TBC

Healthwatch Redbridge Board meetings

- 12th of January
 - 9th of February
 - 9th of March
 - 13th of April
- All in Redbridge Healthwatch offices and start at 1:30pm

