

# healthwatch

Redbridge



it starts with  
**YOU**

#itstartswithyou

## #ItStartsWithYou - Jo - Hospital Discharge

**Jo contacted Healthwatch Redbridge because she was distressed about her discharge from hospital.**

‘Redbridge Healthwatch have helped me by believing in me. They have helped me to speak with nurses, doctors, not only at the hospital but my own local doctor.

I don’t think you often find a service that puts themselves out to find the answers to help you. It’s nice to find the respect and honesty in an organisation, something that is very, very difficult to find in this day and age.

They have followed every single path I have mentioned or discussed with them and followed these pathways through until they found the answer. As soon as I felt we had found the answer they found another pathway to take to make the journey I was facing easier.

I know if I needed help or knew of someone that needed help I would advise them to go to Healthwatch Redbridge.’



## #ItStartsWithYou - Hyacinth - Volunteering

**Hyacinth called us to see if there were any volunteering opportunities. Here is what she had to say about her time volunteering so far.**

‘As a volunteer with Healthwatch Redbridge, I have found it to be, exciting, informative, and self developing.

You find yourself doing interesting visits to various sites with the end product being better services to members of the community. In some cases you are enabling service providers to offer better services to their clients.

The staff are all very warm and inviting. They ensure volunteers know how important it is to be offering their time to such an important project, and are very appreciative in every way.

As a group of volunteers we get to know each other personally, respect each other and work very well together as a team. I enjoy my time working with the Healthwatch Redbridge team.’



## #ItStartsWithYou - Neil- Accessible Information

**Neil told us about the barriers he faced when accessing health services due to his sight and hearing impairment.**

We developed Enter and View training for people with sensory impairments so they could become E&V Authorised Representatives to visit health and social care places to see how staff communicate with people who have communication impairments. The reports have led to a number of service improvements.

Following on from these visits; Healthwatch Redbridge developed a workshop for GPs to support practices to implement the Accessible Information Standards, which requires all services to meet the communication needs of disabled people. So far, we have provided the workshop for over 100 local practices across NE London.

We also visited some of our local care homes to see what changes they had made in accordance with the Standard.

We are planning to visit all our local GP's in the borough to see if they have made the appropriate changes.



## #ItStartsWithYou - Emma - Blood Testing Services

**Emma sent an e-mail to Healthwatch Redbridge to find out more information about the temporary closure of Wanstead blood services.**

We contacted the service provider, BARTS health, who told us the services were being moved to Whipps Cross Hospital for a short time due to a maintenance problem.

Healthwatch conducted an Enter & View visit to Whipps Cross Hospital and spoke to patients about the service to identify whether the move had any impact on the quality of the service they were receiving.

The recommendations were reported to BARTS health who incorporated some of the changes suggested.

In addition to this, Healthwatch Redbridge compiled a list of other places including GP surgeries that offered blood testing services in the borough. This was sent to all Healthwatch Redbridge members and was made available on our website.

**Talk to us...**

**TALK TO US!**



# How to **contact Us!**

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

By telephone:

**020 8553 1236**

*Our office is open Monday to Friday 9am-5pm*

By email:

[info@healthwatchredbridge.co.uk](mailto:info@healthwatchredbridge.co.uk)

Website:

[www.healthwatchredbridge.co.uk](http://www.healthwatchredbridge.co.uk)

*You can also use our website to stay updated on Healthwatch Redbridge's work and find out more about the work we do.*

**Write to us using our freepost address!**

Freepost RTEK-HYXH-RLZT

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5th Floor, Forest House

16-20 Clements Road

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*You can use our freepost address to post your views without needing a stamp.*

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