



24 September 2013 Edition 6 Healthwatch Camden eNews

Welcome to our eNews round-up of health and social care news, events and consultations in Camden.

Community Engagement and Volunteer update

Over the past few months we've been getting to know the Camden community! We've engaged with more than fifty voluntary organisations and community groups, and given a talk to the over 50s group at Holborn library. We've had stalls at local festivals including the Swiss Cottage Community Festival. Our activities have helped to raise Healthwatch Camden's profile, and demonstrates our keenness to work in partnership with the local community.

We've also gained volunteers from diverse backgrounds. Volunteers can choose office work, events, and visit premises to find out local needs in terms of health and social care services.

One of our new volunteers Hazel Katce deserves a special mention as she's been very busy promoting Healthwatch Camden. Hazel attended the Swiss Cottage festival in really awful weather, and has put up posters up in numerous community buildings.

A warm welcome and thank you to all our volunteers!

There's still space for more volunteers. Visit our [website](#) to find out more and register your interest.

Surveys and campaigns

Tell us your views on home care services

Community organisations in the borough have suggested that home care, also called domiciliary care, is an important area for Healthwatch Camden to investigate. Homecare services provide help with everyday tasks such as cooking, cleaning, dressing, taking medication and shopping.

We want to hear what's working well, and how services can be improved.

Share your views and experiences on home care by emailing us at info@healthwatchcamden.co.uk or telephone 020 7284 6586. We will share the information you give us with commissioners and service providers to help shape local services in the future. Anything you tell us will be strictly confidential and names will not be revealed.

Royal National Institute of Blind People

Royal National Institute of Blind People is currently conducting a survey to capture the experiences of people diagnosed and treated for eye conditions such as glaucoma, wet age relate macular degeneration and diabetic eye conditions. They aim to use this information to share with decision makers to improve the patient experience.

Patients can fill out the [survey](#) online at or they can call, Victoria on 020 7391 3267.

Stoptober Campaign

The Stoptober campaign is back! From Tuesday 1 October SmokefreeLife Camden is supporting the return of the national mass quit smoking attempt launched by the Department of Health. Last year 160,000 people successfully completed this challenge.

Stoptober runs for 28 days. For free expert advice to help you stop smoking call 0800 1070401/ 0203 317 3861 or visit the Smokefree Camden [website](#).

NSUN Mental Healthwatch Report

The Network for Mental Health (NSUN) has produced their first report on their [Mental Healthwatch](#) scheme. The aim is to ensure that people who experience mental health conditions have a strong voice in the new local health champions. The scheme is backed by the Department of Health and Healthwatch England, so far NSUN has over 150 individual and 20 local Healthwatch members.

NHS England personal budgets update - Join the support programme

NHS England has updated information on their support programme. From 1st April 2014, everyone eligible for [NHS Continuing Healthcare funding](#) will have a right to ask for a personal health budget. Personal health budgets are a NHS Mandate commitment and

according to NHS England, one of the tangible ways the NHS can become dramatically better at involving people, and empowering them to make decisions about their own care and treatment.

[NHS England](#) is offering [Clinical Commissioning Groups](#) (CCGs) free access to a support programme that will help them to introduce personal health budgets successfully in NHS Continuing Healthcare by April 2014.

Local groups in our community

Pan International Arts

Pan Intercultural Arts is an organisation dedicated to the exploration of cultural diversity through the arts, and how it can inspire and implement social change. Workshops with young people who are marginalised and at risk of social exclusion are held, performances, festivals, seminars and conferences. If this sounds interesting, why not offer your support by contacting Pan at: Tel: 0207 8332 111, Email: post@pan-arts.net, or visit their [website](#).

Hopscotch

[Hopscotch](#) is delivering a London Council funded project called 'Women into Work' covering over 15 boroughs across London. It's an employability support project aimed at BME women and Refugees to improve their employability and interpersonal skills in preparation for work and training. It's free for women out of work aged 19 plus and those who are in receipt of benefits with the right to work and train in the UK.

For more information call Zafreen Abedean on 020 7388 8198

Deafblind UK

[Deafblind UK](#) are setting up befriending services in some parts of London for people with combined sight and hearing loss. The goal of the Befriender Service is to enhance Deafblind member's quality of life by linking them with someone to meet regularly for a chat and a cup of tea, or to keep in contact via email or telephone. People interested in volunteering should contact, Sue Sinton Smith on 07940836882 or visit the [website](#).

Care Connect

Sixteen London trusts are trialling a new service called 'Care Connect' that will allow patients and the public to contact the NHS by phone, text, social media or online. Any concerns raised will be flagged on an interactive map and tracked in real-time on dashboards showing how patient's feedback is being listened to and the actions taken.

For more information about Care Connect and to find out which trusts are involved in the trial visit the [website](#).

Dates for your diary

AgeUK Camden Older People's Day - 'Full of Life' Fair

[Age UK Camden](#) is holding an event to celebrate older people's day on Tuesday 1st October, 11am- 3pm at their offices in Tavis House, 1-6 Tavistock Square, London WC1H 9NA. [Healthwatch Camden](#) will be there! So come and say 'hello'. The event will launch three new Age UK Camden services; At Home (domiciliary care within the home), Act Now (support for private tenants and leaseholders), and their pilot iPads in sheltered housing scheme.

World Mental Health Day

October 10th is World Mental Health Day. [Camden Council's](#) mental health user involvement service is hosting an event for people in Camden who use mental health services. Come along and put questions to a panel of council staff commissioners and directors from Camden and Islington NHS Foundation Trust. There will also be workshops, free food, and stalls.

Start time is 10.30am - 4pm, and the location is The Irish Centre, 50-52 Camden Square, NW1 9XB.

Antidote and Club Drug Clinic

[Antidote](#), London's LGBT alcohol and drug charity is now present on the male floor at Mortimer Market Centre every Monday from 9:00-12:00. Any LGBT patient, who wants information or help around these issues, can be seen by Antidote for brief interventions, assessment and possible referral into services. There is no need for referral, just go to reception on the male floor.

Also the [Drug Clinic](#) is now running from 12:00 Monday. You can self-refer by calling 020 3315 6111 saying you want an appointment at Mortimer Market (there's also one at Chelsea & Westminster) or e-mail clubdrugclinic.cnl@nhs.net

Representatives needed for NHS England London Clinical Senate

Do you have a good knowledge of the healthcare needs and experiences of your local communities or networks? Could you present these issues to a group of London's senior doctors and nurses to improve London Health services?

If you answered, 'yes!' then NHS England London is looking to recruit you as a patient / public representatives to its Clinical Senate. Contact Sheena McCabe on 020 7932 307 for a chat. The closing date is 5.00pm on Thursday 17 October. Interviews will be held in early November.

Future of Health Conference

On 3-4 October 2013, the 'Future of Health Conference' in London will act as a national platform for policy debate and the sharing of successful practice. It aims to be the first step in an on-going dialogue and community for professionals to make joint progress for the benefit of the population. And will equip health and care professionals with the tools they need to make changes to the commissioning and provision of services, for example, working collaboratively to provide the highest quality care and better outcomes for patients.

The featured speakers, Sir Bruce Keogh, Professor Chris Ham, Jeremy Taylor, Doctor Ed Wagner and Sir Malcolm Grant will bring together professionals from across health and care communities.

Visit the Future of Health [website](#) to book a place.

Camden Carers Service is holding several events:

- Tuesday 8th October 11am-3pm FREE Drop-in health checks and health needs assessments for unpaid carers.
- Wednesday 9th October 2pm FREE health walk starting from Kentish Town Road exit of Camden Town Tube walking along the canal and ending at Cafe Chula for a cup of tea or coffee.
- Monday 14th October FREE Monday Cook Club for carers of people with dementia and those they care for. This is a hands on cooking and nutritional advice session and will be a regular monthly event.

To book on any of these events please call the Health Promotion Team on 0207 428 8953.

Did you know?

If you have a complaint about your GP practice or dental service, you can contact [NHS England](#) direct on 0300 311 2233 (lines are open Monday to Friday 8.00am - 6.00pm, excluding bank holidays) or email england.contactus@nhs.net. They will make sure that your complaint gets to the right place.

Healthwatch Camden needs you!

If you have any comments on health and social care in Camden, or want to share best practice, please let us know. Your input is important and we're here to speak to you.

Best wishes from the Camden Healthwatch team!

[Frances Hasler - Director](#)

[Carl Mills - Business Co-ordinator](#)

[Shelly Khan - Community Engagement and Volunteer Manager](#)

[Lindiwe Maqhubela - Communications Manager](#)
[Katie Chruszcz - Policy and Insight Manager](#)

To get real time updates on what we're up to....

Contact Us

Office hours: Mon-Fri 9am - 5pm

Telephone: +44 (0)20 7284 6586

Email: info@healthwatchcamden.co.uk

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Web: www.healthwatchcamden.co.uk

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Our address

Healthwatch Camden
2nd floor
293-299 Kentish Town Road
London NW5 2TJ

To submit an entry for the next edition, please send an email to:
info@healthwatchcamden.co.uk