

Pass it on...

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

Healthwatch Hammersmith & Fulham is the health and social care champion for local residents.

[Join now](#) and get involved!



Picture: Hammersmith Bridge

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Contact Us

## ➔ We Want Your Feedback!

We are currently focusing on gathering experiences and feedback from local residents, on health and social care services. Residents can leave the feedback anonymously, which is collated and shared with those who commission and provide services.

To leave feedback on a service that you have recently used such as your GP, Pharmacy, Dentist, Hospital, Optician and/or any social care service simply visit our website, find the service you want to comment on and share your story. ➔ [More](#)



How was your experience?

Are you an organisation or a service supporting local people in Hammersmith & Fulham? You can encourage your service users to share their feedback with us. You can do this by sharing the link to our website. If you prefer to have paper copies of the feedback form, we can provide self-addressed envelopes, so you don't need to worry about collecting the forms back. For more, get in touch:

✉ [Patricia@healthwatchhf.co.uk](mailto:Patricia@healthwatchhf.co.uk)

## ➔ Staff Team Update!

As of 18<sup>th</sup> May, we have a full staff team. Any new staff members are undergoing induction & training, and settling into their roles. Meet the team:

- Jaime Walsh , Director of Operations
- Marzena Zoladz, Operations Manager (Interim)
- Patricia Kouadio, Patient Experience Manager
- Nisha Devani, Project Officer
- Daniela Sahaj, Volunteer & Engagement Officer

The recruitment process is currently underway for the permanent Operations Manager role. All staff continue working from home, in line with guidance.

## ➔ Other Ways of Hearing from Local Residents

We continue to offer alternative forms of 'meeting' local residents to hear their experience and provide information and guidance during the pandemic. One way is through our online Zoom meetings.



Zoom is a safe and fun way to stay in touch!

Our Zoom meetings have focused on people from BAME (Black, Asian, and Minority Ethnic) communities, homeless people, people with mental health illness, unpaid carers and older residents.

You can also contact us via telephone, WhatsApp and email.

### Other services...

The Information & Signposting telephone and enquiry line is open 10am-5pm, Monday to Friday. You can also email:

☎ 0203 886 0386

✉ [info@healthwatchhf.co.uk](mailto:info@healthwatchhf.co.uk)

The WhatsApp Information & Signposting (Advice and Guidance) messaging service is available 10am-5pm, Monday to Friday:

☎ 07309 736622

Our 'virtual' community engagement sessions are available weekly on Mondays and Thursdays.

“ My GP has been in constant touch! ”

Join us today and have your say!

## ➔ Volunteers

Would you like to help to improve local health and social care services?

We are currently recruiting for Enter and View volunteers who will help us visit local services, engaging with service users and staff.



Healthwatch works to improve services for all

Following the visits we write reports with recommendations and work with the providers to implement it.

If you are interested in the role, find out more on the website, or get in touch. ➔ [More](#)

✉ Daniela@healthwatchhf.co.uk

“ I want to go out, but I don't feel confident. ”

Join us today and have your say!

## ➔ Information about Covid-19

We continue to review and update the Coronavirus section of our website, so that local residents can get the latest news, information & advice. ➔ [More](#)

### Your Experience of Covid-19?

We want to hear the experiences, views & concerns of local people.

Please contact us in confidence, to share your Coronavirus stories, good and bad!

## ➔ We Stand in Solidarity. Black Lives Matter.

Following the events in the US and news here about the disproportionate impact Covid-19 has had on Black, Asian, and Minority Ethnic (BAME) communities, we must all stop, question ourselves and ask what we can all do better.

How can we help society understand the reasons for the disproportionate number of Covid-19 deaths and serious illness experienced by people with a BAME background?

What can we do to stand up against racism?

What more can we do to ensure that equality and diversity lie at the heart of our work?



Everyone should be heard and respected

Healthwatch across England have done much to champion the voices of those who are often overlooked, but we must do more to help change the ways things are done.

In our work to help communities recover from the Covid-19 pandemic, we need to think about how we can help ensure that everyone's voices are heard and their rights are respected.

We continue to collect experiences of local people during the Covid-19 outbreak and would like to encourage the BAME communities in Hammersmith and Fulham to share their feedback and experience. We would also like to hear from organisations that support local BAME communities. ➔ [More](#)

“ Good to see most people following the rules! ”

Join us today and have your say!

### ➤ The NHS Says 'Help Us Help You'

While NHS staff have pulled out all the stops to deal with Coronavirus, the NHS is still there for patients without Coronavirus.

If you need urgent and emergency services for stroke, heart attack, and other serious conditions the NHS is still available to help you. It is safe to access care.



It is 'safe to access care'

If you or a loved one have the symptoms of a heart attack or stroke, are a parent worried about their child or have concerns about conditions such as cancer you should seek help in the way you always would.

People should contact their GP or the 111 service if they have urgent care needs - or 999 in emergencies - and to attend hospital if they are told they should.

Ignoring problems can have serious consequences - now or in the future. [➤ More](#)

“I've been able to spend more time with my son.”

Join us today and have your say!

### ➤ Service Change Info in Community Languages

Due to the Covid-19 pandemic the North West London Health and Care Partnership has produced information of service changes, in a range of community languages.

This includes Arabic, French, Gujarati, Polish, Punjabi, Somali and Urdu. [➤ More](#)

### ➤ Accessing Dental Care from 8<sup>th</sup> June

Dental practices will begin opening from 8<sup>th</sup> June 2020, but patients should contact their practice to check arrangements.

Those able to open will be prioritising patients with the most urgent need. Patients should contact their dental practice and should only visit their practice if they have been advised to do so.

If you need help from a dentist:

- Contact your dental practice by phone or email.
- You will be given advice or offered an appointment if appropriate.
- For urgent dental care you can also use the NHS 111 online service.



For urgent care you can also use NHS 111 online

People told to visit their dental practice may notice some changes have been made to keep patients and dental teams safe.

All practices will be observing social distancing and hygiene rules. Additionally, dental teams may also be wearing different protective equipment to what patients are used to seeing.

The range of treatments on offer may be different to what patients received previously and treatments offered may vary from practice to practice. This will depend on the staff and equipment available at the time and is in place to ensure the safety of patients and the dental team.

“The pharmacy delivers but I once had to pay.”

Join us today and have your say!

### ➔ Covid-19 Impact on Disabled and Older People

Over three surveys, the Research Institute for Disabled Consumers (RIDC) have tracked the impact of Covid-19 on disabled and older people, covering a range of issues

Their most recent survey went live the day the restrictions for people on the NHS Shielded Patient list were lifted. In addition to people's unease about leaving the house, they found that only one in ten had any communication from their GP or NHS following the easing of restrictions.

Physical health and keeping active are areas of concern that are becoming more prevalent for disabled and older people (18% and 15% of respondents respectively are extremely concerned about this issue).



Some people can feel 'uneasy' about going out

Almost half of respondents in that first survey were extremely concerned about not seeing family (46%).

This is still the most significant concern; however other concerns are beginning to be reported such as accessing medical appointments and medicine (42% and 38% respectively).

Over half of respondents (52%) use a supermarket delivery service. At the end of March only 15% felt that supermarkets had performed extremely well. This figure has now risen to 35% (only 5% believe they are performing very poorly). Nevertheless, getting delivery slots remains difficult, especially for those not on the vulnerable list. ➔ [More](#)

“ I do shopping for my neighbour most weeks. ”

Join us today and have your say!

### ➔ Local Community Response to Covid-19

Community group Healthy W12 updates us on the local response to Covid-19 in the north of the borough.

They write “It has been amazing to see how many people have come forward to support their neighbours over the last two months.



Supporting each other through 'mutual aid'

Many local Mutual Aid Groups (MAGs) have emerged and have been busy supporting neighbours with food deliveries, friendly phone calls, medicine collections and much more.

In the three main wards covered by Healthy W12 (College Park & Old Oak, Wormholt & White City and Shepherds Bush Green) over 300 people have joined the three different ward-based MAGs and beyond that there are numerous street based groups that have also emerged with hundreds more being part of those.

We have delivered leaflets to every house in the area offering support. More recently we also targeted the White City estate through distributing leaflets and posters in four languages (English, Polish, Arabic and Somali). This was done with support from some brilliant students at Imperial College's School of Medicine.

Clearly many of the people that have come forward to support as volunteers will have done so in response to the current crisis and may not be able to support further as the crisis abates.

However, we are aware that many people have enjoyed being better connected to their neighbours and will want to continue offering support, albeit that they may have less capacity to do so. We are determined to work out how we might enable this to happen and it would be great to hear any thoughts that you have.” ➔ [More](#)

### ➔ Local Trust Rated 'Good' by the CQC

West London NHS Trust has been recognised as “very patient-centred with many examples of staff and leaders going the extra mile to support patients” by the Care Quality Commission (CQC), in its recent report.

Following inspection by the CQC in early 2020, the Trust has maintained its 'good' overall rating, its 'outstanding' rating for caring and 'good' rating for being effective, responsive and well-led.



Commended for being 'patient-centred'

The report recognises the progress made since the Trust was first rated 'good' in December 2018.

While continuing to rate the Trust as 'requires improvement' for safety, the report recognises both the further work done to address recruitment and staffing levels and the plans for improving the poorest parts of the estate.

The report also acknowledges the concerns raised and actions taken to date by the Trust about the inappropriate environment in the Wells unit - an adolescent forensic inpatient service. ➔ [More](#)

### ➔ Temporary Closure of Local Urgent Care Centre

Due to the rapid development of Covid-19, the St Charles Urgent Care Centre has temporarily closed, as of Tuesday 14<sup>th</sup> April.

The number of people attending the centre has reduced dramatically over recent weeks in line with government guidance and people avoiding social contact.

Staff will be redeployed to support the Covid-19 response, providing clinical support and care for the most vulnerable patients. ➔ [More](#)

### ➔ An Innovative Approach in Covid-19 Care

Doctors at Imperial College Healthcare have been piloting the use of 'mixed-reality' to carry out ward rounds for patients with Coronavirus, in the hope this could help to reduce the number of clinicians needed at a patient's bedside.

During the ward rounds, the devices send a live video-feed to a computer screen in a room away from the ward, allowing healthcare professionals who would normally be physically present to see everything the doctor treating the patients can see.

The headset enables the wearer to interact with 'holograms', made visible through using just gestures and voice, which means the team outside the ward can also share medical notes, scans and x-rays via the headset for the doctor to see while with the patient.



Fewer clinicians are needed on the ward

The technology has been used by surgeons and radiologists at the Trust since 2017 and teams soon spotted how the headset could help with the response to the pandemic, to assist and reduce exposure when caring for patients who have tested positive for Coronavirus.

Early research has shown that using HoloLens has led to a fall in the amount of time staff are spending on Coronavirus wards by up to 83%. It is also reducing the amount of personal protective equipment (PPE) being used, as only the doctor wearing the headset has to dress in PPE. ➔ [More](#)

“Wish I could see more of my grandparents.”

Join us today and have your say!

## ➤ Community Champions Project

QPR in the Community Trust are to team up with University Imperial College for the 'Community Champions' project - which will see local health organisations and the voluntary sector working together on projects which aim to help the local community meet any Covid-19 related needs.



Supporting young people's emotional wellbeing

The West London Health Partnership has approved £14,000 in funding for the project.

As one of the first initiatives, they will look to create and deliver resource packs for local families who have been identified as vulnerable during this time. The packs will provide 'key items' to support children and young people's creativity and emotional well-being.

They include recipe books and exercise ideas, signposting flyers around emotional well-being and home schooling, mood journals and arts and crafts materials.

The Community Champions will deliver the packs and in partnership with QPR in the Community Trust, will set daily motivational, appropriate and constructive challenges to the families surrounding healthy eating, exercise, learning resources and well-being.

They will be looking to offer prizes to families who complete the challenges set, to help them stay involved with activities to support their well-being during this difficult time. ➤ [More](#)

“Tried 111 online - it was quick and they helped.”

Join us today and have your say!

## ➤ New Community Website Launched!

Local residents have launched a new community-led website to support businesses and residents during the Covid-19 crisis. With the support of the Council, Hammersmith residents Katia Herauld, Lizzie Cernik and Kat Smith have founded H&F Circles.

From a local business guide to help firms struggling due to the pandemic, to lifestyle columns and features on the generous acts of compassion being seen across the borough, the website has something for everyone during these testing times.



The new website has 'something for everyone'

H&F Circles co-founder Lizzie says "We want to bring residents and local businesses together from different circles and walks of life via our website. We need to help give our local community and economy all the support it needs during the pandemic". The H&F Circles team consists of 10 local volunteers from across the borough. ➤ [More](#)

“I'm avoiding my GP as I know they're busy.”

Join us today and have your say!

## ➤ Introducing Healthy Hearts!

Healthy Hearts is a FREE Healthy Lifestyle Service that provides people who are at risk of Cardiovascular Disease with a range of advice, support, activities and clubs for improving their health.

Check out their website for information on their services and courses, including Cook & Eat, Adult Weight Management, Physical Activity Class, Stop Smoking Support and more! ➤ [More](#)

## ➔ Volunteer Responders to Help Frontline Staff

As from Monday 8<sup>th</sup> June, frontline health and care staff can ask for help with essential tasks such as shopping and collecting prescriptions from NHS Volunteer Responders!!

Also, if you or someone you know is self isolating you can also request help from them.

So, if you can't go out but need your medication or some food, or if you want to find out about their 'Check-in and Chat' service, give them a call today on 0808 196 3646.



Could volunteer responders help you?

You can also find out more online. ➔ [More](#)

## Latest Newsletters

- ➔ Greater London Forum for Older People - 'Lockdown' Newsletter, June 2020 ➔ [More](#)
- ➔ NHS North West London - Coronavirus Update, June 2020 ➔ [More](#)
- ➔ West London NHS Trust - @WestLondon magazines ➔ [More](#)

Please send us a link to your latest newsletter!

## News Summary

- ➔ The latest news and events from West London NHS Trust ➔ [More](#)
- ➔ The latest news from Imperial College Healthcare NHS Trust ➔ [More](#)
- ➔ The latest news from Hammersmith & Fulham CCG ➔ [More](#)
- ➔ Trust to support home testing programme that will help track Coronavirus infection rates ➔ [More](#)
- ➔ West London NHS Trust maintains 'good' overall rating from Care Quality Commission ➔ [More](#)
- ➔ Local health and care workers to benefit from new therapy service ➔ [More](#)
- ➔ Carers at the heart of patient care: Ann's story ➔ [More](#)
- ➔ Rapid Coronavirus tests to support urgent patient care ➔ [More](#)
- ➔ Compression stockings unnecessary following surgery, research shows ➔ [More](#)
- ➔ Covid-19 trial begins at Imperial to understand and treat the disease ➔ [More](#)
- ➔ Doctors use mixed reality to help care for patients with Coronavirus ➔ [More](#)
- ➔ Covid-19 driving mounting demand and unmet need across adult social care, say directors ➔ [More](#)
- ➔ Health Help Now app to be decommissioned from end of June 2020 ➔ [More](#)
- ➔ NHS thanks Muslim staff working through Ramadan and urges care over Eid ➔ [More](#)
- ➔ Care providers may face bill of up £6.6bn in Covid-19 costs by September, research finds ➔ [More](#)
- ➔ NHS launches new online support for people with diabetes ➔ [More](#)
- ➔ Social workers say Covid-19 has negatively hit their work and the lives of those they support ➔ [More](#)
- ➔ Personal message from Sir Simon Stevens on Black Lives Matter and health inequalities ➔ [More](#)
- ➔ Online safeguarding: the risks of hard and fast rules that restrict disabled people's digital use ➔ [More](#)
- ➔ Yvonne Coghill to lead London NHS COVID-19 race equality programme ➔ [More](#)
- ➔ NHS expands offer of help to people with diabetes during Coronavirus outbreak ➔ [More](#)
- ➔ Thousands of patients to benefit from NHS At Home roll-out ➔ [More](#)
- ➔ NHS England and NHS Confederation launch expert research centre on health inequalities ➔ [More](#)
- ➔ Top NHS doctor issues advice for children going back to school ➔ [More](#)
- ➔ NHS urges trusts to raise awareness around COVID-19 ➔ [More](#)



# Want to be part of Health and Social Care change?

## Join our volunteer team!

**Three reasons you should become a Healthwatch volunteer:**



What are you waiting for? We look forward to hearing from you:

 020 3886 0386

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

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