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e-Newsletter

Issue: August 2016

Welcome to Spotlight, our bi-monthly newsletter. This month we are looking at GP surgeries and updating you about changes to podiatry services, talking about our projects, as well as some upcoming events.

Please circulate this newsletter to any organisation or person who may be interested in what we are doing. To subscribe to receive it please [click here](#).

Welcome to our new Board Member

Following our recent recruitment campaign we are pleased to announce that Angela Kelly has been appointed to the Healthwatch Hillingdon Board.

Angela Kelly has been a resident of Ruislip for 20 years. Her background is in media having worked in television for 31 years, 26 of them with the British Broadcasting Corporation (BBC) primarily in Studio Planning. For the past 5 years she has worked for an agency as a Resource Manager providing Experienced Freelance Production and Post Production staff to both the BBC and the independent television and film industry. Her skillset includes commercial leadership and business acumen, customer service, research and project management, resource co-ordination and staff recruitment.

She has also worked for the Alzheimer's Society as a Support Services Volunteer.

Angela has knowledge of health and social care over many years from a user perspective as a carer. She has had experience of care in the community including domiciliary care, together with hospital and hospice care and an older people inpatient mental health ward and nursing home.

She is particularly interested in End of Life Care and Health and Social Care for the over 65's and those with diseases under the Dementia umbrella that can render people vulnerable.

Angela feels passionately that residents should be able to voice their experiences about local health and social care issues that affect them with greater ease than is currently possible. She would like to see better support for residents that come up against difficulties or who have to complain whilst receiving care themselves or whilst looking after someone who is.

If the role of Board Member of Healthwatch Hillingdon is a position that is of interest to you, please [click here](#) for further information or to download our recruitment pack.

Access to GP Surgeries

In 2014 our survey of people's experiences of their doctor's surgery highlighted that although 86% of residents said their GP practice was meeting their expectations, over 30% expressed concern at the length of time it took to get to see their GP.

Since then we have continued to receive calls from residents telling us they cannot get an appointment and on occasions we have had to step in to help people register with a doctor, after they have been refused. We have seen, and

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continue to see, large house building programs, especially in the south of the borough and it is a fact that people are living longer. We know that doctors and their practice teams are having to work harder than ever to meet the demands of this growing and ageing population, and we also know how difficult this has become, despite some surgeries offering online bookings and telephone consultations.

I listen to residents, GPs and their staff. I have no doubt all these pressures and problems are real, but personally my GP surgery in Hayes is excellent, more often than not you can book an appointment, telephone consultations can be scheduled and prescriptions are seamless, sent straight to my chemist to collect. I can even make a repeat prescription on my smartphone from the comfort of my living room.

So this got me thinking! It is right to show where it is going wrong but it is even better if we can offer real solutions. If we are seriously going to change things, we need to know what is really happening in Hillingdon. You guessed it, this is where you come in.

Where is the good practice?

Who is doing it right?

What can we learn from them?

Where is going wrong?

How is that effecting residents?

I would be really interested in hearing from you about your thoughts and experiences. Believe me what you say is important. There is nothing more powerful for me than attending meetings armed with the undisputable evidence of residents real life experiences.

At the end of September I am attending a meeting as part of my work with Hillingdon CCG and NHS England on access to GP surgeries. I would like nothing more than to go there with a long list of current issues and an even longer list of solutions. I can only do that if you contact me. Come on Hillingdon I know you won't let me down!

Graham Hawkes CEO

Changes to Podiatry services in Hillingdon

Central and North West London NHS Foundation Trust (CNWL) who provide community health in Hillingdon are changing the way that podiatry services are delivered. From October podiatry will now be delivered in 3 centres in areas of the borough that have good transport links.

These are:

Uxbridge Health Centre, Chippendale Way, Uxbridge UB8 1QJ

Eastcote Health Centre, Devonshire Lodge, Abbotsbury Gardens, Eastcote, Middlesex HA5 1TG

Hesa Primary Care Centre, 53 Station Road, Hayes, Middlesex UB3 4DS

CNWL have stressed that this move will not reduce the number of appointment slots and people who currently get hospital transport will continue to do so in the same way.

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The changes are designed to help deliver a more joined up service for patients by bringing together more services under the same roof. This will mean that patients will not have to go to various health centres for different aspects of their care. Having a larger team working together in these centres will also concentrate the knowledge and expertise to make sure patients get access to the specialist support you need.

Anyone who has already made an appointment for October or later will be contacted with information about their new appointment.

Please let us know if you are having problems with these new arrangements.

Healthwatch Hillingdon Projects

When we got involved with knee operations your evidence was crucial to changing the policy across north west London. Evidence came to us of people being refused knee operations due to their weight. We gathered information from NICE about the guidelines and outcomes, and found that there was no medical reason to deny treatment on this ground. We presented our findings to the NHS and we are very happy to say that the NHS have since changed the guidelines and it has resulted in more people being able to get these life changing operations.

We are continually looking to improve the quality of all areas of health care but we are currently specifically looking for your experiences of:

Maternity care in Hillingdon:

We would like to hear from mothers who have given birth during the last 12 months or mums to be who are accessing maternity services in Hillingdon.

Getting home safely:

We want to hear from adults over 65, and their friends or relatives who have accessed the discharge pathway at Hillingdon Hospital, so that we can build a full picture of the discharge process from start to finish and measure its overall effectiveness.

If you would like take share your experiences of accessing these services, or any others, then please get in touch with the Healthwatch Hillingdon team. Your experiences could help shape and improve how these services are delivered across Hillingdon.

Upcoming Events

Hillingdon Clinical Commissioning Group's AGM

Hillingdon Clinical Commissioning Group (CCG) invite to attend their 2016 Annual General Meeting (AGM).

At the meeting, the CCG will be presenting their annual report and accounts as well as setting out the improvements to care they have made over the last year, the challenges ahead and their plans for the next year. This will also include an overview of their 5 year plan to improve health and social care in Hillingdon.

AGM details

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Date: 7 September

Time: 12:30-14:00pm

Venue: Darwin Room, Brunel University, Kingston Lane, UB8 3PH

Lunch will be available 12:30-13:00, AGM to start at 13:00.

Parking vouchers are available on request

To register your attendance and obtain a parking permit please [click here](#)

If you would like to ask a question at the AGM, please submit one in advance so the CCG can answer it as fully as possible by emailing hillccgcommunications@nsh.net or phoning 01895 203 027.

Central & North West London Foundation Trust's AGM

Central & North West London Foundation Trust (CNWL) will be holding their Annual General Meeting (AGM) on Wednesday 7th September 2016 - at 30 Euston Square, NW1 2FB.

The event will feature all CNWL services in the community and mental health.

There will be plenty of time to put questions to the Board of Directors and Governors about their performance and plans.

Registration opens at 4.30pm (teas and coffees available), the meeting opens at 5pm and will conclude around 7pm and will be followed by light refreshments.

Visit their [Eventbrite](#) page to register

The CNWL annual report is available to download from their website.

[Click here](#) for the easy read version of their annual report

Citizens Advice Bureau Advice Fair

The fair will be held on 13 September from 9:30 to 16:00, in The Pavilions shopping Centre, Uxbridge The event is being organised by Hillingdon Citizens advice and will be opened by the Mayor of Hillingdon.

There will be over 20 organisations available to give information and advice on variety of topics such as community support, housing and employment, welfare benefits, health, education. If you have any queries, there will be someone who can help or point you to someone who can.

The Hillingdon Hospital's Annual Members' Meeting

The Hillingdon Hospitals NHS Foundation Trust will be holding its Annual Members' Meeting on Wednesday 21st September from 6:00pm at: Education Centre, The Hillingdon Hospital, Pield Heath Road, Uxbridge UB8 3NN. The event will be an opportunity for the Trust to present its annual accounts as well as highlight the challenges they faced in 2015/16.

The main topic will be a discussion on the way forward for healthcare in Hillingdon over the next five years and the part your trust will play.

A light buffet will be available.

The confirm your attendance or for more information, contact the Foundation Trust Office.

Tel 01895 279853

Email: foundation@thh.nhs.uk

Looking for a Health MOT?

Not sure if you're as healthy as you could be? Or just want to find out a little more about staying healthy? Then drop in to Hayes and Harlington Community Centre, Albert Road Hayes UB3 4HR on Thurs 29 Sept between 10:30 -15:00.
Information & Signposting Services

Healthwatch Hillingdon provides a free and confidential service independent from the NHS and Council for people seeking information about their local health and social care services.

What we offer:

We can give advice and information on what to do if you are unhappy with your care and treatment and don't understand how to make a complaint.

We can give you guidance on advocacy services to help you handle your NHS complaints

We can provide help with issues such as finding a new GP or accessing an NHS dentist

We can put you in touch with sources of information on NHS and social services in Hillingdon

Find us on social media!

We engage with the local community in Hillingdon through a variety of social media channels. So If you would like to get the latest health and social care news in Hillingdon, updates on recent news and upcoming events or would like to know more about what we do why don't you:

Like us on Facebook

Follow us on Twitter

View our photos on Instagram

Telephone: 01895 272 997

Email: office@healthwatchhillington.org.uk

Website: <http://healthwatchhillington.org.uk/>

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Our mailing address is:

Healthwatch Hillingdon, 20 Chequers Square, The Pavilions, UB8 1LN