

## 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: Across the Thames

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Contact Us

## ➔ Welcome to All New Residents!

We would like to take this opportunity to welcome any new residents to Hammersmith & Fulham, including the Afghan families that have recently moved here. Please make sure to share our newsletter and contact details with anyone who is new to the borough.

## ➔ Meet the Team...

Introducing the Healthwatch staff team:



Carleen, Patricia and Mari

### Carleen Duffy - Operations Manager

"I became the Operations manager in July 2021. Before joining Healthwatch I worked with the World Health Organisation, The Foundation for International Medical Relief of Children and Healthwatch Hounslow. I have enjoyed many roles across the health and social care sector in the UK and in Low-and-Middle-Income Countries, working with people from widely diverse communities.

I am extremely passionate about health promotion and strengthening communities so seldom heard voices are listened to in the health sector. I look forward to working with services from the Hammersmith and Fulham borough and supporting the voices of the residents in the health services we use. I am in office from 9am-5pm Monday-Friday."

✉ carleen@healthwatchhf.co.uk

**"I can't go shopping without support."**

Join us today and have your say!

### Patricia Kouadio - Patient Experience Manager

"I became the Patient Experience Manager in May 2020 after leading on the implementation of the Patient Experience Programme in both Healthwatch Hounslow and Ealing services.

I have a background in public health and community development. I am in office from 9am-5pm Monday-Thursday."

✉ patricia@healthwatchhf.co.uk

### Mari Tiitinen - Projects & Volunteer Coordinator

"I became the Projects Officer in May 2021 after having volunteered for Healthwatch H&F since the beginning of 2021.

I am responsible for leading our Research and Enter & View projects as well as the coordination of volunteers. I am in office from 9am-5pm Monday-Friday."

✉ mari@healthwatchhf.co.uk



Ensuring that local services meet local needs

## ➔ The Kickstart Scheme

Healthwatch Hammersmith & Fulham has successfully applied to take part in the Government's Kickstart Scheme which provides funding to employers to create jobs for 16 to 24 year olds on Universal Credit and at risk of long-term unemployment.

We have hired 8 local young people to work for us for the next 6 months.

They will be contributing to the important work we do in helping to improve local services while developing their skills and improving their chances of getting employed after the scheme ends.

## ➔ Update on Vaccinations

Anyone over the age of 12 can now get vaccinated. Currently the NHS is offering one vaccination dose to healthy 12-17 year olds and two doses for those aged 16-17 who are clinically vulnerable.

Parents and guardians for children aged 12-15 will get a letter with information about when the vaccine will be offered, but most children will be given their vaccine at school.

Booster vaccine doses will be available on the NHS for people most at risk from Covid-19 who have already had two doses of a vaccine and these people will receive an invitation from the NHS when it is their time to get the booster dose.



Younger people are now eligible

Novotel mass vaccination centre has ended its run after giving over 113,000 jabs but local pharmacies are still providing walk-in vaccination clinics around the borough, these are Hamllins, Kanari, Marcus Jones & Parmay.

“Staff need awareness of different cultures.”

Join us today and have your say!

## ➔ Protect your Loved Ones and Get a Test

The test centre available for adults and children aged 12 upwards is at H&F Council, 145 King Street, Hammersmith, W6 9JT. Opening times are 9am to 5pm weekdays and 9.30am to 5.30pm weekends.

For up-to-date Covid-19 information, go to Healthwatch Hammersmith & Fulham's dedicated web page. [➔ More](#)

## ➔ Parsons Green Walk-In is Now Pre-Bookable

From 20<sup>th</sup> September 2021, a booked clinic is operating in place of the walk-in service at Parsons Green, which can be accessed by referral.



Your GP will need to refer you

The Parsons Green booked clinic service is a nurse-led service for residents in the London borough of Hammersmith and Fulham. The clinic is run by Central London Community Healthcare NHS Trust.

An appointment to attend the booked clinic will need to be made through your GP.

## ➔ Healthwatch H&F Surveys

Get involved in shaping our local health and care services by completing the following surveys.

### Mental Health Patient Experience Survey

We want to hear from people's experiences of mental health services in H&F. If you or someone you care for have accessed mental health services in the last 12 months, please could you spare 5-10 minutes by filling in our form. [➔ More](#)

### Blood Pressure Monitoring at Home Survey

We are conducting a research project alongside Healthwatch England and four other local Healthwatches to understand people's experiences of monitoring their blood pressure at home. Please can you spare 10-15 min to fill in the survey. [➔ More](#)

“The midwife was right there for us.”

Join us today and have your say!

### ➔ H&F Disability Forum Planning Group (DFPG)

Join to help make H&F the most accessible borough in England for disabled people.

Chaired by one of Healthwatch H&F committee members, Jane Wilmot OBE.



Get involved and help to make a difference

For more information or to download a recruitment pack, visit the website. The closing date for applications is 12 noon on 15<sup>th</sup> October. ➔ [More](#)

### ➔ West London Lung Health Checks

Lung Health Checks are for current or ex-smokers aged between 55 and 74. It is a free service for people registered at one of the following local GPs:

- Brook Green Medical Centre
- Fulham Medical Centre
- Hammersmith Surgery
- North End Medical Centre
- North Fulham Surgery - 82 Lillie Road
- Park Medical Centre
- Richford Gate Medical Practice
- Sands End Health Clinic
- The Bush Doctors
- Dr Jefferies & Partners - Munster Road

During the telephone consultation your risk of developing lung problems will be assessed through a series of questions by a healthcare professional. To find out more, visit the website. ➔ [More](#)

“Our social worker was very informative.”

Join us today and have your say!

### ➔ Healthwise: Physical Activity Referral Scheme

Introduces individuals to the benefits of regular exercise and an active lifestyle to manage and improve existing medical conditions and prevent the development of related comorbidities.

It is a 12-week health programme that aims to encourage people of all abilities to become and remain more physically active, replace unhealthy habits with healthier ones, and develop their confidence, knowledge, and skills to improve their health and wellbeing.



Learn about the ‘benefits of regular exercise’

It is available to Hammersmith and Fulham residents or patients from a Hammersmith and Fulham GP surgery. ➔ [More](#)

“The phone is engaged constantly!”

Join us today and have your say!

### ➔ Get Involved in Shaping Our Local Services!

Hammersmith and Fulham Council is committed to involving residents in designing new services and improving old ones, whether that’s by completing a survey or taking part in a workshop. To find out more, visit the website. ➔ [More](#)

The Council is also looking to re-design the Living Independently [website](#). If you want to be involved in how it can be made better for you then please get in touch:

✉ [Rebecca.Richardson@lbhf.gov.uk](mailto:Rebecca.Richardson@lbhf.gov.uk)

## ➔ Improving Housing for Disabled Residents

Hammersmith & Fulham Council has unveiled plans for 'radical improvements' in how it works with Disabled people to provide housing and support.

The Council writes "This commitment is marked with the publication of our first-ever housing strategy created in partnership with local Disabled residents. The strategy is ambitious and designed to meet the aspirations and priorities of Disabled residents across the borough, as we work to do things with, not to, local people."

Disabled resident, Jane Wilmot OBE, said: "Our aim is to help H&F achieve its ambition to be the most accessible borough in England."



Working in partnership with disabled residents

Disabled people face barriers when using buildings, housing and open space. It's time we deliver accessible & inclusive buildings that work for all."

**“They treat symptoms,  
not the root problem.”**

Join us today and have your say!

Councillor Lisa Homan, H&F Cabinet Member for Housing, said: "We know that Disabled people know best about what they need from their housing. It was important that we heard from as many Disabled people in our housing network as possible. That's why we also set up focus groups, to have in-depth discussions about housing issues.

Those discussions highlighted these key points and we'll now work with Disabled residents to deliver lasting changes and improvements to the way the Council operates." ➔ [More](#)

## ➔ H&F Welcomes Second Refugee Family

The Council writes "Recently we welcomed a second Afghan refugee family to a home in the borough.

They arrived at the three-bedroom flat having been in temporary hotel accommodation in Wiltshire since their arrival in Britain.



Extending a warm welcome to our latest guests

As with the first family, H&F is supporting the parents and three children to ensure they become settled as soon as possible. We are connecting them to local schools, GPs and other services to ensure they can become as secure and comfortable as possible in their new surroundings.

H&F is also helping with multiple welfare and other needs of refugees still in local temporary accommodation.

Meanwhile, residents across H&F have continued to help out with the refugees through the charity West London Welcome (WLW) which has been collecting donations and distributing clothing and other goods. Last weekend WLW gave out clothes given by residents at an event supported by volunteers and interpreters." ➔ [More](#)

WLW is a community centre run for and with refugees, asylum seekers, migrants and other locals living in West London, and is the first of its kind in the area. They were set up by local people active in Hammersmith's Refugees Welcome Group, and opened doors in January 2018. ➔ [More](#)

**“I can have tea in my  
room when I like.”**

Join us today and have your say!

## ➔ #CancerWontWait Campaign

The NHS in North West London writes “We have launched a new campaign across North West London called ‘Cancer won’t wait’.

Since the start of the pandemic the number of people taking up screening appointments and attending their referral appointments has markedly dropped.

We are asking people to come forward for screening when invited and to speak to their GP if they notice any unusual changes in their body without delay.

Coronavirus has of course been a huge health concern for everyone this past year, and we have noticed that people are less likely to present to their GP with health concerns. When it comes to cancer, it is important that people come to us early, so every effort is made to help them as quickly as possible.



Talk to your GP about any concerns

GPs are very busy but we are not too busy for our patients. If you have noticed something about your body that’s not normal for you, or are worried about any symptoms, please speak to your GP. Please also take up that screening.

Whether you or a loved one has a routine appointment, or a potential cancer symptom, our message is clear – you are not a burden, we are here to safely care for you so please don’t delay, come forward as you usually would.

Cancer won’t wait and we can see you safely. NHS staff have pulled out all the stops to keep cancer services going throughout the pandemic.

With thanks to staff at West Middlesex Hospital who have supported the campaign, featuring on posters, videos and social media.” ➔ [More](#)

## ➔ New Maternity Trauma and Loss Care Service

A new pilot service launched recently in North West London to help women who are experiencing psychological difficulties following pregnancy loss, still birth and neonatal loss, birth trauma and women who have a fear of childbirth (Tokophobia).

The development of this service will address a long-standing gap in provision, which the NHS Long Term Plan seeks to fill across all areas of England by 2023/24. This gap exists between interventions offered in primary care and community perinatal mental health services.



Helping women to access specialist support

The Maternity Trauma and Loss Care Service (M-TLCS) is jointly led by West London NHS Trust (WLT) and Central and North West London NHS Foundation Trust (CNWL) in partnership with the NW London Local Maternity System (LMS).

The M-TLCS will help around 350 women each year access specialist support.

Around 2,145 women each year are provided with support through a combination of specialist midwifery, consultant midwifery, and obstetric led clinics in maternity services.

In addition, there is a significant number of women with psychological needs resulting from their maternity experience who need more focused specialist support, provided in a timely manner. M-TLCS aims to provide access to this help at this crucial time in a family’s life. ➔ [More](#)

“I got referred to see a specialist right away.”

Join us today and have your say!

## ➔ Hospital Discharge: Ensuring Continuity of Care

Healthwatch England writes “Last year you alerted us to the issue around the Government’s new ‘discharge to assess’ model for every patient. This model was put in place to free up thousands of hospital beds and cope with demand at the peak of the Covid-19 pandemic. This meant people were discharged from hospital faster by having their ongoing care needs assessed at home.



Around 600 people shared their discharge stories

Almost 600 of you shared your experiences of leaving hospital with us. The research we conducted showed that:

82% of people discharged did not receive a follow-up visit and assessment at home.

One in five people felt their discharge from the hospital was rushed.

One in three people were not given contact details of who to get in touch with at home.

It became apparent that many people were being discharged at night without any transport arrangement in place.

So, we decided something had to be done.

Thanks to your feedback, we shared with the Government how the hospital ‘discharge to assess’ model worked for you and made several recommendations to improve it.

“Coping at home after a stroke is hard.”

Join us today and have your say!

In July 2021, the Government updated their guidance for NHS hospitals, making improvements on several issues we raised. These changes include:

**Safety first.** The new guidance emphasises that people should not be discharged at night and that services should always tell people about the following stages of their care.

**Holistic welfare checks.** Everyone leaving a hospital will receive a holistic welfare check to determine the level of support, including non-clinical factors, such as physical, practical, social, psychological and financial needs.



Everyone will get a ‘holistic welfare check’

**Designated care when people leave hospital.** Case managers should arrange your medication supply and transport home before you are discharged. Additionally, the Government also provided an extra £500 million in funding to support better hospital discharge.

Thanks to your feedback, we raised this issue with key decision-makers and made services better for everyone.” ➔ [More](#)

## ➔ Black History Month Cultural Events

October 2021 is Black History Month. We want to celebrate the achievements and contributions of black people not just in the UK, but throughout the world and to educate all on Black history.

To join local celebrations, sign up for one of the many FREE online events. All events will be held online, either via Microsoft Teams or Zoom.

The Council is working to develop and promote a full calendar of events that are accessible and informative. ➔ [More](#)

## ➔ Introducing Green Doctors

Green Doctors are a team of expert energy advisers offering free and impartial support to eligible residents to get on top of energy debt, switch provider, access grants and other support, and manage their energy use in the home.



Practical advice including on saving energy

As a response to the Covid-19 outbreak, they are now offering pre-booked phone consultations, on topics including:

- Advice on reading energy bills and signing up for cheaper tariffs and on-the-phone support to change tariff if needed.
- Advice on behaviour changes to deal with damp and mould.
- Energy-saving behaviour in the home, what residents can do and what will save the most money.
- Helping residents deal with energy and water debt and apply for grants.
- Helping residents get their meter topped up during the restrictions.
- Signing residents up for the Warm Homes Discount (£140 off their bills).
- Signing residents up for the Priority Services Register if they are vulnerable, so they get extra support and help first during a power cut.

This service is available for all households in Harrow if they meet one of the following criteria - on low income; over 65; have a long term health condition, disability or children under five.

“NHS 111 were fast and efficient.”

Join us today and have your say!

## ➔ Warm Welcome Project

National Energy Action (NEA), the national fuel poverty charity, is offering extra support for expectant and young families, and those who work with them as part of their roles through the Warm Welcome Project.

As part of the project, NEA is offering to deliver community advice sessions to build family's resilience against fuel poverty as well as administering a crisis fund for families in need.



'Building resilience against fuel poverty'

Moreover, professionals can access free accredited training for frontline staff to better understand the links between health and warmth and empower professionals to provide more effective support. Funding for this project is provided via the Energy Savings Trust.

To find out more about the project, get in touch or visit the website. ➔ [More](#)

✉ [molly.chambers@nea.org.uk](mailto:molly.chambers@nea.org.uk)

“Social distancing was observed at all times”

Join us today and have your say!

## ➔ CAP Debt Help Service

If you are feeling weighed down by debt, then charity CAP can help. You may think your situation is impossible, but there is hope.

Their friendly team will give you a listening ear and provide a practical solution to your debts. ➔ [More](#)



## ➔ A Practical Guide to Healthy Ageing

Introducing a booklet from Age UK and the NHS, aimed at helping improve the health and general fitness of people of any age, but written to be particularly relevant for people who are about 70 years or older.

People of this age, and sometimes younger, begin a 'slowing-down' process related to the effects of ageing on their body.

We cannot stop the process of ageing, but the advice given can help keep you fit and independent.



Helping to keep 'fit and independent'

The booklet is available on the website now. [➔ More](#)

## Latest Newsletters

### ➔ 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 North West London CCG [➔ More](#)
- ➔ The latest news from Healthwatch Hammersmith & Fulham [➔ More](#)
- ➔ People seeking NHS weight loss help heavier than those before COVID new study finds [➔ More](#)
- ➔ NHS delivers more than 850,000 top up jobs to most at risk [➔ More](#)
- ➔ Nationwide roll-out of NHS high street heart checks to save thousands of lives [➔ More](#)
- ➔ New NHS clinical leadership to support post-COVID challenges [➔ More](#)
- ➔ 'To retain care home staff, we need to make sure they have access to better support' [➔ More](#)
- ➔ NHS encourages people to get COVID booster jab as bookings open [➔ More](#)
- ➔ Quick guide to the cap on care costs [➔ More](#)
- ➔ COVID 'grab-a-jab' initiative boosts ethnic minority vaccinations [➔ More](#)
- ➔ NHS rolls out COVID-19 jab to children aged 12 to 15 [➔ More](#)
- ➔ Stephen Fry joins NHS campaign urging people to come forward for cancer checks [➔ More](#)
- ➔ Lung cancer patients to get breakthrough drug on NHS [➔ More](#)
- ➔ Children's social workers to receive standards on autism practice [➔ More](#)
- ➔ Government reforms 'will not provide extra care or improve quality of life', directors warn [➔ More](#)
- ➔ NHS top doctor urges freshers to grab the COVID jab on campus [➔ More](#)
- ➔ Lifesaving hepatitis C treatment for children on the NHS [➔ More](#)
- ➔ Cholesterol-busting jab to save thousands of lives [➔ More](#)
- ➔ £388m winter funding for adult care 'too little, too late', warns provider body [➔ More](#)
- ➔ NHS launches world first trial for new cancer test [➔ More](#)
- ➔ Life-saving world-first NHS test for pregnant women [➔ More](#)
- ➔ Government resurrects cap on care costs plan four years after ditching it [➔ More](#)
- ➔ NHS to diagnose thousands of people with rare diabetes [➔ More](#)
- ➔ Mum gives birth to baby one year on from "miracle" NHS treatment [➔ More](#)
- ➔ What the Health and Care Bill means for social workers [➔ More](#)

# ‘JUST’ THE FLU?



Flu can cause serious complications if you have a long-term health condition. The free flu vaccine is your best protection.

**JUST GET YOUR FREE FLU JAB**

Ask your pharmacist or GP if you're eligible.

Flu  
vaccine

help us  
help you