

Healthwatch Hammersmith & Fulham DECEMBER NEWSLETTER



We would like to take this opportunity to wish you a happy and peaceful holiday! Please make sure to share our newsletter and contact details with anyone who is new to the borough!

Healthwatch H&F Updates

Patient Experience Report 2022–2023 Quarter 2

We have published our Patient Experience report for Quarter 2 (2022–2023). It is available to read on our website at <https://www.healthwatchhf.co.uk/report/2022-11-23/patient-experience-report-2022-2023-quarter-2>

Our patient experience programme gathers feedback from patients accessing health and social care services in Hammersmith & Fulham. From the feedback, we produce a quarterly report that analyses the data and summarises the key findings.

Patients are asked to give the service an overall star rating between 1 and 5 (1 = Terrible, 5 = Excellent). For each feedback collected, our trained volunteers apply sentiments (positive, neutral, negative) and key themes. The main themes this quarter are Access to Services, Administration, Staff, and Treatment and Care.

Key Findings:

- ◆ **GP services** – Positive feedback for GP services were largely around the quality of Treatment and Care they received. Patients also expressed their satisfaction with the overall positive attitudes and professionalism displayed by members of staff. Booking appointments, overall availability of appointments, and accessing their GP surgery via telephone was the most negatively expressed this quarter.

Have your say about Health and Social Care services!

NHS and social care staff are doing everything they can to keep us well during these challenging times, but there might be things that can be improved for you and your loved ones. Please take five minutes to share your story with us by filling in our quick online survey here: <https://www.healthwatchhf.co.uk/share-your-views>.

Or if you would prefer to speak to us over the phone, give us a call on **02038860386**.



Mental Health Patient Experience survey

Have you used the MINT (Mental Health Integrated Network Teams) services. We want to hear about how the West London NHS Trust are delivering community-based treatment in Hammersmith and Fulham

<https://www.surveymonkey.co.uk/r/HWMHServiceFeedback>



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- Hospital Services (Imperial College NHS Trust) (Chelsea and Westminster NHS Foundation Trust)**- The feedback for Imperial College Healthcare NHS Trust and Chelsea and Westminster Hospital NHS Foundation Trusts indicated that, overall, patients were very satisfied with their overall experience and were happy with the treatment and care that they received, as well as the staff that attended to them. However, negative feedback received this quarter related to how long patients must wait to access services that they need when they are at the hospital premises.
- Pharmacy Services**-The Pharmacy category also received largely positive reviews with residents commenting on the overall helpfulness of staff. However, it seems that there are some issues around the Waiting Times sub-theme as patients/service user have to wait longer than desired for their prescriptions.
- Additional Services** - With regard to other services (Dentists, Opticians, etc.), individuals were generally happy with the services that they were provided with. The majority of feedback suggested that these services met individuals' needs, with service users stating that they were particularly happy with the friendliness of staff.

OUT AND ABOUT

The last few months Healthwatch Hammersmith and Fulham have enjoyed meeting local residents raising awareness about vaccines and HIV. We look forward to meeting you on our next outing.



HAVE YOUR SAY ABOUT LONDON AMBULANCE SERVICES

Complete our survey to contribute to the London Ambulance Service strategy for 2023-28



Prize draw: £50
One4all voucher



COMPLETE OUR SURVEY AT:



<https://www.smartsurvey.co.uk/s/5BC3ZJ/>



NHS
London Ambulance Service
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Hammersmith
and Fulham

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Enter and View Programme

Part of the local Healthwatch programme is to undertake 'Enter and View' visits.

Mandated by the Health and Social Care Act 2012, the visits enable trained Healthwatch staff and volunteers (Authorised Representatives) to visit health and care services – such as hospitals, care homes, GP practices, dental surgeries, and pharmacies.

Enter and View visits can happen if people tell us there is a problem with a service, but equally they can occur when services have a good reputation.

In the past few months, we have conducted Enter & View visits to the following care homes in Hammersmith & Fulham:

- Nazareth House,
- Farm Lane,
- St. Vincent's, and
- Chiswick Nursing Centre.

During our Enter and View visits, we have asked the residents and their loved ones/carers about how satisfied they are with the services provided within the care home. We have asked questions about things like safety, facilities, meals, staff members, activities, accessibility, care plans, and the residents' physical and mental health. We have also spoken to staff members in each of the care homes. We have asked them about training, management of services, accessibility, safety, End of Life care, and staffing levels.

In addition to the questionnaires, our authorised Enter and View representatives have also made

observations of the services as they are provided; the condition and suitability of facilities; accessibility and equality of service.

Based on the feedback received by both patients and staff members, several recommendations were made by our authorised representatives pertaining to management of services, environment & facilities, care and support, and wellbeing.

We look forward to publishing the findings of these visits in January. The reports of findings will be published on the reports section of [our website](#).

In the previous Enter and View visits, Healthwatch Hammersmith and Fulham representatives revisited the discharge lounge in Charing Cross.

Based on our recommendations, the Charing Cross Discharge Lounge has agreed and progressed the following improvements:

- Provide staff with lockers and a newly refurbished rest area
- Improve signage for the discharge lounge, for patients and visitors to easily locate facilities.
- Work more closely with the pharmacy department to reduce delays in medication/prescription requests.
- Communicate delays more regularly with patients. Ensure all staff are properly trained on the transport booking system.



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News

Winter Vaccine Program

Now that we are entering the winter months, it is of the upmost importance that you take the necessary steps to protect yourself and family against the flu and Covid-19. It is advised that anyone over 50 years of age, or who may have serious health conditions, receive the Covid-19 autumn booster and flu vaccines. Please visit <https://www.nwlondonics.nhs.uk/Winter> if you have any additional questions or concerns.

Group A Streptococcal Infection

A recent publication by Dr. Nicola Lang, the Director of Public Health on the Hammersmith and Fulham Council, provides more information towards symptoms of Strep A and how families can combat and treat this diagnosis. Although it is usually a mild illness, Strep A can occasionally become a life-threatening bacterial infection for some children. Dr. Lang urges families to pay close attention to potential symptoms and to contact your doctor as quickly as possible to mitigate symptoms.

Please visit

<https://www.lbhf.gov.uk/articles/news/2022/12/what-look-group-streptococcal-infection> if you have additional queries or would like to learn more about to stop the spread of infection.

Help us - Help you stay well this winter



Looking after our health during winter is really important and the NHS is reminding residents of the simple things everyone can do to stay well and help NHS services!

- 1 Boost your immunity - Have the flu and the Covid-19 autumn booster**
Vaccinations are important to help you stay well this winter – if you are **over 50** or have a health condition **you should have both** jabs. 
- 2 Know where to get the right help when you need it**
There are lots of NHS services to help you - choosing the right service means you will get the right help quickly. **111 online** (www.111.nhs.uk) can quickly direct you to the right service for your medical needs. 
- 3 Keep on top of your medication**
Order and collect repeat prescriptions **before they run-out** - keep a well-stocked medicine cabinet. 

1 Boost your immunity


Have the flu and Covid-19 autumn booster

Both flu and Covid-19 are serious illnesses, having both the Covid-19 autumn booster and flu jab are the best ways to protect yourself this winter.

The table shows which vaccines you should have this winter. Each group will be invited for vaccinations at different times. Look out for your NHS invitation or check at www.nhs.uk.

Group	Flu vaccine	Covid-19 autumn booster
All adults aged 50+	✓	✓
Carers and healthcare staff	✓	✓
Pregnant women	✓	✓
People aged 4 - 49 with a clinical risk	✓	✓
Immunosuppressed	✓	✓
Children aged 2 - 10	✓	✗

If you are not in these age groups and you have not yet had any Covid-19 vaccines - contact your GP/ local pharmacy or visit a community clinic - details via the link below

More details and booking information: www.nwlondonics.nhs.uk/Winter 

The viruses that cause flu can change every year so it's important to get vaccinated and **make sure you're protected.**



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Improving Orthopedic Consultation:

The four acute NHS trusts in North West London have come together to propose a new way of delivering planned orthopedic (bone and joint) inpatient surgery for adults. Their aim is to improve the quality and efficiency of orthopedic surgery to provide better care to more people, more quickly and more fairly.

What does this mean for patients?

1. Patients would have faster and fairer access to surgery, with the absence of worrying about cancellations or postponed operations due to emergency care pressure.
2. Care would be of consistently high quality, benefiting from the latest best practice and research, provided by clinical teams that are highly skilled in these procedures.
3. The center would be extremely efficient, enabling more patients to be treated at a lower cost per operation
4. Patients would have better outcomes, experience, and follow-up treatment.

Public consultations are currently being held through January 22nd of 2023, to receive feedback on the proposal. It is crucial that the Trust hear from as many people across northwest London, in order to ensure a diverse range of views are heard, and as many people as possible receive this information.

To participate in public meetings to learn more about this orthopedic strategy, or to fill out a consultation questionnaire online, please visit nwl-acute-provider-collaborative.nhs.uk/eoc

Local Winter Resources :

Warm Welcome is an organisation whose goal is to support the community in direct response to the current cost of living crisis. Their "Warm Welcome"



campaign supports thousands of organisations to provide warm and welcoming spaces to anyone in need this winter. If you or a loved one need a warm safe space to stay, please visit <https://www.warmwelcome.uk/>

H&F Christmas Day Lunch:

With the generous support of residents and H&F Giving, Hammersmith & Fulham Council is again hoping to give up to 500 older residents who live alone a two-course festive feast, with transport to and from the lunch, and a bag of gifts on 25 December.

Any amount big or small that you can donate will make a difference.

Here's how your donation will make a difference:

- **£420** will pay for seven residents' Christmas lunches and gift bags, as well as a lift to and from the venue on Christmas Day.
- **£60** will pay for one resident's two-course Christmas dinner, gift bag and transportation.

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- **£25** will pay transportation for an elderly resident on Christmas Day.

If you would like to donate a smaller amount, **£10** could be put towards a thoughtful present, for example a food voucher, in the Christmas gift bag.

If you would like to donate, or would like to complete a guest application form, please visit

<https://www.lbhf.gov.uk/articles/news/2022/11/help-us-bring-christmas-lunch-500-older-hf-residents>

Note: The guest registrations will be open until December 16th, or until capacity is reached.

Dance West/Holiday Christmas Club:

Festive Dance Workshops for you and your children to enjoy!

DANCEWEST.
HOLIDAY CHRISTMAS CLUB
FREE!

Take part in exciting festive dance workshops each day. From Hip-Hop, Street Dance, Ballet, Contemporary and Musical Theatre. Each day is different and open to children aged 4-11 years from Hammersmith and Fulham. A hot meal is provided each day!

For: Children aged 4 - 11 years.

When: Monday 19th, Tuesday 20th, Wednesday 21st, Thursday 22nd and Friday 23rd December.

When: 10.00-14.00.

Where: DanceWest, Sands End Arts and Community Centre, Peterborough Road, London, SW6 3EZ.

Cost: Free, child must be in receipt of free school meals or family receiving Universal Credit.

Please complete the online form online: www.dancewest.co.uk

Once you have completed the form your child's place will be confirmed by email. If you need support completing this form, please call 07494513079 or Imogen@dancewest.co.uk

Advice and Information

Cost of Living Crisis

With the rising cost of living, the H&F Council is working hard with local partners to help residents through this difficult time. Below we have listed some of the help that is currently on offer locally.

Help for families with children

Household Support Fund - The Household Support Fund can help if you are facing hardship or an emergency, including struggling to pay bills or afford food. The scheme provides support, such as vouchers, wherever possible, rather than cash grants. It is distributed to households with children on free school meals and via local voluntary organisations. Contact Freephone 0800 145 6095, communityconnect@lbhf.gov.uk.

Help with childcare costs - You can get up to £500 every three months (up to £2,000 a year) for each of your children to help with the costs of childcare. This goes up to £1,000 every three months if a child is disabled (up to £4,000 a year). Find out more on [the GOV.UK Tax-Free Childcare page](https://www.gov.uk/tax-free-childcare). If you need help with childcare costs for two, three and four-year-olds, [visit H&F's help with childcare costs page](#).

Free school meals and uniforms - Free school meals and clothing grants to help parents buy school uniforms are available for pupils whose parents or carers receive certain benefits. H&F is committed to building shared prosperity in the borough by providing your child with the best education and support opportunities. [Apply for free school meals.](#)

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Claim a real nappy voucher - If you are pregnant or have a baby and live in H&F, you are entitled to one free real nappy voucher worth £45. This can be used to purchase any real nappies and related accessories from [the Washable Nappy Company](#). [See Real nappies](#) for more details.

Free Mental Health Support 11-25 years- Kooth is a free, safe, and anonymous online mental health service commissioned across the UK by the NHS, Local Authorities and Charities to provide free online mental health support as a BACP accredited service. For all schools, Kooth's free online counselling and mental health support can be utilised to provide support for your students and to showcase your school's commitment to mental health and wellbeing to Ofsted. To book any presentations or request [free resources](#) please contact your local Kooth Engagement Lead.

Help with prescriptions

Did you know, if you regularly pay prescription charges, [a prescription prepayment certificate \(PPC\)](#) could save you money? Or, if you have a low income you may qualify for help through [the NHS Low Income Scheme](#).

In addition, some groups are automatically entitled to free NHS prescriptions, and others can apply for certificates that entitle them to [free NHS prescriptions](#).

Help with council tax

If you are on a low income and need help to pay your council tax bill, then you may qualify for council tax support. Visit H&F's [help with council tax page](#) or call 020 8753 6681 if you need help and advice.

If you are struggling to pay your bills and want to find out more about what help is available, see [help paying](#).

Help with food

Local foodbanks - [Find out about foodbanks in Hammersmith & Fulham](#).

The Upper Room at St Saviour Wendell Park Church provides a warm and welcoming environment where they serve hot, freshly made meals every weekday between 3pm and 6pm. Anyone can access this service with no questions asked, all year round and you can either sit inside or take your food away. They can also supply toiletries, clothing, and bedding, and assist those in crisis to find immediate solutions. Citizens Advice, Glass Door (housing advice) and Lawstop are also based onsite throughout the week. [Find more info on their website](#).

Food Cycle White City - Welcomes anyone to attend as a guest and enjoy a FREE hot meal. No need to book. Just turn up on the day! Location: Our Lady of Fatima Parish Centre, Commonwealth Avenue, London, W12 7QR, Saturdays at 1pm. Contact: whitecity@foodcycle.org.uk.

Parkview Community/Maternity Champions - provide free food parcels at the Lady of Fatima Parish Centre, Commonwealth Avenue, W12 7QR, Mondays at 11am.

Rose vouchers - Funded by H&F Council, [the Rose Vouchers Project](#) helps residents living in poverty with children under the age of five to get fresh fruit and vegetables from local market stalls.

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Paying for your gas, electricity, and water

Drop in at a virtual Energy Cafe –

Get advice on energy efficiency or if you're struggling with bills. Sessions are open to all H&F residents. Morgan Sindall Property Services (MSPS) – one of H&F's official repairs and maintenance contractors – hold regular advice sessions for residents about energy issues, including if you're struggling to pay your bills or need extra support.

If you would like to sign up to a session, please contact

CSRbox@morgansindall.com

SHINE London – The Seasonal Health Intervention Network (SHINE) is a fuel poverty referral network and free energy advice service for Londoners. SHINE London offers a dedicated helpline and affordable warmth interventions to ensure households get the help they need to reduce utility bills, tackle energy debt and ultimately stay well and warm. SHINE accepts referrals for households of any tenure, with an income below £16,480, receives means tested benefits or where a household's member falls under a SHINE target group:

- ◆ Has a disability
- ◆ Has a long-term health conditions worsened by the cold
- ◆ Is a child under 15
- ◆ Is an adult over 60

For self-referrals, call 0300 555 0195 to speak to an advisor, 9am and 5pm, Mon-Fri. For third party referrals, **please use their online form** or email shine@islington.gov.uk

Contact Details for Local Organisations who advise about benefits and financial difficulties:

Crosslight Advice is a charity that helps to lift people out of poverty. For debt or budgeting advice, contact 020 7052 0318, Monday to Friday, 9.30am to 5pm, email info@crosslightadvice.org. or [fill in their online form](#).

H&F Citizens Advice General enquiries 0300 330 1162. Help to claim Universal Credit number – 0800 144 8 444 Monday to Friday, 10am to 4pm www.cahf.org.uk.

H&F Credit Union 020 7460 2620 Monday to Friday, 9am to 4pm info@londonpluscu.co.uk.

H&F Law Centre 020 3880 1727 Monday to Thursday, 10am to 12 noon and 3pm to 5pm hflaw@hflaw.org.uk.

Welfare benefits team 020 8753 5566 Monday and Friday, 9am to 12.30pm Wednesday, 1.30pm to 4.30pm. welfare.benefit@lbhf.gov.uk

Get in touch with Healthwatch H&F

Call: 0203 886 0386 between the hours of 09:00 – 17:00 Monday to Friday.
Post: Healthwatch Hammersmith & Fulham, 141 – 143 King Street, Hammersmith, W6 9JG
Email: info@healthwatchhf.co.uk

TACKLE YOUR WEIGHT

Come together with Rangers fans like you and reach your goal of a healthier lifestyle.

Venue: Loftus Road Stadium, South Africa Road, W12 7PJ

Start Date: Tuesday 10th January 2023

Time: 6.30pm – 8.30pm

Get your FREE place on our next course by visiting efltrust.com/fitfans or contact fitfans@qpr.co.uk or call 07807 788511



SPORT
ENGLAND

LOTTERY FUNDED

Better
Health

LET'S
DO THIS

