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

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Picture: Regional Day Out, Pitzhanger Manor

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Contact Us

### ➔ Healthwatch H&F Update

We would like to take this opportunity to welcome any new residents to Hammersmith & Fulham.

Please make sure to share our newsletter and contact details with anyone who is new to the borough.

### ➔ Mental Health Patient Experience Feedback

Healthwatch Hammersmith and Fulham is currently looking to hear about people's experiences of mental health services within the Hammersmith & Fulham borough.



Your views could help shape services for all

If you or someone you care for have accessed mental health services within the last 12 months, please could you spare us 5-10 minutes by filling in our Mental Health Patient Experience form. [➔ More](#)

“ I am in control of my diabetes. ”

Join us today and have your say!

Your feedback is much appreciated and will help us to inform the local healthcare commissioners and service providers who have the power to change mental health services to better suit patient needs.

If you have any questions, please don't hesitate to contact the local Healthwatch team:

☎ 020 3886 0386

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

### ➔ Join the Healthwatch H&F Committee!

We are looking for local people to join our Committee and help guide our work in improving the local health and social care services.



We work to improve health and care services

The Committee advises & supports the Healthwatch H&F staff team with projects, such as our patient experience programme and research projects. It also plays an important role in representing Healthwatch in public meetings and providing staff and other volunteers with a fresh perspective on local issues.

The Committee Members are asked to commit 1 - 2 days a month, including reading and preparing for committee and project meetings, with this increasing to 3 days for those wishing to take on an executive role such as chair.

All members are expected to attend at least three quarters of the year's meetings.

Applications are invited from people who are over the age of 16 and who live or work in Hammersmith & Fulham or who can demonstrate substantial knowledge of the borough and health and social care issues and services.

Applications are particularly welcomed from men, those under the age of 40, and individuals from a variety of Black, Asian and Minority Ethnic backgrounds. To apply, or to find out more:

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

“ I need to be involved in decisions about me. ”

Join us today and have your say!

## ➔ Case Study: The Importance of Blood Donations

This month one of our volunteers had the opportunity to shadow Abdul Malik, someone who experiences first-hand the benefits of blood donations. Abdul has a Pyruvate Kinase deficiency (PKD), a genetically inherited blood disorder in which there are low levels of the enzyme pyruvate kinase.

As a result, red blood cells are broken down faster than they should, which can lead to anaemia and other symptoms.

In order to treat it, Abdul has regular visits to the Haematology Day Care unit at Hammersmith Hospital where he receives regular blood transfusions that maintain his blood haemoglobin levels.

He has personally witnessed the great lengths that the doctors, nurses and overall service have gone to support him. While some of his treatment was forced to adapt under COVID-19, such as the addition of screening tests and a lack of face-to-face outpatient visits, Abdul still talks highly of the staff & their care.



Staff have gone to 'great lengths' to offer support

Due to his frequent blood transfusions, Abdul's transfused iron levels began to creep up and now need to be carefully monitored. Currently, to combat this "iron overload" issue he is on an iron chelation therapy in which he must inject himself up to 2-3 times a week for 10-12 hours.

This procedure is very invasive and has symptoms of fatigue and localized pain, therefore, he is presently considering alternative treatment that can work faster to reverse the iron overload.

Professor Mark Layton, his Consultant Haematologist at Hammersmith Hospital, is working with him on this and has been very helpful in providing Abdul with different options and explaining what each form of treatment would look like.

Abdul has expressed that living with PKD and having to constantly receive treatments can be mentally and physically exhausting. This has also increased in the face of COVID-19 where he was forced to be more isolated as he is a high risk individual.

One of the most important parts of his story that Abdul wanted to highlight was the importance of blood donations and how they personally help not only him, but so many others. Blood donations are not only used for emergency services, they are used every day by patients who depend on transfusions.



Transfusions are used routinely every day


Abdul is a prime example of this. Without blood transfusions, Abdul's red blood cell count falls to low and can be life limiting. Therefore, he encourages everyone to go get screened to become a blood donor. One blood donation can save or help up to 3 lives. It is especially encouraged that more people from the Black, Asian & minority ethnic communities come forward and donate blood. This is because there is more blood donated from the white community and while people of a different race can receive these donations, it is not always compatible.

For example, Abdul's ethnicity is Asian but he has largely received blood transfusions from white donors. Over time, the antibodies from those transfusions have caused complications because they do not match as well as blood from someone of an Asian descent would. Therefore, it is very important that there are a variety of blood donations available from a diverse pool of patients in need of blood transfusions. Sign up to be a blood donor today!

“My GP could offer more support on referrals.”

Join us today and have your say!





**It is vital that we come forward within our communities to donate blood to help those that need it. It is a special opportunity to help save someone else's life. The very act of donation is a demonstration of your commitment to helping others. And one day you or your family may be one of those in need. So step forward to help others.**

**- Dr. Saleyha Ahsan**



Saleyha Ahsan is a British medical doctor, presenter and journalist. She has worked as a humanitarian doctor in conflict zones and as an A&E doctor in the UK, presented programmes including "Trust Me I'm a Doctor" and reported on medicine, healthcare and the COVID-19 pandemic

# Why Blood Donation Is So Important

Did you know that 1 blood donation can save or improve the lives of up to 3 people?



There are so many people out there that really depend on blood donations for numerous reasons. Blood donations are used for both emergency reasons as well as a source of continuous treatment for those with deficiencies, etc.

Did you know that receiving blood donations from someone of the same or similar ethnicity can limit transfusion complications? But there is a shortage of blood donations from the BAME community and therefore less compatible blood transfusions are possible.

**England needs  
5,000 blood  
donations a day to  
keep up with  
patient demand**

**The NHS really  
needs more blood  
donors who are  
Black, Asian, and  
from minority  
ethnic communities**

**Become a Blood  
Donor Today!**

## ➔ The 'Power of Listening' in Times of Crisis

Healthwatch England writes "After the publication of our annual report, our Chair talks about the vital role your feedback plays in shaping better health and care services.



There is new guidance on discharge

The pandemic has been brutal, but it has proven the power of listening to service users' experiences. Our annual report makes it clear that listening to people's experiences, often in real-time, alerts decision-makers to problems quickly, helps them find out what's working and ultimately leads to better care.

Since the outbreak of Coronavirus, the feedback you share with Healthwatch has become even more essential, helping NHS and social care services respond to ever-changing circumstances.

Last year, a record two million people used Healthwatch to either have their say on care or to get the right advice and information. Thanks to you, we have highlighted the pressing issues and suggested the improvements you want to see.

The stories that people shared with us about being discharged from the hospital with little or no support at the start of the pandemic led to new Government guidance to ensure this does not happen again.

When the public was worried about how the NHS would use their GP data, we helped prevent issues by advising the NHS to be more transparent and give people more time to opt-out." [➔ More](#)

**“I want a named social worker.”**

Join us today and have your say!

## ➔ Walking to Beat Breast Cancer

Charity Walk the Walk writes "We are the UK's largest grant-making breast cancer charity that is dedicated to not only raising money and awareness for vital breast cancer causes, but to also encourage women and men to become more aware of their own potential for fitness and wellbeing.

We organise the famous Moonwalk overnight power walking challenges and are immensely proud to have raised over £133 million, which has been granted to research into breast cancer and to improve the lives of people living with cancer now.

This year we are so excited to be back with the live event!



Together we can beat breast cancer

Moonwalk London is taking place on Saturday 14th & 15th of May 2022 and we need volunteers - lots of them! Our thousands of amazing volunteers help our walkers get through the night and into the morning back to Moonwalk City in Clapham Common." Find out more about walking or volunteering, online. [➔ More](#)

**“The care assistants get to know you.”**

Join us today and have your say!

## ➔ Covid-19 and Health Services

The government has removed remaining domestic restrictions in England, however health professionals are awaiting guidance on next steps - how this may affect healthcare services and those using them.

Watch this space for news and developments.



### ➔ Introducing 'The Relaunch'

SAIE (Survive, Achieve, Inspire, Elevate), an African & Caribbean Mental Health Organisation writes "We are focused and committed now more than ever to breaking the stigma surrounding African and Caribbean mental health.

We have planned a night of music, poetry, food, drinks and conversation. If you were at our first event 'BreakTheStigma2017', then you know we have no plans to disappoint.

We believe that safe spaces for mental health need to be created in our community, so we can all learn, grow and better support each other. We will always believe that Black Mental Health Matters.



Creating 'safe spaces for mental health'

It will also be a chance to meet some of our Mental Health Partners and hear about what else we have planned for the year."

Saturday 7<sup>th</sup> May, 7pm - 11pm (entry starts at 6pm) at Peckham Levels, SE15 4ST. ➔ [More](#)

### ➔ Eid in the Square

Feast on food from around the world, join in a range of family activities, and enjoy Muslim art, culture, history, live music and entertainment on the main stage to celebrate the Mayor of London's 17<sup>th</sup> Eid in the Square. Saturday 7<sup>th</sup> May, 12pm - 6pm in Trafalgar Square. ➔ [More](#)

“The welfare of carers is very important!”

Join us today and have your say!

### ➔ In Conversation with Ben Shephard

As part of Mental Health Awareness Week (starting 8<sup>th</sup> May) Waterstones will be joined by the 'original mummy's boy', Hussain Manawer, to celebrate the publication of his debut poetry collection Life is Sad and Beautiful.

The evening will feature live performances of poetry from Hussain, followed by discussion of its themes with ITV's Ben Shephard.



A poetical mental health conversation

Hussain's debut poetry collection invites readers on his journey through depression and grief and out the other side to a better place.

Hussain is a poet and mental health campaigner who has channelled his grief at the loss of his mother into this heartbreaking and lyrical work that consoles as much as it challenges.

Thursday 12<sup>th</sup> May, 6.30pm at St. James's Church, 197 Piccadilly, London, W1J 9LL. ➔ [More](#)

“I like to be recognised on arrival.”

Join us today and have your say!

### ➔ Refugee Council - Accessible Information

The Refugee Council London has produced a range of health service information in several languages including Albanian, Arabic, Dari, Farsi and Tigrinya. Topics include getting help with translation, maternity care and access to health services.

The resources are available now. ➔ [More](#)

## ➔ Impact of Lockdown on Mental Health & Dignity

New research published by the Care Quality Commission (CQC) carries a stark message on the challenges faced by health and social care services in England and has highlighted the importance of people in London sharing their feedback on care to inform improvements. That is why CQC is calling on people across London to give their feedback as part of the 'Because We All Care' campaign.

The CQC's research uncovered the impact of lockdown measures on the wellbeing of people who use care services. Nearly three quarters of carers (73%) say that the lockdown restrictions have had an impact on the mental health of the person they care for. Over half (56%) of carers say that lockdown restrictions have had an impact on the dignity and independence of the person they care for.



The importance of visiting was underscored

This is reflected in concerns the CQC has received from loved ones, stakeholders and people who use care services themselves about the impact of isolation and restrictions on visitors.

The CQC recently published a statement and sent a clear message to providers on the importance of visitors for care users and their loved ones, particularly over the festive period.

It addressed potential visitation bans through inspections, safeguarding alerts and working with local authorities as a result of feedback. Find out more in the full article. ➔ [More](#)

**“Staff need awareness of different cultures.”**

Join us today and have your say!

## ➔ Joint Chair Announced for Local Trusts

Chelsea and Westminster Hospital NHS Foundation Trust, The Hillingdon Hospitals NHS Foundation Trust, Imperial College Healthcare NHS Trust and London North West University Healthcare NHS Trust are pleased to announce the appointment of Matthew Swindells as their new joint Chair.

Matthew took up his position on 1<sup>st</sup> April 2022.



Matthew Swindells, New Joint Chair

The four trusts - responsible for 12 hospitals - have already begun to embed closer partnership working through a joint acute care board focusing on expanding planned care capacity and tackling waiting times in the wake of the pandemic.

It was set up in March 2021 after a response to the first waves of Covid-19 infections demonstrated how much more could be achieved through greater collaboration.

The NHS writes “The appointment of a joint chair is a key next step in strengthening collaboration as we move towards becoming a formal acute care collaborative in line with national NHS policy. While remaining separate organisations, we will seek to maximise our potential for joint working for the benefit of our local population, patients and staff.”

Matthew Swindells has over 30 years' experience in healthcare. He is the former Deputy Chief Executive and Chief Operating Officer for the NHS in England, currently working as an independent consultant.

Matthew joined the NHS from university as a graduate trainee and worked his way up as an IT director, clinical services manager, chief operating officer and hospital chief executive before joining the Department of Health as Senior Policy Advisor to the Secretary of State for Health and then as the NHS's first chief information officer. ➔ [More](#)



## ➔ NHS Sets Out Elective Recovery Plan

With a record six million people currently waiting for hospital treatment, the NHS has set out a plan to address backlogs that built up during the Covid-19 pandemic and tackle long waiting lists for care.

The plan was developed with Royal Colleges, patient groups and health charities, including Healthwatch.



Capacity will 'be increased over three years'

Key improvements: More than 100 diagnostic centres will also be rolled out, with 66 set to be in use across England by the end of March - 26 more than previously planned.

The NHS will increase capacity to deliver more procedures and scans in each of the next three years, to around nine million more tests and checks by 2025.

Teams of specialists will help patients prepare for their op, and groups of clinicians and teams will be able to get instant access to test results, offering patients faster clinical advice.

New surgical hubs will also be added to the network of 122 already operating across the country. The hubs focus on high-volume routine surgery so more patients can get seen more quickly, making efficient use of taxpayer resources.

A 'My Planned Care' digital service will be launched later this year to tell patients when they should expect treatment and signpost them to support that can help them while they wait. [➔ More](#)

**“ My pharmacist had the answers. ”**

Join us today and have your say!

## ➔ Trust Welcomes Refugees into Nursing Roles

West London NHS Trust is helping refugee nurses by finding them 'meaningful' employment within its services.

The Trust writes "We are pleased to welcome three nurses from Syria and Palestine, who were based in Lebanon, to find employment at West London NHS Trust through The Trust's partnership with Talent Beyond Boundaries.

The three nurses arrived in the UK in February and have been working within the Trust's community services.

There are also plans for another five refugee nurses to join the Trust in May."



Part of a wider programme to recruit refugees

Nathan Christie-Plummer, Deputy Director of Workforce at West London NHS Trust, said "As an Anchor institution our Trust has a responsibility to engage in supporting our community with refugees that have arrived from a number of challenging environments, whilst creating opportunities to address the challenges we face with accommodating outstanding vacancies".

Carolyn Regan, CEO of West London NHS Trust, said "As a Trust we are proud to be supporting nurses who have fled conflict to seek employment within our services. These nurses who hold international qualifications are filling vital roles at our sites across West London."

The Trust's work with Talent Beyond Boundaries launched in July last year and has helped transform the lives of the three nurses who are now working as Trust staff. As well as its work with Talent Beyond Boundaries, the Trust is working on a project focusing on 'in country' refugees in collaboration with the Shaw Trust. [➔ More](#)

### ➔ Fulham Palace Parkrun

A free, fun, and friendly weekly 5k community event. Walk, jog, run, volunteer or spectate - it's up to you!

The event takes place at Bishop's Park, Bishop's Avenue, London, SW6 6EA. Every Saturday at 9.00am.



A fun weekly event - at your own pace!

What does it cost to join in? Nothing - it's free! But please register before you first come along. Only ever register with parkrun once and don't forget to bring a scannable copy of your barcode (request a reminder). If you forget it, you won't get a time.

How fast do I have to be? We all take part for our own enjoyment. Please come along and join in whatever your pace!

Meet people! Every week we grab a post parkrun coffee in the Fulham Palace Café - please come and join in! ➔ [More](#)

### ➔ Menopause Health and Wellness London

Armed with the most up-to-date information and sorting fact from fiction, Menopause Health And Wellness London has designed a program to educate and inspire women affected by Menopause.

The workshops aim to help women gain a better knowledge and understanding of their Menopause, sometimes the difficult transitions they go through and how to manage and cope with symptoms effectively. Next session, 23<sup>rd</sup> April. ➔ [More](#)

“Fast service today at radiography!”

Join us today and have your say!

### ➔ Skate Club at Brentside High School

Roller-skating clubs are great recreational activities, that allow everyone to develop fundamental roller skating movement skills and keep physically active.

The club encourages all students to apply their motor skills and develop their agility, balance, coordination and speed.

This club is based around skaters of all abilities, encouraging staying fit and keeping active. Terms run weekly for 6 weeks on Saturdays. Brentside Skate Club will be closed during school holidays.



Developing balance, coordination and speed

The programme fosters skating confidence, develops communication skills, encourages engagement with coaches, enhancing social development and shared learning. 23<sup>rd</sup> April - 28<sup>th</sup> May. ➔ [More](#)

“A lack of support after discharge”

Join us today and have your say!

### ➔ Listening Together: Memory and Wellbeing

From improving mental health and supporting people recovering from brain injuries, to inspiring new resources for people living with dementia and their carers.

Learn how stories and sounds from the nation's audio collections have been used to combat isolation and enhance wellbeing.

Monday 25<sup>th</sup> April, 10.00am - 5.00pm, at the British Library. Free Admission. ➔ [More](#)

### ➔ Age UK - Spring BBQ!

Age UK writes "Join us on 15<sup>th</sup> May for a day of fun and food at our Activity Centre on Greyhound Road!

The event is open to people of all ages and we would love to see you and your family there. You can pop in for a short visit or stay for the whole thing and it's free to attend. We just ask that you please register to let us know you'll be stopping by. You can also call 020 7386 9085 to tell us you would like to attend.

Stalls will include Tombola, Lucky Dip, Beat the Goalie, Name the Teddy and much more. There will also be plenty of food, including a delicious BBQ and a selection of scrumptious cakes.

Age UK are currently looking for donations for prizes, as well as people to bake cakes. If you are able to donate a prize or would like to bake, please do.



Join in for a day of 'fun and food'!

Thank you for your support in ensuring older people can access everything they need to enjoy later life. We look forward to welcoming you to our Spring BBQ on 15th May! ➔ [More](#)

### ➔ The Story Game in Hammersmith & Fulham

Andrew Jones plays The Story Game, creating a brand new and hysterically funny story from a handful of words, a roll of the dice and his imagination. Saturday 23<sup>rd</sup> April, 11.00am and 1.00pm. Entry is £8. If you've ever wondered where writers get their ideas from, now's your chance to find out! ➔ [More](#)

“ I feel safe and secure at the care home. ”

Join us today and have your say!

### ➔ Mental Health Marathon

Runna are hosting the first ever Marathon in Battersea Park solely focused on raising awareness for Mental Health.

On Sunday 15<sup>th</sup> May, they'll be heading to Battersea Park to raise awareness around mental health by running a variety of marathons and they want you to join them!



Are you 'in the running' to improve mental health?

Run a marathon over the course of the week or join on the day for some social laps, 5k, 10k or half-marathon. You can also run a full-marathon on the day.

This is more than a casual run, this is a chance to calm the mind, flood the body with endorphins and show how running can positively impact our mental health. This event will help to raise money for the charity Big Moose. Big Moose use their funds to directly pay for an individual's therapy. ➔ [More](#)

“ As a deaf person I often feel dismissed. ”

Join us today and have your say!

### ➔ Mindfulness with Carers Network

A weekly online mindfulness group for carers. Relax the body, mind and reduce stress. A chance to pay more attention to the present moment - to your own thoughts and feelings, and to the world around you.

Improve your mental wellbeing. Fridays 11am - 12pm, delivered by volunteer Kate. ➔ [More](#)



## ➔ Accessible Information Standard Guide

The Accessible Information Standard is mandatory for all organisations that provide NHS or adult social care.

The standard aims to make sure that people who have a disability, impairment or sensory loss get information that they can access and understand and that they get any communication support they need from health and care services.

Healthwatch England has produced a useful guide, on what you can expect from services.



You're entitled to accessible information

Find out more in the video and guide. ➔ [More](#)

## Latest Newsletters

➔ [West London NHS Trust - @WestLondon magazines](#) ➔ [More](#)

Please send us a link to your latest newsletter!

## News Summary

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- ➔ Debt support scheme for people in mental health crisis reaching just 3% of forecast number ➔ [More](#)
- ➔ Hundreds of people diagnosed with cancer early through life-saving NHS lung checks ➔ [More](#)
- ➔ NHS runs world-first test into 'sci-fi like' artificial pancreases ➔ [More](#)

ARE YOU A RESIDENT AGED 16+ IN HAMMERSMITH AND  
FULHAM?

# HAVE YOUR SAY

VOLUNTEER WITH YOUR LOCAL  
HEALTHWATCH AND IMPROVE HEALTH AND  
SOCIAL CARE IN YOUR BOROUGH



**MAKE A DIFFERENCE TO YOUR COMMUNITY**

**IMPROVE JOB PROSPECTS/ GAIN  
VALUABLE SKILLS**

**MEET NEW PEOPLE:**

**healthwatch**

SIGN UP THROUGH: <http://btrr.im/2sjnr>

OR EMAIL: [CARLEEN@HEALTHWATCHHF.CO.UK](mailto:CARLEEN@HEALTHWATCHHF.CO.UK)